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2015 CITYWORKS ACADEMY SCHEDULE



SEPTEMBER 8, 2015

Tuesday

5:30 PM - 9:00 PM

CityWorks Orientation

City Hall Executive Session, Room 1027

- Law Department
- Human Resources
- City Auditor

SEPTEMBER 15, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Police Department
- Fire Department
- Emergency Medical Services
- Office of the Medical Director

SEPTEMBER 22 & 23, 2015

Tuesday & Wednesday

No Academy: Holiday

SEPTEMBER 29, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Communications & Public Information Office
- Parks & Recreation Department
- Watershed Protection Department

OCTOBER 6, 2015

Tuesday

No Academy: National Night Out

OCTOBER 7, 2015

Wednesday

6:00 PM - 9:00 PM

CityWorks Academy

- Aviation Department
- Austin Convention Center
- Office of Sustainability
- Office of Real Estate Services

OCTOBER 13, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Small Minority Business Resources
- Public Works Department
- Transportation Department

OCTOBER 20, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Animal Services Department
- Austin Resource Recovery
- Health & Human Services Department

OCTOBER 27, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Municipal Court
- Community Court
- Office of the Police Monitor



2015 CITYWORKS ACADEMY SCHEDULE

NOVEMBER 3, 2015

Tuesday

No Academy: Election Day

NOVEMBER 4, 2015

Wednesday

6:00 PM - 9:00 PM

CityWorks Academy

- City Clerk
- Government Relations
- Financial Services

NOVEMBER 10, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Office of Homeland Security
Emergency Management
- Austin 3-1-1
- Communication & Technology Management

NOVEMBER 17, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Neighborhood Housing & Community
Development
- Planning & Zoning Department
- Development Services Department
- Austin Code

NOVEMBER 24, 2015

Tuesday

No Academy: Thanksgiving week

DECEMBER 1, 2015

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Austin Public Libraries
- Economic Development
- Innovation

DECEMBER 8, 2014

Tuesday

6:00 PM - 9:00 PM

CityWorks Academy

- Austin Water Utility
- Austin Energy

DECEMBER 15, 2015

Tuesday

6:00 PM - 9:00 PM

Graduation: City Hall Atrium

MAYOR & CITY COUNCIL



The Austin City Council meets most Thursdays beginning at 10 a.m. at City Hall, 301 W. 2nd St. City Council meetings are broadcast on ATXN, the City of Austin channel, and also simulcast on KAZI-88.7 FM radio. In addition, Council meetings are streamed live online and available for later viewing on the City's video-on-demand programming at austintexas.gov/atxn.

There are currently 11 members on the Austin City Council: one Mayor and 10 Council Members. Under the November 6, 2012 voter-approved charter amendment, Council Members are no longer elected citywide. During the 2014 election, the Mayor was elected citywide, and the other 10 Council Members are elected by residents from geographic districts.

The Mayor serves a four-year term, five Council Members serve a four-year term, and five serve a two-year term. For more information, visit austintexas.gov/10-one.

CITY OF AUSTIN ELECTED OFFICIALS

STEVE ADLER

Mayor

301 W. Second St., Suite 2009

Phone: (512) 978-2100

Four-year term



Staff

John-Michael Cortez - Chief of Staff

Sly Majid - Chief Service Officer

Jim Wick - Director of Community Engagement

Nancy Cardenas - Constituent Services Aide

Barbara Shack - Assistant to the Mayor

Brandi Clark Burton - Policy Advisor

Earl Jones - VISTA - Capacity Building Coordinator

Kazique Prince - Policy Advisor

Frank Rodriguez - Policy Advisor

Vanessa Sarria - Policy Initiative &

Advancement Director

Lesley Varghese - Policy Advisor

MAYOR PRO TEM

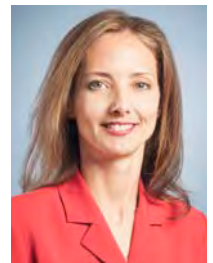
KATHIE TOVO

Council Member, District 9

301 W. Second St., Suite 2121

Phone: (512) 978-2109

Four-year term



Staff

Shannon Halley - Policy Aide

Joi Harden - Policy Aide

Karen Perkins - Executive Assistant

Bobby Levinski - Policy Aide



MAYOR & CITY COUNCIL

ORA HOUSTON

Council Member, District 1
301 W. Second St., Suite 2109
Phone: (512) 978-2101
Four-year term



Staff

Beverly Wilson - Chief of Staff
Christopher J. Hutchins - Policy Aide
Genoveva Rodriguez - Media & Communications
Liaison/ Constituent Services
William Phillips - Policy Aide
Barrett Markland - Policy Aide
Richard Viktorin - Policy Aide

DELIA GARZA

Council Member, District 2
301 W. Second St., Suite 2117
Phone: (512) 978-2102
Two-year term



Staff

Laura Williamson - Chief of Staff
Katherine Nicely - Policy Aide
Alexandra Landeros - Constituent Liaison

SABINO "PIO" RENTERIA

Council Member, District 3
301 W. Second St., Suite 2101
Phone: (512) 978-2103
Four-year term

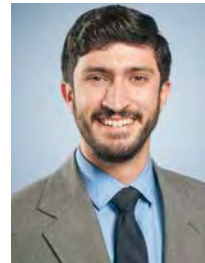


Staff

Ashley Fisher - Policy Aide
David Chincanchan - Policy Aide
Nicholas Solorzano - Communications Manager/
Policy Aide

GREGORIO "GREG" CASAR

Council Member, District 4
301 W. Second St., Suite 2113
Phone: (512) 978-2104
Two-year term



Staff

Neesha Davé - Chief of Staff
John Lawler - Policy Director
Shelby Alexander - Communications Director
Braden Latham - Outreach Director

MAYOR & CITY COUNCIL

ANN KITCHEN

Council Member, District 5
301 W. Second St., Suite 2105
Phone: (512) 978-2105
Four-year term



Staff

Donna Tiemann - Senior Policy Advisor
Ken Craig - Policy Advisor
Jason Lopez - Constituent Liaison

ELLEN TROXCLAIR

Council Member, District 8
301 W. Second St., Suite 2144
Phone: (512) 978-2108
Four-year term



Staff

Viveca Martinez - Chief of Staff
Michael Searle - Policy Director
Michelle Brucato - Executive Assistant

DON ZIMMERMAN

Council Member, District 6
301 W. Second St., Suite 2148
Phone: (512) 978-2106
Two-year term



Staff

Joe Petronis - Chief of Staff
Gregory Watson - Policy Analyst
Nubia Devine - Constituent Liaison
Tim Kelly - Constituent Liaison

SHERI GALLO

Council Member, District 10
301 W. Second St., Suite 2136
Phone: (512) 978-2110
Two-year term



Staff

Tina Cannon - Policy Aide
Taylor Smith - Policy Aide
Suzie Chase - Constituent Liaison
Melanie Lofton Smith - Communications
Coordinator

LESLIE POOL

Council Member, District 7
301 W. Second St., Suite 2140
Phone: (512) 978-2107
Two-year term



Staff

Amy Smith - Chief of Staff
Katie Halloran - Policy Advisor
Leslie Hethcox - Executive Assistant/
Constituent Services Liaison
Michael Gaudini - Policy Aide
Annie Boggs - Policy Aide

Access Council information online at:
austintexas.gov/government





OFFICE OF CITY MANAGER



MISSION

To ensure that all City Council priorities, policies, and programs are successfully implemented and effectively managed.

MARC A. OTT CITY MANAGER

Marc Anthony Ott was selected as City Manager for the City of Austin by the Austin City Council in January 2008. Ott is the 17th person in City history to be appointed City Manager in a full-time capacity. In his time as City Manager, Ott has championed employee empowerment, civic dialogue, innovation and fiscal sustainability in pursuit of a goal to become the best-managed city in America.

In 2013, Ott was recognized by the International City/County Managers Association with their highest honor, the Award for Career Excellence in memory of Mark E. Keane. The association cited Marc's creative approach toward challenging issues like budget deficits,

Number of employees
23

Budget
FY 2014 - \$3.4 million

Main address
City Hall
301 W. Second St.; Third Floor

Main phone number
(512) 974-2200

Web
austintexas.gov/department/city-manager



OFFICE OF CITY MANAGER

homelessness, infrastructure management and education in their selection for the honor. His insistence that “a good idea is a good idea, regardless of where it comes from,” was put in to practice early in his tenure with Austin, as the City faced a \$30 million budget gap that – if left uncorrected – was likely to persist and grow over time.

Through a creative combination of employee-generated cost savings, thoughtful service reductions, strategic infrastructure investing and unprecedented public involvement, Ott and his team were able to navigate the fiscal challenge while preserving the current workforce.



MARC A. OTT
CITY MANAGER

Ott has also focused City efforts in areas critical to Austin’s future – reorganizing the City’s focus and investments around transportation, sustainability, comprehensive planning and infrastructure investment. Those efforts have revived long-stalled projects connecting Austin’s major highways and helped to focus much-needed infrastructure investments in east Austin. In 2013, those efforts realized a major milestone with the adoption of the Imagine Austin Comprehensive Plan – the City’s first comprehensive planning document in nearly 30 years.

City Manager’s Office is comprised of the following offices:

- Five Assistant City Managers
- Chief of Staff

Description of Services

- Provide centralized direction and leadership for the effective administration and operations of all municipal services for the City of Austin.
- Submit and manage a balanced fiscal plan of municipal services in adherence with the policy goals and objectives established by the City Council.
- Prepare and submit to the Council at the end of each fiscal year a complete report on the financial and administrative activities of the City for the preceding year.
- Keep the Council advised of the financial condition and future needs of the City and to make such recommendations as may be deemed necessary or desirable.
- Employ sound managerial techniques to ensure efficient and effective utilization of the City’s resource with an emphasis on equitable service delivery.
- Oversee the functions of constituent services, community relations and long term strategic planning.

OFFICE OF CITY MANAGER

Highlights

- The City Manager has challenged his Executive Team and the City workforce to become and be recognized as “the Best Managed City in the Country.”
- City Manager Marc A. Ott is the first African-American City Manager for the City of Austin.
- The City Manager oversees operations for 41 departments and offices with more than 12,000 employees.
- The City Manager is the equivalent to a CEO/CAO in the private sector.
- The City Manager is responsible for balancing a \$3.3 billion budget (FY 2014).

City Manager’s Direct Reporting Group

- Austin Energy
- Financial Services
- Law Department
- Office of the Police Monitor



OFFICE OF CITY MANAGER

REY ARELLANO ASSISTANT CITY MANAGER

Rey Arellano was appointed Assistant City Manager in September 2013 and oversees the Public Safety Services group. Before moving to Austin, Rey lived in Tacoma, Washington and was a Partner with Executive Timeslice, LLC in Redmond, Washington.



REY ARELLANO
ASSISTANT CITY
MANAGER

From 2006 through 2012, Rey served as Deputy City Manager & Chief Information Officer (CIO) for the City of Tacoma, Washington. This included serving as Interim City Manager for a seven-month period, during which time he obtained City Council approval to implement a two-phase plan to address a \$31 million gap in a \$399 million 2011-2012 biennial General Fund budget. His other major accomplishments included serving as the City's lead in a multi-jurisdictional effort that led to the establishment of South Sound 911, a consolidated regional public safety communications dispatch center and the establishment of an Office of Sustainability.

Public Safety Group

- Austin Code Department
- Community Court
- Emergency Medical Services
- Fire Department
- Office of Homeland Security and Emergency Management
- Office of the Medical Director
- Police Department
- Executive liaison to Municipal Court Clerk and Police Monitor

OFFICE OF CITY MANAGER

SUE EDWARDS **ASSISTANT CITY MANAGER**

Sue Edwards was appointed Assistant City Manager for Development/Environment Services in July 2008. Since January 2012, Edwards has overseen the Development Services group that includes Aviation, Economic Development, the Office of Real Estate Services, Planning and Zoning, Development Services Department, Office of Sustainability, Watershed Protection and the Innovation Office.



SUE EDWARDS
ASSISTANT CITY
MANAGER

From 2000 to 2008, Edwards was Director of Economic Growth and Redevelopment Services. Throughout the 1980s and 1990s, she served in several leadership posts in the City of Austin and Travis County governments, including Director of EMS from 1994 to 2000.

In her time as Assistant City Manager for Development Services, she has led and finalized negotiations on the Seaholm and Block 21 redevelopment projects, as well as the Mueller Redevelopment and the Greenwater Treatment Plant. In the early 1980's Edwards served as Assistant City Manager over Police, Fire, EMS, Emergency Management, Aviation and the then owned Brackenridge Hospital.

Development Services Group

- Aviation
- Economic Development
- Innovation Office
- Office of Real Estate Services
- Planning and Zoning
- Development Services
- Office of Sustainability
- Watershed Protection



OFFICE OF CITY MANAGER

ROBERT GOODE **ASSISTANT CITY MANAGER**

Robert Goode was appointed Assistant City Manager for Transportation Services in March 2008. Since January 2012, Goode has overseen the Infrastructure Services group that includes: Austin Resource Recovery, Austin Water Utility, and the Public Works and Transportation departments.



