

August 1, 2001

MITCHELL LAKE WILDLIFE REFUGE PROJECT

Re: SAN ANTONIO WATER SYSTEM MITCHELL LAKE WILDLIFE REFUGE
MANAGEMENT ENTITY

Dear Ladies or Gentlemen:

The San Antonio Water System (SAWS) solicits your response to this Request for Proposal (RFP) for the above referenced project. A HARD COPY OF THIS RFP WILL NOT BE MAILED. Please visit our website at www.saws.org and go to "Your SAWS" then "Mitchell Lake" to download the RFP submittal packet in pdf format. You may also obtain the RFP submittal packet in person from the San Antonio Water System, Finance, 1001 E. Market, 2nd Floor, San Antonio, Texas 78205 or you may fax your request to 210-704-7371. Additionally, you may e-mail your request to kmccollough@saws.org.

The San Antonio Water System is seeking proposals from nonprofit service providers with missions and goals compatible with the SAWS Board of Trustees' goals established for Mitchell Lake and competence in the following core capacities: Habitat restoration, wetlands, migratory birds, water quality, sustainable public inclusion, management and operation of a limited access public facility, educational partnerships, alternative funding strategies, financial management, administrative management, and a commitment to sustainable change.

A formal preproposal conference will be held on August 30 at 2:00 at the San Antonio Water System's Mission Road/Quality Control Department Conference room located at 517 Mission Road. Directions are provided separately.

Interested parties must submit a response package of ten (10) copies to Kerry McCollough, Mitchell Lake Project Manager, Finance, 1001 E. Market, 2nd Floor, San Antonio, Texas 78205, no later than 4:00 P.M. (CDT) on Wednesday, October 31, 2001.

For all inquiries, please contact Ms. Kerry McCollough at 210-704-7545.

Sincerely,

Kerry McCollough
Mitchell Lake Project Manager

CURRENT MITCHELL LAKE PROJECT SCHEDULE AND STATUS

SCHEDULE

July 14, 2001

Final Draft Request for Proposal distributed at Public Workshop; Workshop topics include Project Status Report, Review of SAWS Board Goals, Expectations of the Wildlife Refuge Center and status of the Leeper House, a candidate for the Refuge Center.

August 1, 2001

Request for Proposal published for a period of 30 days. Publication will be statewide.

August 30, 2001

Preproposal Meeting - SAWS Mission Road/Quality Control 2:00
Public Meeting - Kingsborough Middle School, 5:00 to 8:00

October 29, 2001

Responses to Request for Proposal due to SAWS

November 2001

Responses evaluated and recommendation prepared for Board Consideration

December 2001

Board action requested

STATUS BY PLAN ELEMENT

Water Quality Improvements (1)

Water and sediment studies may be performed under the auspices of a project carried out by the University of Texas at San Antonio's Center for Water Research. The research value of this project will be evaluated through a pilot study to be conducted in the coming months.

This work could form the basis for determining the methods used to improve the lake's discharge water quality and support Mitchell Lake as a component in expanding the firm yield available to the Recycled Water Program.

The Bureau of Reclamation is in the process of concluding its Appraisal Level investigation to assist SAWS in expanding the firm yield. The UTSA research would support the next step of feasibility.

Dam improvements were considered as part of a potential project through the United States Army Corps of Engineers (Corps) discussed below.

Rerouting the inflow line is noted in SAWS five-year Capital Improvements Program. Related factors include the installation of a translake pipeline to deliver recycled water directly to the Mission Del Lago golf course, the need for a redundant source of water and the eventual retirement of the Leon Creek Water Recycling Center (WRC).

Water Level Controls (2)

The Corps and the Bureau of Reclamation are potential partners in addressing a combination of water level controls and ecosystem restoration. Based on the recent evaluation of the Corps' reconnaissance study, Mitchell Lake was listed as a top priority for a feasibility study, but the Upper Cibolo project (with value to the Guadalupe-Blanco River Authority) was chosen first. In the meantime, coordination between the Mitchell Lake Wetlands Society, SAWS staff at Dos Rios WRC and Leon Creek WRC is directing pumping efforts to maintain appropriate water levels.

