



MEMORANDUM

TO: Mayor and Council

FROM: Nuria Rivera-Vandermyde, Deputy City Manager *JPR*

DATE: December 10, 2019

SUBJECT: Retirement of Eric Stockton, Director, Building Services

Please join me in congratulating Eric Stockton on his retirement after 25 years of service with the City of Austin. Eric's last day in the office will be January 4, 2020.

Eric began his public service career with Travis County Commissioner Precinct No. 2 where he worked with the community on the development of the Balcones Canyon Lands Conservation Plan. From there he moved to the City of Austin to work with the City Manager's Office supporting the Public Safety service group and assisting with the development of Austin Bergstrom International Airport.

Eric's career at the City continued at the Austin Police Department where he managed Support Services including the development of key projects such as the City's state of the art forensic science center. Eric then promoted into the Building Services Division as the Deputy Officer and was appointed as the Department Head in 2011.

His primary focus while at Building Services has been efforts to shift the organization from a reactive maintenance shop to a proactive and strategic asset management organization utilizing the Malcolm Baldrige performance excellence framework. A few highlights of Building Services improvements include:

- Green Seal 42 Certification for its Custodial program (first local government to achieve this certification in the nation)
- Shifted the ratio of reactive to proactive maintenance activity from 9% to over 40% exceeding industry benchmarks
- Leveraged technology by launching several business intelligence systems and process improvement initiatives to improved data collection, and analysis, resulting in new key performance indicators to better align with City priorities
- Implemented new metrics for facility conditions and capital renewal system to better plan for and prioritize reduction and prevention of deferred maintenance
- Partnered with Real Estate and Financial Services on Strategic Facility Governance Team to implement strategic changes in how City develops new facilities and utilizes space. Resulting in a new P3 capital delivery model.

Eric is a graduate of the University of Texas with a BA in government, and a MPA from the LBJ School of Public Affairs. Other related academic experience includes graduate work at Politechnika Krakowska, Krakow, Poland; and University of Texas at Dallas.

Community and professional development activity highlights include: US Green Builder Leadership Energy and Environmental Design Accredited Professional (LEED AP); Volunteer Member Board of Directors Texas Quality Foundation since 2011.

An Interim Director will be announced prior to Eric's departure.

cc: Spencer Cronk, City Manager
CMO Executive Team
Eric Stockton, Building Services Director
Department Directors/Officers