ROBERT GOODE
ASSISTANT CITY
MANAGER

Before coming to Austin, Robert served as Director of Transportation and Public Works for the City of Fort Worth. In his time with Fort Worth, he managed more than 400 employees in transportation development, traffic engineering and operations.

Goode has also held leadership positions in public works and engineering with Travis County and the City of Olympia, Washington. Goode's expertise is transportation infrastructure and planning. He has 30+ years of experience in the civil engineering profession, six of which were in private consulting.

Infrastructure Services Group

- Austin Resource Recovery
- Austin Water
- Public Works
- Transportation Department
- Executive liaison to Austin Energy

OFFICE OF CITY MANAGER

BERT LUMBRERAS ASSISTANT CITY MANAGER

Bert Lumbreras was appointed Assistant City Manager for Community Services in August 2006. This group includes the Animal Services Office, the Austin/Travis County Health and Human Services Department, Austin Public Library, Neighborhood Housing and Community Development Office and Parks and Recreation Department.



BERT LUMBRERAS
ASSISTANT CITY
MANAGER

Before coming to Austin, Bert was an Assistant City Manager in Waco for almost 10 years. He began his career as a City Manager in the City of Dilley, Texas, and has held the same position with the cities of Floresville, Alamo and Uvalde. His areas of expertise include city management and urban planning.

Bert is also active in civic and professional organizations, including the International City/County Management Association, where he is currently serving on the Executive Board as the Mountain Plains Region Vice President and previously held various leadership positions between 2010–2013 with the Texas City Management Association, including serving as President in 2012. Bert is also involved in the Texas Municipal League and the International Hispanic Network.

Community Services Group

- Animal Services
- Austin Public Library
- Austin/Travis County Health and Human Services
- Neighborhood Housing and Community Development
- Parks and Recreation Department
- Executive liaison to City Clerk
- Executive liaison to AISD/Travis County on Intergovernmental Relations



OFFICE OF CITY MANAGER

MARK WASHINGTON **ACTING ASSISTANT CITY MANAGER**

Mark Washington currently serves as an Acting Assistant City Manager for the City of Austin. In this role, Washington oversees the Human Resources, Labor Relations, Austin Convention Center, Fleet Services, Communications and Technology, Building Services and Telecommunications and Regulatory Affairs Departments. He also serves as the Staff Liaison for the City Auditor and the Austin Convention and Visitors Bureau.



MARK WASHINGTON
ACTING ASSISTANT
CITY MANAGER

Mark has 20 years' experience in Human Resources serving as the Director of Human Resources and Civil Service for the City of Austin since 2009 and previously serving as Assistant Director of Human Resources for the City of Fort Worth and has overseen all workforce aspects to include recruitment, classification, compensation, employee/labor relations, training, benefits, risk management and equal employment and fair housing programs. Mark has also served as a civil service commissioner for the City of Benbrook and as a Program Manager in the Transportation and Public Works Department in the City of Fort Worth.

Mark holds a Bachelor of Business Administration in Human Resources Management from Tarleton State University, Master of Business Administration from Amberton University and Masters of Arts and Doctorate in Education from Southwestern Baptist Theological Seminary Fort Worth, TX. He has served as State president for the International Public Management Association – TX Chapter and a board member for the Texas Municipal Human Resources Association while possessing the SPHR (Senior Professional in Human Resources) Certification by the Society for Human Resources Management, the CGBA (Certified Government Benefit Administrator) by the State and Local Government Benefit Administration and the IPMA-CP (International Public Management Association-Certified Professional) designation from IPMA-HR.

Support Services Group

- Austin Convention Center
- Building Services Department
- Communications and Technology Management
- Fleet Services
- Human Resources Department
- Labor Relations Office
- Telecommunications & Regulatory Affairs
- Executive liaison to Chief Financial Office
- Executive liaison to City Auditor
- Executive liaison to Austin Convention and Visitors Bureau

OFFICE OF CITY MANAGER

RAY BARAY CHIEF OF STAFF

Ray Baray was appointed Chief of Staff in December 2014 and oversees the Administrative Services group that includes the Agenda Office, Communications and Public Information Office, Corporate Special Events, Government Relations and Small Minority Business Resources.



RAY BARAY
CHIEF OF STAFF

Prior to being appointed Chief of Staff, Ray served four years as the Assistant to the City Manager, providing direct operational support to City Manager Marc Ott as well as overseeing the Agenda Office and Austin's Citizen Assistance Program.

Before arriving in Austin, Ray served in numerous leadership positions at the state and local levels. He was formerly the Deputy Secretary of State for the State of New Mexico, supervising a cabinet-level staff of more than 50 employees while also serving as the chief spokesman for the agency. His public sector service also includes serving as the Governmental Relations Director for the City of San Antonio; Special Assistant to the Attorney General for Public Policy; and Legislative Aide to a leading member of the Texas House of Representatives from his hometown in San Antonio.

Ray has a Master of Public Administration degree from the University of Texas at San Antonio, and a Bachelor of Arts degree in Political Science from Trinity University (San Antonio, Texas).

Ray and his wife, Sarah, a university professor at Texas State University-San Marcos, have two daughters.

Administrative Services Group

- Agenda Office
- Communications & Public Information Office
- Corporate Special Events Office
- Government Relations
- Small & Minority Business Resources



ANIMAL SERVICES



MISSION

To prevent animal homelessness and promote humane, compassionate treatment of animals by:

1. Enforcing animal regulations.
2. Providing a safety net for lost or homeless animals.
3. Achieving live outcomes for at least 90% of sheltered pets.

DESCRIPTION OF SERVICES

The Animal Services Office operates the largest animal shelter in Central Texas for lost, stray and homeless companion animals.

- Animal Protection and Control: Responding to more than 31,000 calls a year, Animal Protection defends threatened animals from abuse or neglect while working closely with law enforcement to contain or help aggressive animals.
- Outreach, Education and Prevention: Austin Animal Center's outreach program provides humane education, free spay/neuter services and prevention based intervention through partnership building, community events, classes and presentations.

Number of employees

98.5

Budget

\$10.6 million

Main address

7201 Levander Loop, Building A

Main phone number

3-1-1

Web

austinanimalcenter.org



ANIMAL SERVICES

- Pet Lost and Found: Through the online database and dedicated staff, Austin Animal Center works to reunite lost pets with their owners.
- Pet Adoption: Austin Animal Center seeks to adopt out all adoptable animals to approved applicants. Adoptions are available at Austin Animal Center, Town Lake Animal Center (the overflow animal adoption location) and at regularly scheduled off-site adoption events in the Austin area.
- Pet Rescue Placement: Austin Animal Center manages the placement of animals with rescue partners by transferring animals out of the center and into their programs. Currently there are 143 rescue organizations partnering with Austin Animal Center.
- Foster: Foster care takes vulnerable and at-risk pets out of the center and places them into caring temporary homes until they can be adopted.
- Volunteer: Austin Animal Center provides numerous opportunities for volunteers to support the department in its mission some of which include: dog walking, cat nebulization and outreach and education.



TAWNY HAMMOND
CHIEF ANIMAL
SERVICES OFFICER

HIGHLIGHTS

- Provided shelter and basic veterinary care to more than 17,000 stray or homeless dogs and cats.
- Sustained the City's live outcome goal of 90% live outcomes since February 2011, eventually achieving a live outcome rate of 94.1% in FY 2015.
- Adopted more than 7,000 pets into new homes.
- Transferred more than 6,000 pets to Rescue Partners for placement into permanent homes.
- Returned more than 3,236 lost pets to their families.
- Austin Animal Center received more than 44,000 hours of service from more than 450 volunteers who, in turn, provided support for Austin's homeless animals.
- More than 1,000 foster homes provided temporary housing for more than 2,494 pets in need.
- Performed more than 6,000 spay/neuter surgeries for sheltered animals.
- Performed 561 special surgeries for ill and injured shelter animals.
- Conducted three free rabies vaccination clinics in communities across Travis County, providing service to more than 1,000 pets and their owners.
- LEED Certified Gold Status

AWARDS

- Maddie's Fund Life Saving Award 2014
- Animal Planet Shelter of Excellence 2015



AUSTIN 3-1-1



MISSION

To provide uncomplicated access to City services and information.

DESCRIPTION OF SERVICES

- Austin leads a nationwide trend of cities offering 3-1-1 services; Texas cities with 3-1-1 centers include Dallas, Houston, San Antonio and Corpus Christi.
- Austin 3-1-1 is the front line for City services and information. Our representatives are Ambassadors to the City of Austin and as such, strive to provide uncomplicated, one stop access to City information and services, 24 hours a day, 7 days a week, 365 days a year.
- Residents can quickly get information on more than 220 city services and around 400 programs offered across 130 City divisions. Providing this simplified access point to local government, services and information helps better serve Austinites.
- Austin 3-1-1 Ambassadors connect with the community by personalizing every resident interaction uniquely, and being specific to the resident's request.

Number of employees
123

Budget: FY 2015
\$8.5 million

Main address
1520 Rutherford Lane

Main phone number
3-1-1 or (512) 974-2000

Web
austin311.org



AUSTIN 3-1-1

- Residents are able to report concerns such as missed garbage/recycling, streetlights, potholes, malfunctioning traffic signals and other non-emergency issues. Answering non-emergency police calls, the 3-1-1 call center relieves pressure from the 911 emergency systems by collecting non-emergency city related concerns directly.
- Residents can also submit service requests directly to City of Austin departments online or directly from their phones through the Austin 3-1-1 mobile app. New service requests are added to the app on a quarterly basis.



CINDI PEREZ
DIRECTOR

HIGHLIGHTS

- Received the 2015 Award of Excellence from the CS Week 3-1-1 Synergy Group.
- Released a mobile app in 2014 that allows residents to communicate directly with City of Austin departments.
- Awarded First Place for “Austin 3-1-1 PSAs” in the Promotional Video Campaign category of the Government Programming Awards from the National Association of Telecommunications Officers and Advisors (NATOA).
- Began providing information on more than 85 service requests to residents through the City of Austin’s Open Government Data Portal in 2014. The data is updated daily and available to the public at any time.
- Averaged a 90% customer satisfaction with the Austin community in FY14.
- Upheld the highest quality standards possible. Of the average 1.1 million calls 3-1-1 receives a year, 91% are answered within 30 seconds. The industry average is 78%, per the 3-1-1 Synergy Group.



AUSTIN CODE



MISSION

Departmental Mission Statement: Provide quality education and enforcement of City codes and ordinances so that Austin will be a more livable city.

DESCRIPTION OF SERVICES

- Uses 3-1-1 to receive service requests in order to verify and assist in bringing violations into compliance.
- Has neighborhood Code Teams assigned to the four districts around Austin: North, South, East and West.
- Has a Multi-family and Commercial Team that focuses on multi-family properties and businesses across all four districts.
- Responsible for licensing and registration programs including: Short Term Rental Program, Billboard, Hotel/Motel, Waste Haulers, Bed and Breakfast, Rooming Homes and Mobile Home Parks.
- Has legal programs that include Building and Standards Commission, Municipal Court and Administrative Hearing.

Number of employees

108

Budget

\$18.4 million

Main address

1520 Rutherford Lane, Bldg. 1

Main phone number

3-1-1 or
Customer Care (512) 974-9083

Locations/facilities

2

Satellite or remote office location

15 Waller Street

Web

austintexas.gov/code



AUSTIN CODE

- Enforces the following ordinances passed by City Council: Gender Neutral Bathrooms, Stealth Dorms, Accessory Dwelling Units, and the Repeat Offender Program.
- Partners with other City departments on initiatives including Public Assembly of Code Enforcement Team, Emergency Tenant Response and Relocation Plan, and Universal Recycling Ordinance.
- Some of the top violations for residential areas include: high weeds and grass, work without permit, trash and debris, unsanitary conditions, and substandard and dangerous structures.
- Some of the top commercial violations include: unsafe building conditions, prohibited signs, zoning, broken windows and plumbing.



CARL SMART
DIRECTOR

HIGHLIGHTS

Austin Code by the Numbers (FY 2014 Year in Review):

- 18,136 complaint cases
- 6,499 notices of violation (NOVs)
- 56 citations
- 316 nuisance abatement orders
- 161 cases sent to the Building and Standards Commission
- 2,023 licenses
- 80 community events
- 5.6 million community contacts



AUSTIN CONVENTION CENTER DEPARTMENT



MISSION

Provide outstanding event facilities and services to our customers so they can have a positive experience. The mission assists the Department to achieve our goals such as meeting the Mayor's directive for Leadership in Energy and Environmental Design for Existing Building and adding to the local economy through Austin's hospitality community.