Reestablishment of Bird Pond (3); Reestablishment of Skip's Pond (4); and Uplands Enhancement (5)

These elements are dependent on an evaluation of existing habitat, development of specific goals and objectives for each area, and rerouting of the inflow line. The Corps included these elements in their consideration of possible future work. Interest in funding has also been exhibited by the Texas Department of Transportation and the Natural Resource Trustee Program for possible mitigation work. A small grant was provided through Bexar Audubon for plantings to assist in nutrient uptake. Implementing the grant will depend on the evaluation noted above

Protection Buffers Adjacent to Lake (6)

The legal documents necessary to gain buffers have been drafted and delivered to the property owner for consideration.

Development Guidelines for Adjacent Properties (7)

This element, along with associated off-site planning, will be accelerated through a partnership with Avenidas, Inc. and their Ecocultural Tourism committee. Local educational institutions will be asked to partner in this effort.

Fencing Adjacent to Mission Del Lago Development (8)

This depends on completion of the buffers associated with element number 10.

Constructed Wetlands - Shoreline (9)

These elements are dependent on an evaluation of existing habitat and development of specific goals and objectives for each area. The Corps included these elements in their consideration of possible future work. Interest in funding has also been exhibited by the Texas Department of Transportation and the Natural Resource Trustee Program for possible mitigation work. A small grant was provided through Bexar Audubon for plantings to assist in nutrient uptake. Implementing the grant will depend on the evaluation noted above

Protection Buffers - Polders (10)

The legal documents necessary to gain buffers have been drafted and delivered to the property owner for consideration.

Polder Road Improvements (11)

Short-term improvements are being completed through the SAWS Treatment Group. The selection of long term improvements has yet to be made. Considerations include type and timing of improvements so that both runoff and habitat disturbances are minimized.

Wildlife Refuge Center (12)

Characterization of the Refuge Center is underway. This will enable the community to carefully consider the existing options that include the Leeper House located at the McNay Art Museum and new construction.

Pleasanton Road ROW acquisitions and improvements (13)

Portions of Pleasanton Road have been repaired, providing a temporary solution. The nature of long term improvements and the needed funding have yet to be established. This element, along with associated off-site planning, will be accelerated through a partnership with Avenidas, Inc., their Ecocultural Tourism committee and public agencies with jurisdiction.

Southside Sector Plan (14)

This element, along with associated off-site planning, will be accelerated through a partnership with Avenidas, Inc. and their Ecocultural Tourism committee. Local educational institutions will be asked to partner in this effort.

Pedestrian Trails North of the Education Center (15)

This element will be coordinated with the development of the Education Center and the timing will be affected by the progress in water quality improvement.

Howard Road Realignment (16)

The Metropolitan Planning Organization will be approached for amendment to their Long Range Transportation Plan.

Primitive Trail around Bird Pond (17)

This element will be coordinated with the reestablishment of Bird Pond.

Research Facility (18)

Questions have been raised as to the wisdom of 1) locating this facility on site as opposed to using existing research facilities and 2) locating the facility in the uplands area. These concerns must be addressed prior to seeking the necessary sponsorship of an educational partner.

Consider Management Foundation (19)

SAWS accepted this avenue of seeking a managing partner for Mitchell Lake's role as a wildlife refuge and staff hopes to request Board approval to select a nonprofit possessed of the necessary competencies in wildlife refuge development and management, community participation and broad-based educational initiatives

Education Center (20)

Development of this facility depends on an evaluation of expectations that leads directly to design. An important limiting factor will be water quality improvement.

Watson Road Improvements (21)

This element, along with associated off-site planning, will be accelerated through a partnership with Avenidas, Inc., their Ecocultural Tourism committee and public agencies with jurisdiction.

Hike and Bike Trails to other Cultural Attractions (22)

The TEA-21 grant application will be re-submitted in the next funding cycle. This element, along with associated off-site planning, will be accelerated through

a partnership with Avenidas, Inc., their Ecocultural Tourism committee and public agencies with jurisdiction.

Neighborhood Park Adjacent to Education Center (23)

This park is entirely beyond the scope of the Master Plan for City of San Antonio's Parks and Recreation Department. The park may be created in connection with residential developers.