DESCRIPTION OF SERVICES

- Host more than 8 million people who have attended about 3,200 events, including nearly 800 conventions, since the 1992 opening. Provide event facilities for conventions, consumer shows, banquets, conferences, meetings, concerts and sporting events of all sizes.
- Operate a food and beverage operation, in-house, that provides catered meals and concessions for events at the Austin Convention Center (ACC) and Palmer Events Center (PEC).
- Provide various services to exhibitors and clients in its facilities, for example: electrical services, telephone services and Internet service.

Number of employees
230

Budget: Enterprise Fund FY 2015
\$101.1 million

Main address
500 E. Cesar Chavez St.

Main phone number
(512) 404-4000

Locations/facilities

- Austin Convention Center
- Palmer Events Center
- ACC Second Street Garage
- ACC Fifth Street Garage
- PEC Garage

Number of locations
5

Web
austinconventioncenter.com



AUSTIN CONVENTION CENTER

- Operate two garages at ACC and one garage at PEC to provide parking for our clients and their guests.
- Maintain the department's website including an event calendar and ACC and PEC facility services, information, facts and photos. Public Information personnel perform this work.
- Collaborate with the Austin Convention and Visitors Bureau sales representatives to promote facilities to future clients and provide existing clients consistent communication with respect to new services or facility updates.
- Assist clients in planning their event with a focus on customer satisfaction. Event and exhibit service representatives perform this work.
- Use personnel with expertise in many fields, such as, maintenance, security, event set-up, custodial, technology and parking to successfully execute events.



MARK TESTER
DIRECTOR

HIGHLIGHTS

- An Enterprise Department funded by the hotel tax (bed tax) and by the revenue generated from the services offered to our clients and guests.
- Committed to supporting and encouraging sustainable practices.
- LEED® Gold-certified for Existing Buildings through the U.S. Green Buildings Council.

AUSTIN CONVENTION CENTER

- 881,400 gross square feet and covers six city blocks
- 369,132 square feet of total meeting and exhibit space
- Construction of Exhibit Halls 1-3, 3 Ballrooms and Meeting Rooms on levels 1-3 completed in 1992.
- Construction of Exhibit Halls 4-5, 4 Ballrooms and Meeting Rooms on level 4 completed in 2002.
- Largest ballroom in Austin at 40,510 gross square feet
- 24-hour security in and around the facility

AWARDS

- National Prime Site Award – 18 consecutive years by Facilities and Destinations
- Planners Choice Award by Meeting News
- Reader's Choice Award – Best Convention Center by Texas Meetings + Events
- Readers Choice Award by Convention South
- Best In Show – 'Best High-Tech Venue' by Convene Magazine

AUSTIN CONVENTION CENTER

PALMER EVENTS CENTER

- Construction completed in 2002.
- 131,000 gross square feet
- 70,000 square feet exhibit hall, five meeting rooms, two lobbies
- Part of a 54-acre cultural park on the shores of Lady Bird Lake
- Located at 900 Barton Springs Road, between the 21-acre Butler Park and the privately operated Long Center for the Performing Arts (opened 2008)

AWARDS

- Citation Award presented by Austin Chapter of The American Institute of Architects Design Award of Honor – presented by Texas Society of Architects and Society of American Registered Architects, California Council





AUSTIN ENERGY



MISSION

Deliver clean, affordable, reliable energy and excellent customer service.

DESCRIPTION OF SERVICES

- Generating electric power.
- Offering consulting services: Austin Energy Green Building on building environmentally sound structures.
- Offering residential and commercial energy efficiency programs which provide rebates and low-interest loans for energy efficiency improvements.
- Offering rebates for solar electric power systems and solar hot water heaters.
- Providing free home energy efficiency improvements to customers with low-to-moderate incomes; utility bill discounts for customers on assistance programs.
- Offering community outreach: community events, Speakers Bureau presentations to civic business and neighborhood groups; sponsor of Austin area regional science fair.

Number of employees

1,672

Budget: FY 2015

\$1.51 Billion

Main address

721 Barton Springs Rd.

Main office phone number

3-1-1 or (512) 974-2000

Web

austinenergy.com



AUSTIN ENERGY

Number of Locations/Facilities: 7

Austin Energy Main Office - 721 Barton Springs Road

- Decker Power Plant - Northeast Austin (natural gas)
- Sand Hill Energy Center - Del Valle (natural gas)
- Fayette Power Project - La Grange (coal)
- South Texas Project - Bay City (nuclear)
- Solar Energy - Webberville Solar Project and rooftop solar
- Wind Energy - West Texas and South Texas wind farms



LARRY WEIS
GENERAL MANAGER

HIGHLIGHTS

- Through Austin Energy's Dark Sky and Streetlight Automation Project, the utility automated all 56,000 streetlights and expects to save more than 4.3 million kilowatt-hours per year while avoiding the emission of about 3,000 tons of carbon dioxide.
- Austin Energy was recognized for the 10th time by the U.S. Environmental Protection Agency with the ENERGY STAR® Partner of the Year–Sustained Excellency Award for its leadership in protecting the environment through energy efficiency programs.
- In further support of renewable energy and innovative technologies, Austin Energy was the title sponsor for Formula Sun Grand Prix, the qualifying race for the American Solar Car Challenge cross-country race.
- Austin Energy's Plug-In EVerywhere™ recorded more than 55,000 charging sessions at its more than 200 public charging stations.
- Austin Energy continues to make headway on wind energy with a recent contract for up to 300 megawatts of wind power consisting of 160 wind turbines. Factoring this contract in with current energy portfolio pushes the utility closer to reaching 35% renewable energy by 2016, four years ahead of schedule.
- Continuing the renewable trend, Austin Energy contracted with Recurrent Energy to create Texas' largest single solar facility. The 150 MW plant will be five times the size of the Webberville Solar Farm, where the utility already contracts for solar energy. This move puts Austin Energy in a superb position to reach the previous goal of 200 MW of solar energy by 2020.



AUSTIN PUBLIC LIBRARY



MISSION

We are committed to providing easy access to books and information for all ages, through responsive professionals, engaging programs, and state-of-the-art technology in a safe and friendly environment.

DESCRIPTION OF SERVICES

- Provided access to more than 1.4 million books, audiobooks, DVDs, and CDs. The Virtual Library provided access to more than 49,067 e-audiobooks and 430,510 e-books, 200 online magazines, 4,000 newspapers, 7,000 digital comics and graphic novels, courses for more than 50 languages, 3,000 movies and 800 instructional videos.
- Checked out more than 5.3 million items (FY 2014). More than 28,500 adult library cards and more than 7,300 youth library cards were processed. More than 2.3 million database queries were logged in 2014.
- Welcomed more than 3.1 million customers last year and 2,262 volunteers contributed more than 20,600 hours.
- Hosted more than 5,500 programs last year that more than 150,000 people attended.

Number of employees

368.05

Budget

- FY 2015 \$37.1 million (includes all sources of funding; general fund, grants, and expense funds)
- FY 15 Annual Materials Budget (Oct. 2014 - Sept. 2015): \$2,696,423 (plus 2M in CIP)

Main address

Faulk Central Library, 800 Guadalupe St.

Main phone number

(512) 974-7400

Locations/facilities

20 branch libraries, the Faulk Central Library, the Austin History Center, and Recycled Reads, the Library's used bookstore.

Web

library.austintexas.gov



AUSTIN PUBLIC LIBRARY

- Provide expert answers via e-mail, chat, telephone (512) 974-7400, text (512) 337-4893 or in-person through the Ask a Librarian service.
- Provide access to the Business Information Center at the Faulk Central Library which contains business directories, investment information and much more.
- Free access to computers at all locations.
- Free computer classes offered at five locations (Faulk Central, Carver, Little Walnut, Willie Mae Kirk and Ruiz Branches).
- Provide online databases, searchable from home or at a library, including homework help.
- Host free entertaining and educational programs for everyone.



BRENDA BRANCH
DIRECTOR

HIGHLIGHTS

- New Central Library's top floor has been completed and the interior spaces are rapidly taking form. The opening is scheduled for November 2016.
- Citizens approved nine Branch library renovation and retrofit projects in the 2012 Bond Election.
- Milwood Branch Library Renovation
- University Hills Branch Library Parking Lot Expansion
- Pleasant Hill Branch Library Reroof and HVAC Upgrade
- Renovation of Will Hampton Branch Library at Oak Hill
- Austin History Center Interior and Exterior Renovation
- Zaragoza Warehouse Fire Sprinkler Upgrade
- Yarborough Branch Library Renovation
- Windsor Park Branch library Renovation
- Cepeda Branch Library Renovation
- Recycled Reads, APL's used bookstore, celebrated its 6th anniversary and has kept 1,147 cubic tons of materials out of the landfills by selling and recycling materials withdrawn and donated to the library.
- Initiated Geek the Library campaign highlighting photos of Austin citizens with statements of what they are passionate about and how the Library helps transform their life and/or community.
- The Austin History Center sponsored Julian Read, former Press Secretary to Governor John Connally, who discussed his book, JFK's Final Hours: An Eyewitness Remembers the Tragedy and its Aftermath.



AUSTIN RESOURCE RECOVERY



MISSION

To achieve Zero Waste by providing excellent customer services that promote waste reduction, increase resource recovery, and support the City of Austin's sustainability efforts.

DESCRIPTION OF SERVICES

Collections Services:

- Austin Resource Recovery provides a wide range of services designed to transform waste into resources while keeping our community clean. Austin residents living in single-family and multifamily homes with four units or fewer receive core services, including curbside collection of recycling, trash, yard trimmings, large brush and bulk items.

Drop-off Facility:

- Residents can drop off the following items at the Household Hazardous Waste Facility for recycling or safe disposal: paints, cleaners, oils, batteries and pesticides that contain potentially hazardous ingredients and require special care when discarded.
- The Resource Recovery Center accepts a variety of items for recycling, including electronics, appliances, tires and brush.

Number of employees
425

Budget: FY 2015
\$82.6 million

Main address
1520 Rutherford Lane

Locations/facilities

- Household Hazardous Waste Facility, 2514 Business Center Drive
- Resource Recovery Center, 3810 Todd Lane

Main phone number
3-1-1

Web
AustinRecycles.com



AUSTIN RESOURCE RECOVERY

Litter Control:

- The Litter Abatement Division provides litter pick up, litter container management, dead animal pick up and illegal dump cleanups. These services ensure cleaner streets and present a cleaner image of the City to millions of visitors annually.

Zero Waste Program Development and Services:

- Everyone has a role in achieving Zero Waste in Austin, so the department uses a variety of strategies to reach different audiences. Austin Resource Recovery's public outreach and education efforts are comprehensive, including attending community events, presenting to organizations, maintaining the departmental website and providing school education programs.



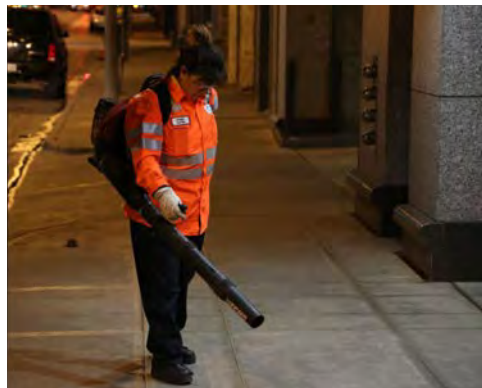
BOB GEDERT
DIRECTOR

HIGHLIGHTS

- 190,058 households in Austin serviced by Austin Resource Recovery.
- 39.82 percent of City-collected materials diverted from the landfills.
- 22,056 gallons of Austin ReBlend paint produced.
- 264 tons of appliances, car batteries, metals, electronics and other materials recycled at the Resource Recovery Center.
- 55,923 tons of recycling collected, an increase from 2013.
- 22.84 average pounds of recyclable materials collected per household (every two weeks).
- 87 percent satisfaction rate by City of Austin customers for Austin Resource Recovery trash collection services.
- Began collecting electronics for recycling at the Resource Recovery Center, located at 3810 Todd Lane.
- Expanded the Curbside Organics Collection Pilot in neighborhoods across Austin. Currently, 14,000 households receive weekly curbside collection food scraps and yard trimmings in a green, 96-gallon cart.

AWARDS

- Outstanding Recycling Partnership – Austin Resource Recovery and Balcones Recycling
- Awarded by State of Texas Alliance for Recycling (S.T.A.R.)



AUSTIN WATER UTILITY



MISSION

Austin Water's mission is to provide safe, reliable, high quality and affordable drinking water services to our customers so that all community needs for water are met.

DESCRIPTION OF SERVICES

- Treat and distribute millions of gallons daily of clean water for drinking and fire protection to almost 900,000 customers. Austin Water is consistently ranked in the top ten nationally for clean and good tasting drinking water.
- Maintain a more than 3,600-mile water distribution system, 37 reservoirs and 23 pump stations.
- Collect Austin's wastewater in more than 2,400 miles of pipe and treats it in three facilities. Austin is the only city in Texas and one of only a few in the nation where the water quality downstream of a major urban area is better than upstream.
- Manage water conservation programs for residential, institutional and commercial customers to protect and preserve Austin's drinking water supply.