Detailed Economic Development Plan for nodes (24)

This element, along with associated off-site planning, will be accelerated through a partnership with Avenidas, Inc., their Ecocultural Tourism committee and public agencies with jurisdiction

Consider Name Change (25)

Acceleration of this element was advised in the plan and interested parties are beginning research into the history and provenance of names given to the lake. The process for place name changes and the results of the research will determine the outcome.

Fishing Piers (26)

Water Quality is the limiting factor for implementation of this element. In the meantime, the use of fish as agents of nutrient intake has been proposed. The anticipated work by the Center for Water Research may assist in defining the utility of this method.

San Antonio Water System

Request for Proposal

Nonprofit Service Provider to Sustainably Develop and Manage the Mitchell Lake Wildlife Refuge

1. General Information

- 1.1. Purpose: The San Antonio Water System (SAWS) is seeking proposals from nonprofit service providers with missions and goals compatible with the SAWS Board of Trustees' goals established for Mitchell Lake and competence in the following core areas: Habitat restoration, wetlands, migratory birds, water quality, sustainable public inclusion, management and operation of a limited access public facility, educational partnerships, alternative funding strategies, financial management, administrative management, and a commitment to sustainable change.

- 1.2. Issuing Office: This Request for Proposal is issued for the San Antonio Water System, under the direction of the Chief Operating Officer. The person that can provide information or respond to questions relating to this Request for Proposal is:

Kerry McCollough
Mitchell Lake Project Manager
San Antonio Water System
P.O. Box 2449
1001 E. Market Street
San Antonio, Texas 78298-2449
Phone: 210-704-7545
Fax: 210-704-7371

- 1.3. Statement of Problem: The San Antonio community wishes the San Antonio Water System (SAWS) to implement the Mitchell Lake Master Implementation Plan in a prudent manner with all deliberate speed. While Mitchell Lake remains a component of SAWS' operations, the Plan focuses on the lake's identity as a wildlife refuge—an area outside of SAWS' expertise. For this reason, SAWS is seeking a partnership with a nonprofit capable of and devoted to sustainable development of Mitchell Lake.

Active and regular solicitation of input and involvement from the community is critical to this project. The community must be broadly represented and dissenting voices clearly heard so that concerns are fairly and publicly addressed. The Master Plan describes the built environment as envisioned by

the community and accepted by the System's Board of Trustees. Successful project implementation will depend on the use of the principles of proactive ecological management strategies, inclusive and accountable decision making, experience in partnership building and maintenance, education and community involvement, and the ability to access alternative sources of funding.

While SAWS will retain control of Mitchell Lake's water supply and storage aspects, decisions will be made collaboratively. Close cooperation and clear definition of roles and responsibilities are essential to successful management of the project; specifics will be addressed during contract development. The SAWS Treatment Group Vice President or designee will act as the SAWS single point of contact with the nonprofit service provider.

The nonprofit service provider's board of directors or governing body shall include a cross-section of stakeholders. Membership eligibility should be defined in such a way to exclude potential conflicts of interest. The Mitchell Lake Task Force will continue as the community advisory body to the nonprofit service provider.

- 1.4 Statement of Purpose: The primary objectives of this project are:
- 1.4.1. Implement the Mitchell Lake Master Implementation Plan in a sustainable manner;
 - 1.4.2. Establish an on-site wildlife refuge management organization with expertise in the core areas described in this Request for Proposal;
 - 1.4.3. Refine and employ an inclusive system-based decision-making process;
 - 1.4.4. Expand the educational mission of Mitchell Lake;
 - 1.4.5. Ensure continuity in existing efforts;
 - 1.4.6. Provide for greater community access to Mitchell Lake;
 - 1.4.7. Effectively collaborate with the San Antonio Water System, current partners and stakeholders while encouraging new partners and developing more diverse stakeholder ties;
 - 1.4.8. Optimize existing as well as potential resources appropriate to the project.

2. Conditions

2.1. General: Nonprofit service providers are required to submit their proposals upon the following express conditions:

- 2.1.1. Nonprofit service providers shall thoroughly examine the cover letter accompanying this Request for Proposal and all other attachments;
- 2.1.2. Nonprofit service providers shall make all investigations necessary to thoroughly inform themselves regarding site location, site conditions, and all other conditions as required by the solicitation.