Number of employees

1,147

Budget

Enterprise Fund FY 2014/15

\$509 million

Main address

625 E. 10th St.

Eighth Floor, Suite 800

Main phone number

(512) 972-0101

Web

austintexas.gov/department/water



AUSTIN WATER UTILITY

- Manage reclaimed water program that provides non-potable water for primarily commercial and industrial uses which conserves drinking water supply.
- Manage the Wildland Conservation Division which includes the Balcones Canyonlands Preserve and the Austin Water Quality Lands—almost 40,000 acres of land that improve Austin’s environment.
- Co-manage the Center for Environmental Research at Hornsby Bend—a partnership with UT Austin and Texas A&M to support urban ecology and sustainability studies for Austin.



GREG MESZAROS
DIRECTOR

Number of locations/facilities: 14

- Austin Water Main Office, Waller Creek Center, E. 10th St.

Water Treatment Plants

- Davis Water Treatment Plant, 3500 W. 35th St.
- Ullrich Water Treatment Plant, 1000 Forest View Drive
- Water Treatment Plant 4, 6800 RM 620

Wastewater Treatment Plants

- Walnut Creek Wastewater Treatment Plant, 7113 E. MLK Blvd.
- South Austin Regional Wastewater Treatment Plant, 13009 Fallwell Lane
- Hornsby Bend Biosolids Management Plant, 2210 S. FM 973

Service Centers

- Glen Bell Service Center, 3907 S. Industrial Drive
- Webberville Service Center, 2600 Webberville Road
- North Service Center, 901 W. Koenig Lane
- South Service Center, 3616 S. First St.
- Summit Labs—Home of the Laboratory Services Division, 14050 Summit Dr. #121
- Reicher Ranch—Home of the Wildland Conservation Division, 3621 S. FM 620 Road
- Timothy J. Louviere Service Center, 6101 Harold Crt.

AUSTIN WATER UTILITY



HIGHLIGHTS

- Continued the Renewing Austin Program, a five-year to upgrade aging water lines and to keep pace with the infrastructure demands of a growing city.
- Won Platinum Peak Performance Award from National Association of Clean Water Agencies (NACWA) for the South Austin Regional WWTP in recognition of its "complete and consistent National Pollutant Discharge Elimination System Permit compliance" during the last five years (2009-2014).
- Received Gold Peak Performance Award from NACWA for the Walnut Creek WWTP in recognition of its "complete and consistent National Pollutant Discharge Elimination System Permit compliance" during 2014.
- Opened Water Treatment Plant #4 in December 2014.
- Completed work with the Joint Committee on Austin Water's Financial Plan and the Water Resource Planning Task Force.
- Received Blue Legacy Award for Water Conservation Excellence from the Water Conservation Advisory Council of Texas (Greater than 500,000 population).
- The Commercial Audit Rebate Program received the Texas Section of the American Water Works Association to receive its Water Conservation & Reuse Award.





AUSTIN/TRAVIS COUNTY HEALTH & HUMAN SERVICES



MISSION

To promote and protect the health and wellness of our community through the use of best practices and community collaborations.

DESCRIPTION OF SERVICES:

- Develops and funds programs for maternal, child and adolescent health.
- Funds mental health/substance abuse services.
- Funds homeless assistance, day labor and employment programs.
- Funds programs for at-risk youth and basic needs services through Healthy Neighborhood Centers.
- Protects the community from infectious diseases, environmental hazards and epidemics.
- Responsible for directing and coordinating the Austin/Travis County public health strategic response to events including incidents of bio-terrorism and catastrophic infectious diseases such as pandemic influenza and other disease outbreaks, whether natural, accidental or intentional.

Number of employees
429

Budget: FY 2014
\$65.6 million

Main address
7201 Levander Loop

Main phone number
(512) 972-5010

Web
austintexas.gov/health



AUSTIN/TRAVIS COUNTY HEALTH & HUMAN SERVICES

- Provides sexually transmitted disease testing and information programs.
- Maintains birth and death records.
- Provides restaurant permitting and sanitation scoring.
- Operates mental health/substance abuse services.
- Operates Women, Infants and Children (WIC) supplemental nutrition clinics and program.

NUMBER OF LOCATIONS/FACILITIES: 9

- Main Campus - 7201 Levander Loop
- RBJ Health Center - 15 Waller St.
- St. John Multi-Purpose Center - 7500 Blessing Ave.
- Blackland Neighborhood Center - 2500 Salina St.
- East Austin Neighborhood Center - 211 Comal St.
- Rosewood-Zaragosa Neighborhood Center - 2800 Weberville Road
- South Austin Neighborhood Center - 2508 Durwood Road
- Montopolis Neighborhood Center - 1416 Montopolis Drive
- Environmental Health Services - 1520 Rutherford Lane; Bldg. 1

HIGHLIGHTS

- Provides 12,000 client visits through the Shots for Tots program.
- Provides 11,000 patient visits at the TB clinic.
- Investigates 1,900 cases as part of on-going disease surveillance efforts.
- Administers 8,000 routine inspections for fixed food establishments.
- Serves an average monthly enrollment of 34,500 through the Women, Infants and Children program which provides nutrition education and counseling, nutritious foods and access to health care for low-income women, infants and children.
- Provides services for 10,663 individuals through social services contracts (child and youth activity).
- Provides 68,000 individuals basic needs services (clothes, senior nutrition program, emergency food pantry, child safety seats, form filing assistance and notary services) through its Healthy Neighborhood Centers.



SHANNON JONES
DIRECTOR

AVIATION DEPARTMENT



MISSION

Meet the commercial passenger and air cargo service requirements of Central Texas, while accommodating military, corporate and general aviation needs.

DESCRIPTION OF SERVICES

- Providing quality service, Austin style, for travelers at Austin-Bergstrom International Airport (ABIA). To fulfill this, the Aviation Department works daily to ensure a safe, clean, friendly, affordable and efficient airport.
- Providing commercial airlines, private aircraft, air cargo and military flights.
- Averaging more than 300 commercial passenger flights per day to 50 nonstop destinations.

HIGHLIGHTS

- Remained self-sustaining. This means ABIA must make revenue to operate and pay for airport improvements. By doing so, airport runs without burdening the City budget or taxpayers. Austin's airport has operated in this self-sustaining fashion since 1972.
- Generated \$2.4 billion into local economy (2010).

Number of employees
379

Budget: FY 2015
\$96.5 million

Main phone number
(512) 530-2242

Web
abia.org



AVIATION DEPARTMENT

- Served a record 10.7 million passengers in 2014. Those passengers enjoyed 1,158 live music performances, more than 62 tons of brisket, 622,310 breakfast tacos, and purchased 36,196 “Keep Austin Weird” t-shirts.
- Was the second fastest growing medium-hub in U.S. (2014, calculated by passenger capacity percentage increase measured by seats).
- Began British Airways’ Austin-London nonstop flights in March 2014, becoming the first transatlantic nonstop air service for Austin. Due to success of flight, British Airways is increasing the size of aircraft serving this route from a 787 Dreamliner to a 777 in October 2015.
- Broke ground in 2013 on new, massive construction projects: Consolidated Rental Car Facility (\$150 million) and Terminal East Infill Project, expands Customs facility and adds new TSA checkpoint (\$62 million). Both scheduled for completion in 2015. More expansion is in the works, including 7-8 gate expansion of terminal’s east end.
- Ranked #1 by respondents of Austin Citizen Survey on the public’s satisfaction with the quality of airport services for six years in a row, 2009-2014.
- Distinguished from other airports with ABIA’s live music program: 23 live performances, Monday-Friday, in six venues.



JIM SMITH
EXECUTIVE DIRECTOR

AWARDS

February 2015

- Austin-Bergstrom International Airport won top honors in the four-20 million passenger category and Overall Winner by Routes Americas for its 2014 air service marketing efforts. Airlines nominate and judge airports from North, Central and South America for best overall marketing services to establish new, or to expand existing, air service routes.



CITY AUDITOR



Budget
\$3 million

Main address
Silicon Labs Building
200 W Cesar Chavez
Suite 200

Main phone number
(512) 974-2805

Web
austintexas.gov/auditor

MISSION

The mission of the Office of the City Auditor (OCA) is to provide audit and investigative services that promote transparency, accountability and continuous improvement in Austin City government.

DESCRIPTION OF SERVICES

- The Office of the City Auditor provides two types of services: Audit Services and Integrity Services.
- Through Audit Services, conducts performance audits and completes special request projects for the City Council. The City Council's Audit and Finance Committee reviews and comments on the Strategic Audit Plan each year. The Plan includes the projects that OCA expects to complete during the fiscal year.
- Through Integrity Services, conducts investigations of potential integrity violations including fraud, waste and abuse related to City services and programs. In addition to investigations, conducts fraud detection and prevention activities and reviews of management controls designed to prevent or detect fraud, waste and abuse.

HIGHLIGHTS

- Produces (on average) 24 audit outputs each fiscal year. These outputs help identify ways for the City to deliver services more efficiently and effectively.
- Follows the Government Auditing Standards issued by the Comptroller General of the United States.



CITY AUDITOR

Undergoes a peer review every three years to confirm that we are meeting these standards.

- Maintains the City's fraud hotline by which anyone can communicate an allegation of fraud, waste or abuse; anonymously if they wish. The website also has an online reporting form where allegations can be submitted.
- Audit and investigation reports generally become public record and are available to anyone; however, working papers qualify for an exception from the Texas Public Information Act.



CORRIE STOKES
CITY AUDITOR

AWARDS

- Association of Local Government Auditors
- 2012 Knighton - Bronze Award
- EMS Collection Controls Audit

CITY CLERK



MISSION

The mission of the Office of the City Clerk is to promote an environment throughout Austin city government that encourages efficiency, compliance, and transparency by implementing progressive policies and procedures that foster effective sharing of information with the City Council, City staff, candidates, voters, media, and citizens.

DESCRIPTION OF SERVICES

- Serve as liaison between City Council, the public and staff liaisons for the 60 Boards and Commissions.
- Provide comprehensive records management consulting and training services to City departments.
- Manage the inactive records from all departments in an offsite storage facility.
- Prepare minutes and provide other services for City Council meetings such as arranging for the minister, preparing public recognitions and managing various electronic programs.
- Provide election services to voters, petitioners and candidates for all municipal elections.
- Preserve Council-approved records including making them accessible on the Web.
- Certify liquor license applications.
- Register lobbyists.

HIGHLIGHTS

- Preparing for the November 2016 municipal election, including identifying services to be expanded such as implementing improvements to the City Clerk's website to provide an interactive map of voting locations and increasing the number of minority news publications in which election information is published.
- Partnering with Communications and Technology Management on updates and enhancements for the Speaker Sign-up System, the Infolinx records management tracking system and the Boards and Commissions Membership Database.

Number of employees

24

Budget

\$3,786,312

Main address

City Hall

301 W. Second St.; Suite 1120

Main phone number

(512) 974-2210

Web

- City Clerk Main Page: austintexas.gov/departments/city-clerk
- Council Meeting Information Center: austintexas.gov/departments/city-council/council-meetings
- Board and Commission Information Center: austintexas.gov/departments/boards-and-commissions



CITY CLERK

- Continuing to work with the Agenda Office on the new Council Committee structure process of posting and publishing agendas and supporting documentation to the Web through the agenda management system, SIRE, and managing the approved Committee minutes process of receiving, processing and publishing to the Web.
- Partnering with Communications and Technology Management on developing a solution to support online filing for financial reporting forms required to be completed by City Council and candidates for the City Council and providing this data to the public in a downloadable format.
- Implementing the Enterprise Document Imaging and Management System (EDIMS) in the six additional departments.
- Continuing to work with City Departments on implementing the responses to the 2013 Council Resolution 20130523-073 relating to records management practices within City departments.



JANNETTE GOODALL
CITY CLERK

COMMUNICATION & PUBLIC INFORMATION



MISSION

To provide communications consultation, tools and resources that enhance the City's engagement with residents and employees so that they can make informed decisions and actively participate in City government.

DESCRIPTION OF SERVICES

- External communications, including electronic newsletter, marketing and advertising
- Internal communications, including weekly e-newsletter for all employees
- Web content management
- Media relations
- ATXN/electronic media production
- Community input and engagement consultation and planning
- Processing of Public Information Requests (Open Records) received from the media

HIGHLIGHTS

- Launched a partnership with the social network Nextdoor that provides the ability to directly communicate with residents at the neighborhood level.
- Completed a Citywide policy for language translation and

Number of employees:
25

Budget: FY 2015
\$2.69 million

Main address
City Hall 301 W. Second St
Third Floor

Main phone number
(512) 974-2220

Locations/facilities
Street-Jones Building
1000 E. 11th St.

Web
[austintexas.gov/
departments/communications](http://austintexas.gov/departments/communications)



COMMUNICATION & PUBLIC INFORMATION

interpretation and initiated a regional, multi-agency discussion on long-term shared solutions.

- Expanded access to community engagement through a partnership with Austin 3-1-1 that now allows residents to call in comments (with full language support) on active engagement initiatives.
- Led outreach to inform the public about the transition to a district-based City Council, including social and traditional media.
- Launched a new brand for Austin's government-access television station (ATXN.tv) and expanded programming to include features on local musicians and on the behind-the-scenes work of City employees.
- Established Conversation Corps, a program of facilitated dialogue on community issues in partnership with Capital Metro, the Austin Independent School District and Leadership Austin.
- Coordinated public and employee input sessions to develop and finalize the City Municipal Civil Service rules in partnership with the Human Resources Department and the Municipal Civil Service Commission.
- Initiated a process to improve communication, engagement and dialogue with local university students.

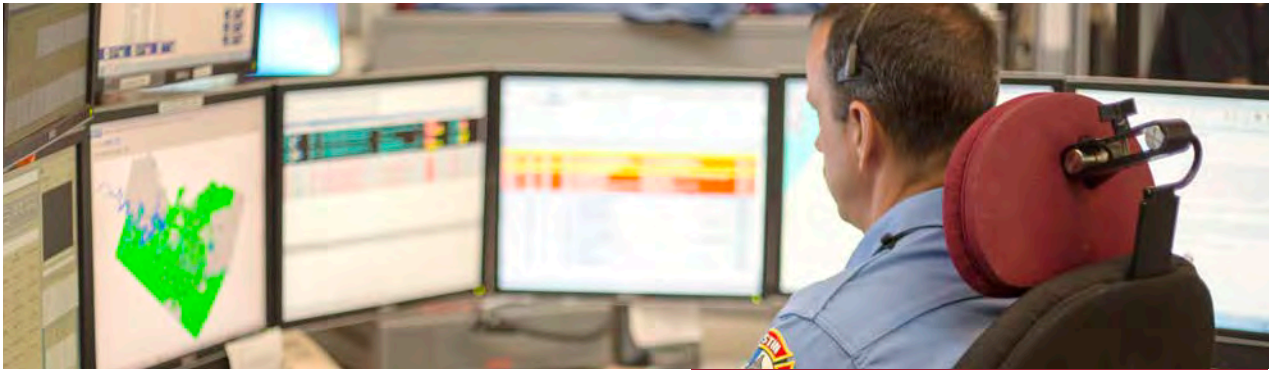


DOUG MATTHEWS
DIRECTOR

AWARDS

- TAMl awards from the Texas Association of Municipal Information Officers for Best Media Relations and Best Social Media.
- Programming Excellence from the National Association of Telecommunications Officers and Advisors.
- Lone Star EMMYs (four) from the National Academy of Television Arts and Sciences.

COMMUNICATION & TECHNOLOGY MANAGEMENT



MISSION

Departmental Mission Statement: Provide citizens and internal and external business partners with reliable information and efficient technology services to assist them in meeting their information needs and business goals.

DESCRIPTION OF SERVICES

- Supports the Combined Transportation and Emergency Communications Center (CTECC), as well as public safety systems, including Computer Aided Dispatch (9-1-1), Mobile Data and integrated police, fire and emergency medical services records management.
- Provides Wireless Communications Services including: Public Safety Radio Network Maintenance, WiFi installations, mobile data system support and public safety vehicular equipment support for the City as well as partner agencies.
- Supports the City of Austin by providing IT services including PCs, telephones, email, business applications, fiber optic networks, online training and numerous other technological services.
- Maintains and delivers data and telephone services across an expansive network of fiber optic cable and network devices. Supports operating systems and PCs, server hardware and infrastructure systems like authentication, backups and e-mail.

Number of employees
307

Budget
FY 2014 \$83.9 million

Main address
1124 IH 35 S., Suite 300

Main phone number
(512) 974-2880

Web
austintexas.gov/departments/information-technology



COMMUNICATION & TECHNOLOGY MANAGEMENT

- Works with Geographic Information Systems (GIS) including maintenance of addressing, zoning and jurisdiction data.
- Manages IT projects from concept through implementation to provide departments with the technology to meet their business needs.
- Oversees application development and website maintenance.



STEPHEN ELKINS
CHIEF INFORMATION OFFICER

Number of locations/facilities: 7

- Combined Transportation, Emergency and Communications
- Center (CTECC) - 5010 Old Manor Road
- Wireless Communications Division - 1006 Smith Rd.

Communications and Technology Management (CTM):

- City Hall - 301 W. Second St.
- 1520 Rutherford Lane
- Technology & Distribution Center - 4201 Ed Bluestein Blvd.
- Riverside Campus - 1124 S. IH 35
- Waller Creek Center - 625 E. 10th St.

HIGHLIGHTS

- Hosted and sponsored events that promoted civic hacking and using government data to create useful applications.
- Responded to 82,889 Service (Help) Desk incidents in FY13, of which 88% were resolved within five business days.
- Completed Phase 1 of the optical network, which allows for increased bandwidth across the City network.
- Worked with partners on a system for Capital Metro MetroRapid vehicles and traffic signals to communicate with each other. This allows approaching buses to extend green lights to keep them on schedule.
- Completed the migration from Windows XP to Windows 7 on all City of Austin PCs and laptops.
- Replaced the 9-1-1 call recording system at CTECC which, when combined with the radio voice logging system, provides public safety agencies with a simplified, complete, fully-integrated incident record that includes the emergency call and public safety and dispatch response.
- Supported austintexas.gov, the City's official website, which received 5.8 million unique visitors in FY 2013.
- Replaced 3,200 PCs at the end of their lifecycles.
- Developed the ATX Grand Prix website as a resource to be used during the annual Formula One Grand Prix. Won best website (for cities with population 90,000 or greater) from the Texas Association of Municipal Information Officers.

COURT - DOWNTOWN AUSTIN COMMUNITY COURT



MISSION

The purpose of the Downtown Austin Community Court is to collaboratively address the quality of life issues of all residents in the downtown Austin community through the swift, creative sentencing of public order offenders.

DESCRIPTION OF SERVICES

- **Intensive Case Management:** In fiscal year 2009, the Downtown Austin Community Court (DACC) identified a targeted group of court offenders designated as Frequent Offenders. A Frequent Offender at DACC is defined as an individual who has had 25 or more legal cases with the Court and has had at least one active case in the last two years. In 2009 there were 245 Frequent Offenders, and the number has since risen to over 440 individuals. These individuals were initially identified because the Court noticed that a small group of individuals comprised a large number of cases at the Court.
- **Court Operations:** In FY 2013-2014, a total of 14,035 citations were filed. Of the citations filed, 5,273 cases were created for the court's frequent offender population.

Number of employees

One judge, One Court Administrator
and 24 full-time employees

Budget: FY 2014

\$2.70 million

Main address

719 East 6th St.

Main phone number

(512) 974-4879

Web

[austintexas.gov/department/
community-court](http://austintexas.gov/department/community-court)



COURT - DOWNTOWN AUSTIN COMMUNITY COURT

- Community Service Restitution: (CSR) is designed to hold offenders accountable for their actions and instill the concept that public order offending does have consequences. It also provides a vehicle for offenders to restore the community for the harm they have done. A core principle of Downtown Austin Community Court (DACC) is holding offenders accountable for their behavior. Offenders receive swiftly imposed, yet meaningful, community service assignments that the court monitors for compliance.

HIGHLIGHTS

- Permanently housed 20 of DACC's frequent and repeat offenders through the Partnership Housing collaborative with Foundation Communities, Caritas and the Downtown Austin Alliance.
- Since March 2013, DACC Housing Location & Rapid Rehousing Case Managers have housed 63 individuals. Of the 63 individuals, five are no longer housed. Two of the five individuals were jailed, two others were evicted and another moved in with a family member. The Emergency Solutions Grant Rapid Rehousing Program (ESG RRH) has successfully rehoused two individuals who lost housing after being placed through the ESG RRH program.
- In FY14, DACC enhanced its intensive case management program by adding contracts with providers of peer to peer, life skills and crisis on-call services. These enhancements are available to DACC clients that are currently housed or who are working with a case manager to acquire permanent stability.
- In FY14, the Community Service Restitution Unit (CSR) completed at total of 11.743 million square feet of graffiti abatement and assisted other City departments such as Austin Resource Recovery, Austin Code and Austin Parks and Recreation Departments with their work orders. The CSR Unit also supervised the completion of a total 32,549 hours of community service by defendants and probationers; these completed hours equate to a monetary value of \$406,863.
- In October 2014, the DACC CSR Program implemented its own program garden. All the produce grown in the garden is donated to local non-profit agencies. The garden is named after Edgar Ray Fincher III, a former DACC employee who recently passed away unexpectedly.



MICHAEL COFFEY
ASSOCIATE MUNICIPAL
COURT JUDGE



PETER VALDEZ, LMSW
COMMUNITY COURT
ADMINISTRATOR

COURT - MUNICIPAL COURT



MISSION

Departmental Mission Statement: Provide fair, efficient, and accountable service to the public by impartially administering justice so that the quality of life is enhanced.

DESCRIPTION OF SERVICES

- Serves as the judicial branch of Austin local government which has jurisdiction over Class C misdemeanors (fine-only) cases.
- Handles citations given by several law enforcement agencies for traffic, state law, City ordinance, parking and red light camera violations.
- Conducts trials for those pleading not guilty.
- Issues warrants of arrest for those who do not handle their citations or judgments.
- Offers special youth services for juveniles receiving citations.
- Conducts hearing for those receiving parking and red light cases who contest liability.
- Municipal Court Judges serve as magistrates to Travis County at Travis County Jail 24/7.

HIGHLIGHTS

- Most cases are criminal, but there are exceptions such as, parking and red light camera violations.
- Municipal Court has jurisdiction over persons age 10 and up. There are special dockets for juveniles (age 10-16).

Number of employees
154

Judiciary –
Seven full-time judges and
12 substitutes

Municipal Court –
135 full-time employees

Budget:
FY 2014 \$18.5 Million

Main location
Municipal Court Downtown
700 E. Seventh St.

Main office phone number
(512) 974-4800

Locations/facilities

- 12425 Lamplight Village
- 5700 Manchaca Rd.

Number of locations
3

Web
austintexas.gov/court



COURT - MUNICIPAL

- Municipal and Community Courts handle between 370,000 and 425,000 new cases annually. There is no statute of limitations once a formal “complaint is filed.”
- Defendants can have a jury trial on any criminal case, including traffic cases.
- The Municipal Court is open from 7 a.m. to 10 p.m., Monday – Thursday and 7 a.m. to 6 p.m. on Fridays. It also has two employee groups who work 24/7 – at Central Booking and in warrants.
- Persons can see details of their cases and pay online at austintexas.gov/court.
- Municipal Court judges provide magistration at Central Booking for almost everyone arrested in Travis County, including capital murder cases. Magistration is the process of determining whether charges will be accepted, advising arrestees of the charges against them, their rights, and setting bond (if any).



SHERRY STATMAN
PRESIDING JUDGE



YOLANDA MCKNIGHT
ACTING COURT CLERK

DEVELOPMENT SERVICES DEPARTMENT



MISSION

The purpose of the Development Services Department is to provide comprehensive development review and inspection services to build a better Austin. This is a new department, created from the reorganization of the former Planning and Development Review Department.

DESCRIPTION OF SERVICES

- Provide development process and regulation consulting; zoning verification; issue permits for signs/billboards, alcoholic beverage licensing, after-hours concrete pours; temporary uses, and outdoor amplified sound/music venues; water/wastewater meter sales; and electrical can meter sales.
- Review and approve site plan and subdivision applications for compliance with the City Code.
- Site plan review includes environmental, transportation, water quality/drainage, and zoning review, as well as compliance with special zones and overlay requirements when a site plan is in a special district or area.
- Review and approve new construction, remodels, revisions to approved permits, and change of use for all commercial and multi-family building applications.
- Review and approve new construction, additions, and

Number of employees
324 (proposed in FY 2015-16)

Budget: 2014-15
Budget for Planning &
Development Review was
\$35.6 million

Main address
505 Barton Springs Road

Main phone number
(512) 978-4000

Locations/facilities

- St. Elmo Office
4411-A Meinardus Dr.
- Kramer Lane office
2412 Kramer Lane
Bldg. B, Ste. 200

Number of locations
3

Web
austintexas.gov/devservices



DEVELOPMENT SERVICES DEPARTMENT

interior remodels of single-family residences, two-family residences, accessory buildings and duplexes.

- Issue building/construction-related permits and trade permits (plumbing, mechanical, electrical, irrigation).
- Perform construction related inspections for residential and commercial buildings within the City limits, and electrical and plumbing services in the extra-territorial jurisdiction (ETJ).
- Perform environmental inspections on permitted site plans for temporary and permanent erosion and stormwater controls, critical environmental features, protection of trees and natural areas, as well as landscape installation.
- Perform the initial inspection of all public infrastructure on commercial sites and ensure the required site work is in compliance with City requirements.