No plea of ignorance by the nonprofit service provider of conditions that exist or that may thereafter exist as a result of failure or omission on the part of the nonprofit service provider to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the San Antonio Water System or the compensations to the nonprofit service provider.

- 2.1.3. Nonprofit service Providers are advised that San Antonio Water System contracts are subject to all legal requirements provided for in City, State or Federal statutes and regulations.

2.2. Preparation of Proposals: Proposals will be prepared in accordance with the following:

- 2.2.1. All information required by the Request for Proposal shall be furnished;
- 2.2.2. Where cost figures are represented, unit prices shall be shown and where there is an error in the extension of price, the unit price shall govern;
- 2.2.3. Alternate proposals will not be considered unless authorized by the Request for Proposals.

2.3. Number of Copies of the Proposals Needed: The proposer shall provide the required number of copies of the proposal as specified in the cover letter. No other distribution will be made by the nonprofit service provider. On each copy the proposer shall print or type his/her name and manually sign the Proposal.

2.4. Officials Not to Benefit: No San Antonio Water System employee or official shall be admitted to any share or part of an agreement resulting from this Request for Proposals or to any benefit that may arise therefrom.

2.5. Rejection of Proposals: The San Antonio Water System reserves the right to reject any and all proposals received as a result of this Request for Proposal or to

negotiate separately with any source whatsoever in any manner necessary to serve the best interest of the System. The San Antonio Water System does not intend to pay for the information solicited or obtained through any response.

- 2.6. Incurring Costs: The San Antonio Water System is not liable for any cost incurred by the service provider prior to the issuance of a contract.
- 2.7. Preproposal Conference: A formal preproposal conference will be held on the date and at the place specified in the cover letter. The purpose of this conference is to discuss with the nonprofit service providers the service to be provided and to allow them to ask questions arising from their review of the Request for Proposal. The pre-proposal conference is for informational purposes only. Answers furnished will not be official until verified in writing by the issuing office or department. Answers that change or substantially clarify the Request for Proposal will be affirmed in writing; copies will be provided to all persons attending the conference. Proposals from nonprofit service providers who fail to send representatives to the pre-proposal conference will receive no consideration.
- 2.8. Inquiries: Questions that arise subsequent to the pre-proposal conference must be submitted in writing to the issuing office or department. Questions and answers thereto will be provided to all nonprofit service providers who sent representatives to the pre-proposal conference and posted on the SAWS web site. All questions must be submitted on or before the date specified in the cover letter.
- 2.9. Addenda to the Request for Proposal: In the event it becomes necessary to revise any part of this Request for Proposal, addenda will be provided to all nonprofit service providers who received the basic Request for Proposal if the addenda are issued before the pre-proposal conference, or to all nonprofit service providers who were represented at the pre-proposal if the addenda is issued after the conference.
- 2.10. Response Date: To be considered, proposals must arrive at the issuing office or department on or before the date and time specified in the cover letter. Nonprofit service providers mailing their proposals should allow normal mail delivery time to ensure timely receipt of their proposal.
- 2.11. Type of Contract: The San Antonio Water System uses its own cooperative agreement to establish partnerships. The characteristics of that agreement include:
 - 2.11.1. An indemnification provision holding the San Antonio Water System harmless from negligence on the part of the nonprofit, the nonprofit's employees, agents or consultants;

- 2.11.2. A requirement that the nonprofit service provider comply with all Federal and State laws and is responsible for obtaining all applicable permits, licenses and reviews relating but not limited to fire, safety, historic preservation, plan inspection, building permit and handicap access;
- 2.11.3. A requirement that the nonprofit service provider carry and show proof of comprehensive general liability insurance, including contractual liability and worker's compensation as required by law and the San Antonio Water System.

Negotiations may be undertaken with those nonprofit service providers whose proposal best addresses the needs of the proposed project and demonstrates the ability and experience to perform the work. Award of the contract will be to the responsive nonprofit service provider whose proposal is most advantageous to the San Antonio Water System.