J. RODNEY GONZALES
ACTING DIRECTOR

HIGHLIGHTS

- Implemented Phase I of Electronic Plan Review, which allows online review of certain development plans.
- Implemented Austin Build + Connect (ABC), an online customer service portal. Phase I allows contractors to pay for invoiced building permits using a credit card or electronic check. Phase II will expand the service to other development-related services.
- Issued cell phones to building inspectors to improve the level of communication with customers while inspectors are out in the field.

ECONOMIC DEVELOPMENT DEPARTMENT



MISSION

The City of Austin Economic Development Department (EDD) develops and leads the innovative programs that increase the prosperity of Austin's citizens, our businesses, and our diverse neighborhoods.

DESCRIPTION OF SERVICES

- Global Business Recruitment and Expansion: increases jobs and investment in Austin through business attraction and by assisting local business with international expansion and trade.
- Redevelopment and Special Projects: facilitates innovative partnerships and programs to reinvigorate and enhance Austin's built environment, binding neighborhoods and business hubs in Austin's activity centers and corridors.
- Small Business Development: provides opportunities, programs and resources to Austin's small businesses and entrepreneurs, helping them expand their opportunities at home and throughout the world.
- Cultural Arts Division: executes initiatives that strengthen all art forms and cultures, and facilitates the integration of arts in economic development, tourism, community development, and commercial and neighborhood revitalization strategies.

Number of employees

56

Budget: FY15 Operating Fund Requirements

\$14.6 million

Other Funds: \$29.7 million

Main address

City Hall

301 W. Second St., Suite 2030

Main phone number

(512) 974-7819

Locations/facilities

- City Hall-301 W. Second St.
- One Texas Center
505 Barton Springs Road
- International Center of Austin
201 E. Second St.
- Entrepreneur Center of Austin
4029 South Capital of Texas Hwy,
Ste. 112

Web

[austintexas.gov/departments/
economic-development](http://austintexas.gov/departments/economic-development)



ECONOMIC DEVELOPMENT DEPARTMENT

- Music and Entertainment Division: develops and executes initiatives that accelerate the growth of Austin's music and entertainment industry infrastructure, by focusing on job creation, talent export, trade development and industry revenue growth.

HIGHLIGHTS

- The Mueller Redevelopment, a public-private partnership, has been awarded the 2015 HUD Secretary's Opportunity and Empowerment Award. To-date the project has produced over 2,500 residential units (679 affordable), 81 acres of public parks, and over 1.8 M square feet of commercial and institutional development.
- Awarded two Gold Excellence in Economic Development Awards from the International Economic Development Council (IEDC) for the International Economic Development Strategy and LocallyAustin.org, a dual purpose marketing campaign that supports start-up and existing small businesses.
- Executed three economic development agreements that will create 1,247 new jobs with a cumulative average wage of \$93,274. These agreements also secure \$23,180,000 of private investment that is available to local, small and minority businesses, and forecasted to generate a \$4,023,444 net profit for the City.
- Executed the City's first Creative Content Film/TV agreement for the production of ABC's American Crime in Austin, which aired March 2015.
- Worked with community partners to host 82 international delegations, discussion forums, and business classes for exploring global markets, and contributed to Austin's status as a Welcoming City.
- Sold and started construction on two of four parcels in the estimated \$500 million Green Water Treatment Plan Redevelopment project, and continued construction of the 2nd Street and Nueces Street extensions through the site.
- Seaholm Power Plant renovation and new retail construction completed the Seaholm Drive extension, the historic generator building adaptive reuse, the underground garage and the low-rise retail/office building. Major new tenants include athenahealth, Trader Joe's and Under Armour.
- Approved eight Family Business Loan Program (FBLP) loans creating 139 low-to-moderate income new jobs in an effort to revitalize commercial areas citywide.
- Assisted in the start-up of 39 new businesses through the Small Business Development Program
- Created 462 new jobs through the Small Business Development Program.
- Delivered 10,282 hours of business education training to 2,836 training participants.
- Served 1,316 unduplicated customers, who made a total of 8,660 customer visits at the Small Business Development Program's Business Solutions Center.



KEVIN JOHNS
DIRECTOR

ECONOMIC DEVELOPMENT DEPARTMENT

- Produced Step Into Spring, a 3-day family-friendly spring festival for the community, in lieu of canceled New Year's Eve festivities.
- Awarded four Music Venue Assistance Program loans at a low interest rate for the purpose of enhancing the sound quality of indoor and outdoor venues, while reducing sound impact to neighboring uses.
- Released the first ever Austin Music Census and Needs Assessment – a market research study of Austin's music industry and its workers. The project captured an in-depth look at Austin's music industry workers and its economic issues and opportunities.
- Expanded the unique music partnership with Austin Independent Radio (AIR) sending six Austin Music Ambassadors to perform in Toronto, Canada (NXNE Festival) and Hamburg Germany (Reeperbahn Festival). AIR is currently broadcasting Austin music into 50 countries worldwide.
- Supported creatives: Awarded over \$8.1 million in Cultural Contracts to 282 cultural contractors impacting an estimated 7.25 million audience members, including more than one million tourists.
- Completed eight permanent public art projects developed and distributed throughout the City; launched TEMPO 2015/16, which commissioned nine temporary public artistic works in locations citywide; In addition, commissioned a special, temporary public art project, "Hello Lamp Post" for Art in Public Places' 30th Anniversary. Also accepted one artwork donation, a commemorative mosaic for the Larry Monroe Bridge.
- Awarded National Endowment for the Arts Grant of \$30,000 to support the development of citywide cultural resource mapping and associated community and economic development strategies.
- Awarded Two ArtPlace America Grants for \$656,500 along with partners, Fusebox and thinkEAST, to create a 24-acre Art Village on a former brownfield; and partner, Go collaborative, to map art assets in the new 10 Council districts to identify cultural assets and expand and revitalize retail areas citywide.
- Partnered with Austin Resource Recovery to create 1st Eco-Industrial Park. Awarded a \$1 million grant from the U.S. Economic Development Administration (EDA) to convert city landfill to [re] Manufacturing Hub.
- Partnered with Planning and Development Review to create an electronic customer service software platform for assisting small businesses obtain building permit information using technology, this is the 1st public use of private sector customer service technology.



EMERGENCY MEDICAL SERVICES



MISSION

To positively impact and change the lives of the people we serve through the personal commitment of each of our members to provide great patient and customer care, pursue excellence in everything we do and show compassion to others every day.

DESCRIPTION OF SERVICES

Emergency Medical Response and Emergency Communications (9-1-1) including pre-arrival instructions. Austin-Travis County EMS (ATCEMS) serves more than 1,100 square miles, including all of Travis County and parts of the City of Austin that extend into Williamson and Hays Counties. Eighteen cities are included in this service area, including the City of Austin, which is the 11th largest city in the United States.

Special Operations Division Areas of Specialization:

- High Angle Rescue
- Swift/Still Water Rescue
- Confined Space Rescue

Number of employees
570 total employees
(490 Sworn, 80 Non-sworn)

Budget
FY 2015 \$73 million

Revenue FY 2015
\$42 million
(100% returned to the General Fund)

Main address
15 Waller Street; second floor

Number of locations/facilities
46

Main phone number
(512) 972-7200

Web
austintexas.gov/departments/ems



EMERGENCY MEDICAL SERVICES

- Cave/Wilderness Rescue
- HazMat
- Tactical Medicine

Other Specialized Response Assets:

- Community Health Paramedic
- Motorcycle Medic
- Bike Medic
- Track Medic
- Ambulance Bus (Ambus) Crew Chiefs & Drivers
- Disaster Medical Assistance Team (DMAT)
- Regional Training Center for advanced medical, rescue and leadership courses offers public education and certification (Automated External Defibrillator, Cardiopulmonary Resuscitation and First Aid training).
- Community Outreach and Injury Prevention initiatives include Hands-only CPR training, Infant Safety Education (Safe Sleep, Infant CPR and Choking Awareness), Lightning Safety, Fall Prevention, Senior Safety, Child Passenger Safety, First Aid Basics training and the EMS Explorers Program.
- Special Events Division provides medical coverage for all major/local events to include Circuit of Americas (Formula One, Moto GP, X Games, and Tower 360 Amphitheater Concerts), sporting and athletic events (University of Texas Football and Basketball Games, Austin Marathon, BP MS-150, and the Statesman Capitol 10,000), music events (Austin City Limits Music Festival and SXSW), other mass gatherings (R.O.T. Rally, Texas Relays, Mardi Gras, Halloween and New Year's celebrations) and numerous other events.



ERNESTO RODRIGUEZ
CHIEF OF EMS

HIGHLIGHTS

- Austin-Travis County EMS is nationally accredited by the Commission on Accreditation of Ambulance Services (CAAS) for outstanding achievement and compliance with the national standards for Best Practices for the Emergency Medical Services Industry.
- Austin-Travis County EMS Communications is an Accredited Center of Excellence (ACE) through the National Academy of Emergency Medical Dispatch (NAEMD).



EMERGENCY MEDICAL SERVICES



- The National Association for Search and Rescue (NASAR) awarded the EMS Special Operations Swiftwater Rescue Team the Higgins and Langley Memorial Award for outstanding achievement in the technical discipline of swiftwater and flood rescue during the 2013 Halloween Flood in Austin.
- Austin-Travis County EMS has received the American Heart Association's highest level of recognition and has been designated a Gold EMS Agency with the American Heart Association's Mission: Lifeline Program. The designation recognizes its success and commitment in implementing specific quality improvement measures for the treatment of patients who suffer a heart attack.
- EMS Community Outreach and Injury Prevention trains thousands of citizens each year in lifesaving hands-only CPR skills. Through the ATCEMS Infant Safety Education program, EMS distributes free children's car and booster seats to individuals and families in need and educates families on several components of infant and child safety.



AWARDS

- Accredited by the Commission on Accreditation of Ambulance Services since 2013.
- Accredited Center of Excellence through the National Academy of Emergency Medical Dispatch since 2000.
- Awarded the National Association for Search and Rescue Higgins and Langley Memorial Award. Three time recipient of the award since 2002.
- Designated a Gold EMS Agency with the American Heart Association's Mission: Lifeline Program. ATCEMS has achieved the highest level of recognition each year since the program's inception.



FINANCIAL SERVICES



MISSION

The mission of the Financial Services Department is to maintain the financial integrity of the City and to provide comprehensive and integrated financial management, administration and support services to City departments and other customers so that they can accomplish their missions.

DESCRIPTION OF SERVICES

- Oversees financial and performance monitoring for the City's operating and capital budgets including fiscal planning, forecasting and analysis functions.
- Responsible for the design, implementation and maintenance of internal controls to prevent and detect fraud.
- Manages the City's financial accounting processes, systems and reports including the annual external audit and issuance of the City's Comprehensive Annual Financial Report (CAFR).
- Manages processes, systems and reports for payments to departments, employees and vendors.

Number of employees

190.5

Budget

\$23,996,951

Main address

City Hall
301 W. 2nd St.

Main office phone number

(512) 974-3344

Web

[austintexas.gov/departments/
financial-services](http://austintexas.gov/departments/financial-services)



FINANCIAL SERVICES

- Procures quality goods and services in a timely manner at the lowest possible cost to the City with adherence to applicable federal, state and local laws, as well as City policies.
- Manages the City's cash resources, investments and debt seeking to optimize investment income and minimize financing costs to enhance the City's overall financial position.
- Administers the procurement of professional and construction services and executes and manages contracts essential for the delivery of efficient capital improvements.
- Conducts long-range and strategic planning for the City's Capital Improvement Program.



ELAINE HART
CHIEF FINANCIAL OFFICER

HIGHLIGHTS

- Presented a structurally-sound budget reflecting the priorities and values of the City Council, staff and the community.
- Continued commitment to highest level of transparency about City financial activities demonstrated through excellence in reporting via Austin Finance Online (e.g., eCheckbook, Online Contract Catalog, Vendor Connection).
- Maintained highest possible ratings for City of Austin General Obligation Debt (Aaa/AAA/AAA) to ensure lower interest rates on debt issuances, thus reducing costs to taxpayers.
- Exceeded investment portfolio benchmarks for the year - average yield on Investment Pool portfolio was 0.31% compared to benchmark of 0.12%.

AWARDS

- Distinguished Budget Presentation Award (28th consecutive year), Government Finance Officers Association (GFOA)
- Certificate of Excellence in Performance Measurement (13th consecutive year), International City/County Management Association
- Excellence, Communications Programs (Budget-in-a-Box), Texas Municipal League
- Achievement in Excellence in Procurement, National Procurement Institute
- Certificate of Achievement for Excellence in Financial Reporting for 2013 Comprehensive Annual Financial Report (7th consecutive year), Government Finance Officers Association (GFOA)
- Platinum Level Leadership Circle Award, Texas Comptroller of Public Accounts
- Certificate of Distinction, Government Treasurers' Organization of Texas (GTOT)
- 2013-14 Technology Solutions Award, Public Technology Institute
- Long Range Planning Award, Texas Chapter of the American Planning Association

FIRE DEPARTMENT



MISSION

The Austin Fire Department is committed to creating safer communities through prevention, preparedness, and effective emergency response.

DESCRIPTION OF SERVICES

- Fire suppression
- First response on medical calls, assessing and stabilizing patients
- First responders
- Rescue alarms
- Hazmat alarms
- Technical rescues (high-angle or confined-space rescues)
- Grass/brush/wildfire alarms
- Air Fire Rescue personnel are specially trained and equipped to respond to aircraft emergencies
- Services cover about 261 square miles and are divided into six battalions or geographic districts

Number of locations/facilities: 55 (10 offices and 45 fire stations)

- Headquarters-4201 Ed Bluestein Blvd.
- Support Services-4201 Ed Bluestein Blvd.
- Recruiting-4201 Ed Bluestein Blvd.
- Wellness Center-517 S. Pleasant Valley Road

Number of employees

1,129

94 Civilian Positions

Budget: FY 2015

\$166 million

Main address

4201 Ed Bluestein Blvd
Austin, Texas 78721

Main phone number

(512) 974-0130

Web

austintexas.gov/departments/fire



FIRE DEPARTMENT

- Prevention-505 Barton Springs Road, 2nd & 8th floor
- Investigations-3002 Guadalupe St.
- Training-4800 Shaw Lane
- Special Operations-4305 Airport Blvd.
- Dispatch at Combined Transportation Emergency & Communications Center-5010 Old Manor Road
- Maintenance Shop-2011 E. 51st St.



RHODA MAE KERR
FIRE CHIEF

HIGHLIGHTS

- Served as Firewise Community Partner.
- Adopted a Community Wildfire Protection Plan.
- Enhanced our Fire Prevention Division by increasing our Inspection and Engineering staff.
- Increased our fleet of swift water rescue boats to a total of 14.
- Established a permanent location for our Wildfire Division Staff.
- Currently have two Fire Cadet classes in session.



GOVERNMENT RELATIONS



MISSION

Communicate and promote the interests of the City of Austin to other local governments, to the State of Texas and to the Federal Government of the United States.

DESCRIPTION OF SERVICES

- Promote the interests of the City of Austin to other local governments, to State of Texas and to the U.S. Government.
- Seek funding opportunities for the City.
- Monitor state agency hearings and legislative interim committee hearings.
- Serve as the City's liaison for policy-making groups outside City government.
- Recommend legislative programs for Council consideration, after obtaining input from all City departments and the City Manager's team.
- Draft and file legislation that the City Council seeks to have introduced and passed.
- Monitor all state and federal legislation.

Number of employees

4

Budget: FY 15

\$1,429,073

Main address

700 Lavaca, Suite 608

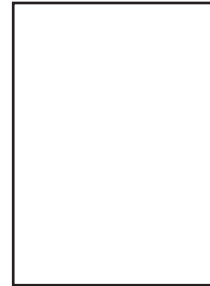
Main phone number

(512) 974-2246



GOVERNMENT RELATIONS

- Interact with other governmental entities, organizations representing cities at the state and national levels, citizen groups and caucuses to develop and advance the City's positions.
- Draft letters from City officials to officials of other governmental entities.
- Recommend legislative consultants to the City Manager and Council for their consideration in approving contracts.
- Manage the consultant team to prevent harmful legislation from passing.
- Assist in briefing the Council in executive sessions on the impact of legislation on litigation, when directed by the City Attorney.
- Respond to requests for assistance from other governmental entities.



POSITION VACANT

HOMELAND SECURITY & EMERGENCY MANAGEMENT



MISSION

The mission of the City of Austin Office of Homeland Security and Emergency Management (HSEM) is to plan and prepare for emergencies, educate the public about preparedness, develop volunteers, manage grant funding to improve homeland security and public safety capabilities, coordinate emergency response and recovery, support planned events, and work with public and partner organizations to protect our whole community when it needs us the most.

DESCRIPTION OF SERVICES

- Co-manages the Austin/Travis County Emergency Operations Center (EOC).
- Maintains an on-call duty officer and public information officer 24/7/365 who can initiate the City's response to a major event.
- Oversees the City's emergency operations plans and procedures for all hazards.
- Provides leadership and support to regional planning and response initiatives.

Number of employees

15

Budget

\$1.3 million

Main address

Combined Transportation, Emergency
and Communications Center (CTECC)
5010 Old Manor Road

Web

austintexas.gov/hsem



HOMELAND SECURITY EMERGENCY MANAGEMENT

- Educates the public on preparedness and awareness.
- Manages and coordinates volunteer programs as administrator of Community Emergency Response Team (CERT) for City of Austin.
- Manages Homeland Security and Emergency Management Grant programs and federal reimbursements.
- Serves as the central point for communication, coordination, and warning during major emergencies and disasters.
- Develops hazard mitigation and prevention programs.
- Coordinates strategic planning projects.
- Conducts training, drills and exercises.



OTIS J. LATIN, SR.
DIRECTOR

HIGHLIGHTS

- Coordinated more than 40 departments and agencies, following the 2013 Halloween Floods, to develop an After Action Report and Corrective Action Plan, resulting in 97% completion of the 173 Corrective Action Plan items.
- Inventoried approximately 3,000 grant-funded items purchased to improve homeland security and public safety capabilities.
- Maintains Austin's standing as one of only two Texas cities, among just seven total cities nationwide, which are accredited by the Emergency Management Accreditation Program after an evaluation of 64 nationally-recognized standards.

HUMAN RESOURCES



MISSION

Attract, engage, develop, support, and retain the best workforce in the country to serve our community.

DESCRIPTION OF SERVICES

- Civil Service Administration provides support services to City management so it can effectively comply with State Civil Service law, negotiated Meet and Confer and Collective Bargaining agreements, and local Civil Service Commission rules.
- The Community Services program provides investigations and consulting related to discrimination charges including Equal Employment Opportunity/Fair Housing, and Americans with Disabilities Act.
- Employment Services provides employment application and employment consulting services so that City management can recruit and hire a qualified workforce.

Number of employees
110

Budget
\$14.5 million

Main address
One Texas Center
505 Barton Springs Road
Suite 600

Main office phone number
(512) 974-3400

Web
austintexas.gov/department/human-resources



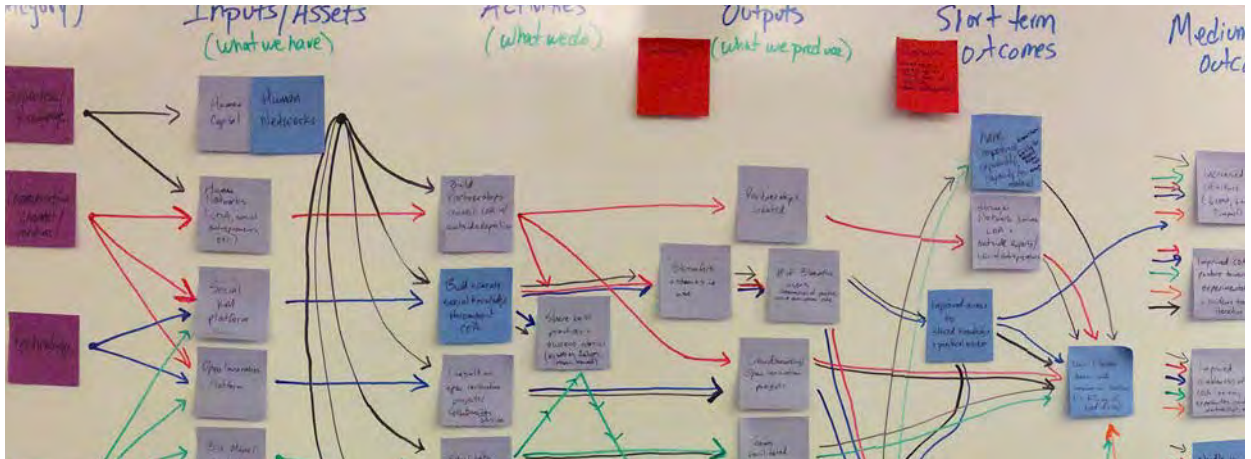
HUMAN RESOURCES

- The Human Resources Information Management program processes and manages information for City management so it can have accurate human resources data and transactions. The two major components of the program are Employee Records and Human Resource Information Technology.
- Employee Relations provides personnel policy and procedure guidance and investigates complaints so that City management can fairly and consistently manage within the scope of City policy and employees have a productive work environment.
- Organization Development provides services such as training and development, group facilitation and consulting that improves organizational effectiveness. The Learning Research Center is a dedicated citywide meeting and training facility.
- The Risk Management program provides risk management, safety and insurance services to protect the City's assets.
- Total Compensation provides a market responsive pay and benefits package in order to attract, retain and motivate the workforce. Benefits Management, as well as Classification and Compensation are the components of this program.
- Quality Assurance supports consistent Human Resources practices and processes throughout the City. Quality Assurance is strengthening centralized control of Human Resources services by expanding the quality assessment function and gradually expanding matrix reporting of departmental human resources staff into HRD.
- Citywide Youth and Family Services supports the development and coordination of a comprehensive strategy for the delivery and marketing of youth and family services provided throughout the City.
- Municipal Civil Service supports the newly established Civil Service Commission by City Charter to make final, binding decisions on employee grievances concerning terminations, disciplinary probations, disciplinary suspensions, demotions and denials of promotions for most City employees not already covered by State Civil Service law as according to uniquely, and being specific to the resident's request.



JOYA HAYES
ACTING DIRECTOR

INNOVATION OFFICE



MISSION

To serve as a platform for co-creating innovation that makes Austin a better place.

DESCRIPTION OF SERVICES

- The Innovation Office has three primary areas of focus:
 1. Internal management innovation
 2. Open government
 3. Public-facing innovation
- Collaborate across City departments to discover and share ideas, tools and approaches to improve delivery of City services and foster an organizational environment where new ideas and solutions can be tested and activated.
- Proactively engage diverse constituencies and forge relationships between the City, universities, community, businesses, and the technology community to co-create unique and creative solutions to civic challenges.

HIGHLIGHTS

- The Office of Innovation recently organized and co-hosted the third annual ATXHackforChange: atxhackforchange.org.
- 179 attendees at the event worked on 19 projects to promote civic good in Austin.

Number of employees

4

Budget: FY15

\$692,675

Main address

City Hall, Third Floor
301 West 2nd Street

Main phone number

(512) 974-1637



INNOVATION OFFICE

One hacker wrote about the weekend long event, "This was my first ever hackathon... I was blown away by what an absolutely amazing event this was! I thought I might get to contribute my skills for a few hours, and hopefully help make an impact. I had no idea my skills would be so essential to team success - as were everyone's on my team. It made for an intense weekend of work, but it was a blast and very rewarding. I want to add that I had a really vague idea of what a hackathon was going in. I really thought the focus was on developers/people that code, so had never pursued attending one. How refreshing ux/graphic design skills, and more could contribute!"



KERRY O'CONNOR
CHIEF INNOVATION OFFICER

LAW DEPARTMENT



MISSION

Provide timely, reliable, and cost-effective legal counsel and representation to City Departments and officials.

DESCRIPTION OF SERVICES

- Provide legal advice and counsel to City Council, City Manager, City departments, and City boards and commissions
- Draft ordinances, resolutions, contracts and legal opinions
- Represent the City in civil and criminal trials

HIGHLIGHTS

- The Law Department is divided into eight divisions: General Counsel; Land Use and Real Estate; Municipal Operations; Criminal Prosecution; Litigation; Ethics and Compliance; Austin Energy; and Administration. Within those Divisions staff members work to create legal solutions to challenges posed by a dynamic and growing city, answer questions from all City constituents, and represent the City in legal proceedings.

Number of employees
91

Budget: FY 2014
\$10.2 million

Main address
City Hall
301 W. 2nd St., Fourth Floor

Main phone number
(512) 974-2268

Number of locations/facilities
2

Locations/facilities

- City Hall- 301 W. 2nd St.; 4th Floor
- Criminal Prosecution Division - 723 East 6th St.

Web
austintexas.gov/departments/law



LAW DEPARTMENT

- The Law Department also includes the City's public information management function. Employees in this group manage and coordinate the City's response to Public Information Act requests.
- The Law Department staff also provides city-wide ethics training to all City employees, along with specialized training for City boards and commissions, supervisors, managers, and attorneys. City attorneys are actively engaged in many civic and professional organizations, and are often featured speakers at state and national conferences.



ANNE MORGAN
ACTING CITY
ATTORNEY

MEDICAL DIRECTOR



MISSION

Define, support and advance the clinical practice of medicine by utilizing the latest clinical evidence to provide high quality, innovative out-of-hospital care to our community.