3. Proposals

- 3.1. General: To be considered, nonprofit service providers must submit a complete response to this Request for Proposal, using the format provided in Section 4. Each proposal must be submitted in the required number to the location specified in the cover letter. No other distribution of the proposals will be made by the nonprofit service provider. Proposals must be signed by an official authorized to bind the organization(s) to its provisions.
- 3.2. Acceptance of the RFP and Proposal Content: The contents of this RFP and the proposal of the successful nonprofit service provider(s) may become contractual obligations, if a contract ensues.
- 3.3. Proposal Preparation: Proposals should be prepared providing a straightforward, concise description of the nonprofit service provider's ability to meet the requirements of this Request for Proposal. Emphasis should be placed on completeness and clarity of content.
- 3.4. Oral Presentation: Nonprofit service providers who submit a proposal may be required to make an oral presentation of their proposal. These presentations provide an opportunity for the respondents to clarify their proposal to insure thorough mutual understanding. The Issuing Office will schedule these presentations.
- 3.5. Prime Contractor Responsibilities: The selected nonprofit service provider(s) will be required to assume responsibility for all services offered in the proposal whether or not the nonprofit service provider produces them. Further, the San Antonio Water System will consider the selected nonprofit service provider to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

3.6. Services Required: The services required for this project will include the work in summarized below:

Implementing the SAWS Board of Trustees' goals established for Mitchell Lake guided by the Mitchell Lake Master Implementation Plan through competence in the following core areas: Habitat restoration, wetlands, migratory birds, water quality, sustainable public inclusion, management and operation of a limited access public facility, educational partnerships, alternative funding strategies, financial management, administrative management, and a commitment to sustainable change.

4. Information Required from Nonprofit Service Provider

For ease in review and evaluation, the proposals submitted for this project must be organized and presented as follows:

4.1. Cover and Title Page: The following information must appear on the cover and/or the title page:

4.1.1. Project title: A Proposal to Provide for the Sustainable Development and Management of the Mitchell Lake Wildlife Refuge;

4.1.2. Name of the nonprofit service provider making the submittal along with address, phone number and contact person. In the event a coalition of partnership committed to forming a nonprofit authors a submittal, this contact information shall be provided, naming the entity chosen by the coalition as their agent.

4.1.3. The following citation:

Submitted to:
James M. Mayor, Chairman, Board of Trustees
San Antonio Water System Central Office
San Antonio, Texas 78298-2449

4.1.4. Date of Submittal

4.2. Table of Contents: Identify materials by section and page number. Organize the Table using the attached checklist, which follows the outline of this Request for Proposal.

4.3. Letter of Transmittal: The letter of transmittal must include the following:

4.3.1. Brief statement of understanding of the work to be performed and a positive commitment to perform the work within the time period;

4.3.2. Name of the contact person or agent for the organization(s), their title, address, phone number, fax and email address;

- 4.3.3. State whether the contact person is authorized to bind the organization(s). If not, identify the individual who is authorized to sign on behalf of the organization(s).
- 4.4. Nonprofit Service Provider information: In this section the respondent is asked to provide information about the organization(s) and the personnel to be assigned to this project. Be sure to include:
 - 4.4.1. A current resume' of the proposed project supervisor that includes a personal mission statement and an explanation of how this personal mission will be furthered through supervising the project;
 - 4.4.2. The principal who would be responsible for work (the board or governing body of the nonprofit);
 - 4.4.3. A list of references complete with names, addresses, phone numbers, fax numbers, email addresses and brief descriptions of the nature of the relationship;
 - 4.4.4. A statement of the extent to which the organization(s) qualify as a Historically Underutilized Business.
 - 4.4.5. A statement of the extent to which the individuals and organization(s) have a place of business or residence within the San Antonio area;
 - 4.4.6. A statement of assessment of current workload.
- 4.5. Statement of the Problem: In this section the respondent is asked to identify and develop the scope of the project. Give details as to your perception of the problem and how you propose to solve the problem. Respondents should not merely repeat the problem statement included in this Request for Proposal, but elaborate on the problem, the objectives and the scope of the proposed project.
- 4.6. Method: The respondent is asked to describe his/her substantive approach to addressing the problem. What services are to be performed? What kind of specialized services are needed? What kinds of data are to be collected and analyzed? Also, in this section, identify any constraints native to the method used.
- 4.7. Statement of Work: Identify and outline what the nonprofit service provider proposes to do. Describe your nonprofit's approach to performing the specific services required in this project as noted in Section 3.6 of this Request for Proposal. Include also the a schedule of work to be performed with appropriate milestones and dates of completion. You should also identify the manner in which you plan to interact with the San Antonio Water System staff and officials, given the information provided as part of this Request for Proposal.
- 4.8. Management Plan: Describe in both narrative and graphic form how the nonprofit proposes to manage the project. This plan should address Habitat Management, Community Education and Access, and Facility Operations.

Provide an explanation of how the organization and management processes of those involved in the project are fundamentally consistent with the Board Goals.

Provide a specific outline of roles, responsibilities and lines of authority that clearly shows each member of the project team with an estimate of actual time to be devoted to the project. An organizational chart with time commitments and task responsibilities must be provided. If a partnership or coalition is proposed, provide a copy of the supporting agreement.

This section should be summed up with assurances that a joint venture will be well coordinated and that any problem, which may arise, can be considered and resolved without infringing on the project.

4.9. Financial Plan: In this section, the respondent is requested to furnish an annotated outline of the Management Plan.

4.10. Certification: The respondent is required to include the following statement and signature area:

I certify that _____
has carefully reviewed this Request for Proposal and recognize that this proposal becomes the property of the San Antonio Water System and is non-returnable. I further certify that the enclosed information is accurate and verifiable by the San Antonio Water system, and that the below named signatory is fully authorized to bind the respondent to the provisions of this proposal.

Signature of Agent

Name of Organization

Date

5. Selection Criteria: It is the policy of the San Antonio Water System to discourage any unsolicited verbal or written communications from competing nonprofit service providers which may pertain or relate directly or indirectly to any proposal being evaluated by the System which has been submitted in response to a Request for Proposal and which contemplates award of a professional contract, unless provided for in the Request for Proposal.

Any necessary request for clarification, delineation, or explanation of a nonprofit service provider's proposal will be made in writing by the Chairman of the San Antonio Water System Board of Trustees or other designated agent in the Request for

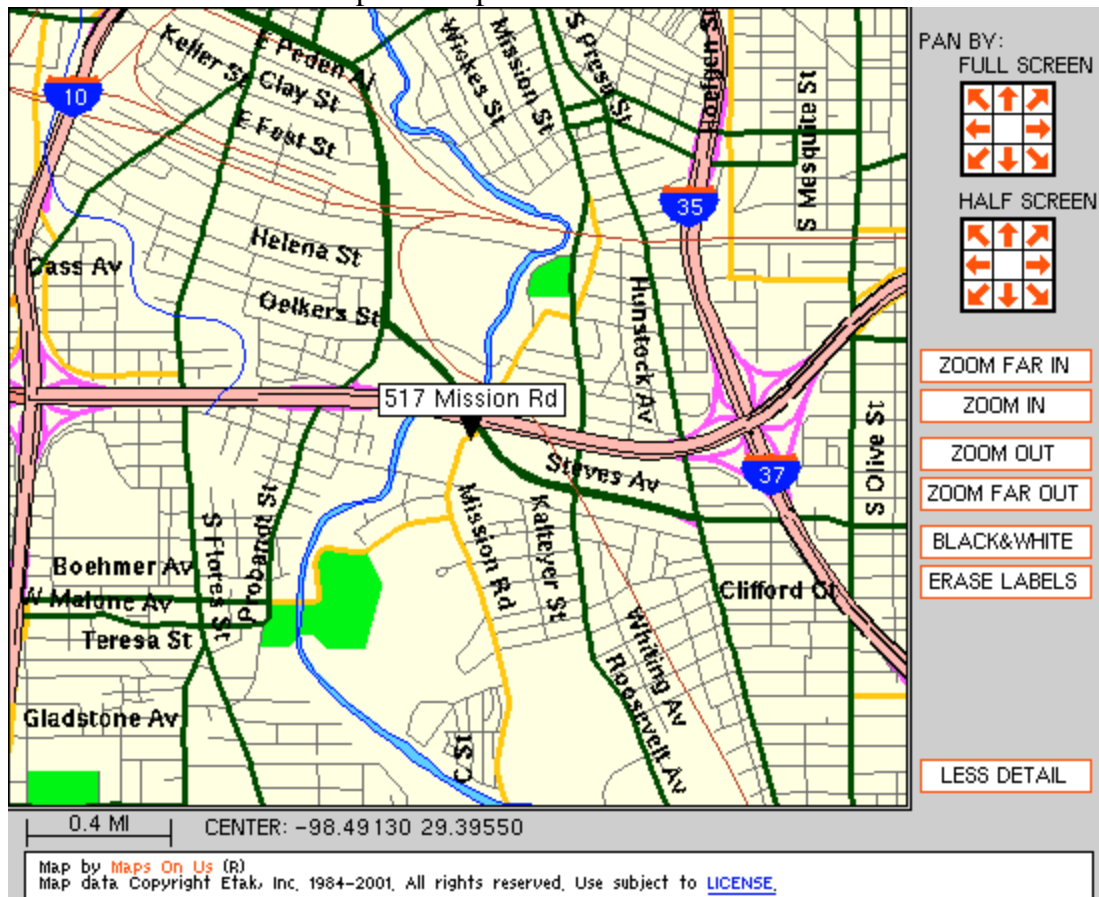
Proposal with copies to all Board Trustees and the response will follow the same procedure or as otherwise directed by the Board of Trustees or Request for Proposal.

Proposals will be evaluated on evidence of understanding of the problem, the objectives to be achieved, and the technical and administrative capabilities in relation to the needs of the project. The following criteria are those that will be applied in the evaluation of the proposals.

- 5.1. **Qualifications:** The extent to which the nonprofit service provider has personnel with the necessary experience and training to perform the work.
- 5.2. **Availability:** The extent to which the nonprofit service provider has personnel with the time to perform the work.
- 5.3. **Professional Competence:** The extent to which the nonprofit service provider has demonstrated competence in performing similar work or the extent of former client satisfaction.
- 5.4. **Proposal:** The extent to which the nonprofit service provider has proposed a work program and an end product that demonstrate a thorough understanding of the scope of the project and that will meet the needs of the San Antonio Water System.
- 5.5. **Cost Awareness/Marginal Reaction Awareness – Alternate solutions** permitting a determination as to which action provides the greatest return in terms of the project purpose for the time and money spent.
- 5.6. **Organizational Depth:** Backup capability relative to key personnel.
- 5.7. **User Sensitivity:** Proven sensitivity of functional requirements of users and a demonstrably clear understanding of the various users.
- 5.8. **Track Record:** The extent to which the nonprofit service provider has demonstrated competence in developing and maintaining relationships with governmental and/or institutional entities.
- 5.9. **Management Plan:** An organizational structure and management plan which will be highly responsive to the needs and interests of the San Antonio Water System.
- 5.10. **Historically Underutilized Business:** The extent to which the organization qualifies as a HUB.
- 5.11. **San Antonio Area Resident:** The extent to which the individuals and organization(s) have a place of business and/or residence within the San Antonio Area.

From Austin:

1. Take IH-35 South towards San Antonio
2. Exit from IH-35 to IH-37/US-281 South, towards Corpus Christi (IH-37 South will take you past downtown San Antonio – the Alamodome will be on your left and the Tower of the Americas will be on your right)
3. Stay on IH-37 South until you reach US-90 West/IH-10 West and take this exit which curves off to your right (West)
4. Take the first exit - Probandt Street and exit, bearing to your right (This puts you on Probandt heading North)
5. At the first light, turn right on to Steves Avenue (Now you are headed East)
6. The first light is Mission Road; turn right (headed South) on Mission Road
7. The SAWS Quality Control Department (orange brick single story) is on the right (West) side of the street. Parking is available in the fenced-in area as well as along the front of the building. The street address is 517 Mission Road. The receptionist's phone number is 210-704-1100.



From San Antonio:

1. From the North, using the airport as a reference point, follow the same directions noted after reaching IH-37 South
2. From the West, access US-90 East/IH-10 East and take the Roosevelt/Probandt exit. At the light, turn left on to Probandt (North) and move into the right lane, then follow the directions noted above, beginning with number 5.
3. From the East, access US-90 West/IH-10 West and follow directions noted above, beginning with number 4.
4. From the South, the directions will depend on where you access US-90/IH-10 from the East or the West.