DESCRIPTION OF SERVICES

- Responsible for the comprehensive medical oversight of all out-of-hospital clinical care provided in the EMS system. The EMS system is currently comprised of 28 organizations with more than 2,100 individual providers.
- Interfaces with 18 hospitals within the EMS service area.
- Responsible for the administrative and regulatory functions as defined by state statute within the Texas Health & Safety Code, Chapter 773 and The Texas Medical Board Rules, Chapter 197. Some examples of regulatory functions include, but not limited to: credentialing of EMS providers, continuing education, performance improvement and measurement and medical equipment approval for purchase and use on patients.
- Develops and maintains the Clinical Operating Guidelines (COGs), also known as standing orders or protocols that outline the clinical practice expectations of all EMS providers and organizations in the system.
- Conducts performance improvement and measurement of the EMS system that includes prospective, retrospective and concurrent review of specific aspects of the system. These aspects potentially impact patient care including system design and resource deployment, clinical performance, provider education, equipment implementation, appropriate time intervals, patient outcome, patient and provider satisfaction.
- Develops education of EMS providers and system participants as part of an integrated process between performance improvement and measurement findings, individual needs and specific educational requirements of licensing/certifying agencies.
- Informs and educates the public about issues that may pose a threat to health and/or safety. A component of that role may include initiatives to mitigate or reduce a threat, or improve health and safety.

Number of employees

8 Full-time positions

4 Hourly part-time positions

Budget: FY 16 Budget

\$1.61 million

Main address

517 S. Pleasant Valley Rd

Main phone number

(512) 978-0000

Web

austintexas.gov/omd



MEDICAL DIRECTOR

- Conducts clinical research as an important part of evaluating the evidence associated with field clinical care. Research may be specific to the EMS system or in collaboration with other healthcare entities.
- Promotes concepts of out-of-hospital medical care and the profession as a whole. This includes participating in local, state, regional and national initiatives that improve the practice of out-of-hospital medicine, patient outcomes, professional stature and attractiveness as a career option. This advocacy also promotes provider safety through infection prevention programs by means of the infection preventionist on staff.



JOSE G. CABANAS
MD, MPH, FACEP
ACTING MEDICAL
DIRECTOR

HIGHLIGHTS

- Developed and responsible for oversight of the compression-only Take10 CPR program to increase bystander CPR.
- Received the 2013 Alliance for Innovation Outstanding in Local Government Innovation for A Community Centered Approach to CPR Training and Action.
- Established as the first medical director for the State of Texas Department of Public Safety
- Collaborates with ATCHHSD to administer flu vaccine to citizens at multiple clinic sites across the City of Austin.
- Developed a standardized method of managing a cardiac arrest that has been adopted by other EMS agencies, fire departments and hospital systems around the world.
- Our COGs have become the model that other EMS agencies across the nation have adopted as their "off-line" medical direction document.
- Continuous review of 911 call types received by EMS to determine the best medical resources to be sent to the patient in order to best serve the public's needs.
- Completed two out-of-hospital research initiatives in collaboration with EMS and the University of Texas at Austin Medical School Emergency Medicine Program and presented findings via research posters at the National Association of EMS Physicians conference.

NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT



MISSION

Provide housing, community development, and small business development services to benefit eligible residents so they can have access to livable neighborhoods and increase their opportunities for self-sufficiency.

DESCRIPTION OF SERVICES

- Homeless and Special Needs programs support persons who are experiencing homelessness, including seniors or families with children and persons with AIDS.
- Renter Assistance programs help make rent more affordable; provides tenants' rights services to resolve conflicts; and provide assistance to make homes accessible.
- Homebuyer Assistance provides counseling and financial assistance to renters who wish to become first-time homeowners and provides financial counseling.

Number of employees
50

Budget
\$17.4 million

Main address
Street-Jones Building
1000 E. 11th St. Suite 200

Web
austintexas.gov/department/housing



NEIGHBORHOOD HOUSING & COMMUNITY DEVELOPMENT

- Homeowner Assistance provides services for low- and moderate-income homeowners who need assistance to make their homes safe, functional and/or accessible.
- Housing Development Assistance encourages non- and for-profit developers to develop or preserve affordable housing.
- Neighborhood and Commercial Revitalization programs promote historic preservation, acquisition and redevelopment and improve opportunity within neighborhoods.
- Small Business Assistance programs promote the success of growing small businesses in Austin—from technical assistance to gap financing.
- Financial Empowerment programs encourage saving through matched savings accounts for post-secondary education, first-time homeownership or small businesses.



BETSY SPENCER
DIRECTOR

HIGHLIGHTS

- Neighborhood Housing and Community Development (NHCD) is the City of Austin's point of contact for the U.S. Department of Housing and Urban Development, which channels more than \$11 million in federal funds annually to housing and community development activities in Austin.
- NHCD's annual budget is comprised of federal, state and local resources and helps to assist more than 11,700 Austin households each year with affordable housing, public services and small business assistance.
- The majority of households served by NHCD earn between \$22,000 and \$60,000 (for a family of four).
- These incomes are considered low- to moderate-income according to federal guidelines.
- Austin's 2006 Affordable Housing General Obligation Bond program produced more than 3,400 units of rental, home ownership and home repair opportunities for low- to moderate-income Austinites.
- Austin's Neighborhood Housing and Community Development Office was selected as the winner of the Urban Land Institute (ULI) Robert C. Larson Housing Policy Leadership Award. Austin's multi-faceted approach to addressing the shortage of affordable housing was cited as an exemplary model of real estate and public policy programs that promote the preservation and expansion of affordable and workforce housing in the community. These efforts have yielded more than 18,000 units since 2000.



OFFICE OF SUSTAINABILITY



MISSION

The Office of Sustainability works to promote the three pillars of sustainability: prosperity and jobs; conservation and the environment; and community health, equity, and cultural vitality. The Office provides leadership, influences positive action through engagement, and creates measurable benefits for Austin by achieving:

- Net-zero community-wide greenhouse gas emissions by 2050
- A healthy and just local food system
- Resource efficient strategies for municipal operations
- Tangible projects that demonstrate sustainability
- A resilient and adaptive city

DESCRIPTION OF SERVICES

- Briefs and advises Department Directors, the City Manager, Boards & Commissions, and the Mayor and City Council regarding sustainability aspects of City policies, programs and initiatives.
- Oversees and coordinates activities with City departments that accomplish operational objectives sustainably.
- Manages the Climate Protection Program and related actions to meet greenhouse gas emissions mitigation targets and support climate resilience.

Number of employees
11

Main address
Street Jones Building
1000 East 11th Street,
Suite 350

Locations/facilities
City Hall
301 W. Second Street
Third Floor

Number of locations
2

Web
austintexas.gov/sustainability



OFFICE OF SUSTAINABILITY

- Offers educational outreach on sustainability initiatives to engage the community in making sustainability a priority in the choices made every day.
- Promotes partnerships and works with community members, organizations and other government agencies to establish sustainability programs and practices.



LUCIA ATHENS
CHIEF SUSTAINABILITY
OFFICER

HIGHLIGHTS

- Produced the Sustainability Action Agenda Progress Report, which highlights projects implemented by the City that have achieved tangible benefits for the community.
- Released the State of the Food System report and launched a Food Web Portal to offer educational information about local and sustainable food.
- Provided leadership in the implementation of 28 building and Departmental Climate Protection Plans, resulting in a 58% reduction of municipal greenhouse gas emissions since 2007.
- Created the Austin Community Climate Plan to meet the goal of net-zero community-wide greenhouse gas emissions by 2050. The plan contains more than 130 actions that will reduce emissions from energy, transportation and materials and waste sources.
- Created the Austin Green Business Leaders program, which has officially recognized 147 local businesses for greening their operations.
- Created the Bright Green Futures Grant program that has awarded funding for 76 sustainability projects at local schools that include composting systems, rainwater harvesting, organic gardens, bicycle academies and wildlife habitats.
- Launched a mobile app called Rethink/ to engage the community in everyday, real-world actions to be more sustainable.
- Successfully applied for the Seaholm District redevelopment to become part of the Clinton Global Initiative/EcoDistrict Target Cities program over the next two years.

AWARDS

Received a Climate Leadership Award in 2013 from the Environmental Protection Agency and its nonprofit partners, The Climate Registry, the Center for Climate and Energy Solutions and the Association of Climate Change Officers.



PARKS & RECREATION DEPARTMENT



MISSION

Our purpose is to provide, protect and preserve a park system that promotes quality recreational, cultural and outdoor experiences for the Austin community.

Park Types

- District Parks (1,012.90 Acres) – 15
- Golf Courses (993.53 Acres) – 5
- Greenbelts (3,664.14 Acres) – 39
- Metropolitan Parks (6,148.03 Acres) – 11
- Nature Preserves (2,518.48 Acres) – 15
- Neighborhood Parks (968.12 Acres) – 83
- Pocket Parks (23.74 Acres) – 23
- School Parks (128.76 Acres) – 23
- Special Use Parks (916.07 Acres) – 40
- Boardwalk – 1

TOTAL: 267 Parks (16,554.22 Acres)*

*Does not include water recreational acreage of Lake Austin, Lady Bird Lake or Lake Walter E. Long.

Aquatics/Public Pool Facilities

- Waterfront Facility – 1
- Municipal Pools – 6
- Neighborhood Pools – 28

Number of employees
664

Budget
\$72.6 million

Main address
200 South Lamar Blvd.

Main phone number
(512) 974-6700

Number of locations
393

Web address
austintexas.gov/parks



PARKS & RECREATION DEPARTMENT

- Wading Pools – 4
- Splash Pads – 11

Tennis Centers

- Public Tennis Courts – 124

Public Golf Courses

- Hancock – 811 E. 41st Street
- Lions Municipal – 201 Enfield Road
- Morris Williams – 4300 Manor Road
- Jimmy Clay – 5400 Jimmy Clay Drive
- Roy Kizer – 5400 Jimmy Clay Drive Recreation Centers

Senior Activity Centers – 3

Cultural Facilities, Museums, Historic Structures and Theaters – 13



SARA HENSLEY
DIRECTOR

DESCRIPTION OF SERVICES

- Maintains park lands, recreational/cultural facilities and nature preserves.
- Oversees 272 Parks; 211 miles of trail; 77 basketball courts; 50 aquatic facilities; 12 off-leash dog areas, 11 museums, arts and cultural centers, 10 stages and amphitheaters, five cemeteries, 175 athletic fields; 12 playscapes; 20 recreation centers; three senior activity centers; one garden center; one nature and science center; two party houses; five golf courses; 124 tennis courts; one waterfront facility and one open air crafts market.
- Has 14 divisions that work hard to ensure the success of the City's green spaces, nature preserves and recreational outlets. These include: Golf services; Grounds maintenance; Facility services; Capital improvement projects; Aquatics and Athletics; Marketing and Communications; Community programs, Centralized programs; Nature based programs; Management services; History, Art and Nature; Financial services; Special events and Planning and Development.
- Conducts programs including: children's programming, summer camps, after school activities, senior nutrition, classes and programs in arts, culture, history, nature and wellness for all ages.
- Provides a forestry function for the City of Austin.
- Provides special events booking/reservations.

PARKS & RECREATION DEPARTMENT



HIGHLIGHTS

- The Boardwalk at Lady Bird Lake. The Parks and Recreation Department created the master plan for this project and provided community engagement meetings that offered the public and stakeholders a chance to provide feedback and ideas. The end result is having a beautifully designed trail that closed the 1.2 mile southeastern gap of the hike and bike trail that used to force pedestrians, runners and bikers to use the Riverside Drive sidewalk over Interstate 35 to complete the 10.1 mile trail loop.
- Southern Walnut Creek Trail is located in East Austin. This trail is the city's newest recreation resource for hikers, joggers and bicyclists, and encompasses more than 7.3 miles of multi-use trails consisting of 10-foot wide concrete paths. This nature-filled trail extends from Govalle Park to the Walnut Creek Sports Park at Johnny Morris Road and includes five bridges, culverts, signs and benches.
- Auditorium Shores and Vic Mathias Shores Improvements. These were successfully implemented through external partnerships. The enhancement of the grounds includes a new irrigation system, re-graded lawn, high performance grass and an enhanced off-leash dog area. With new restrooms, a new trail path and additional parking, this venue is a definite favorite amongst Austinites.

AWARDS

- Wooldridge Square Landscape Renovation – Merit Award for Preservation of a Cultural Landscape
- Republic Square Master Plan and Dove Springs District Park Playscape – both won the Texas ASLA Honor Award for Design of Public Projects
- Austin, Texas – Tree City USA Award
- Austin Nature and Science Center – Best Place to Learn about Nature, Austin Family Magazine's 2014 Readers' Poll Favorite
- Zilker Botanical Garden – Lone Star Programming Award



PLANNING & ZONING DEPARTMENT



MISSION

Provide planning, preservation, and design services, to make Austin the most livable city in the country.

DESCRIPTION OF SERVICES

- Works with the multiple City and public stakeholders and decision-making bodies to develop, update and implement the Imagine Austin Comprehensive Plan that contains the City's policies for growth and development (with its attached small area plans). The Austin City Charter spells out specific items that need to be included in the Comprehensive Plan.
- Produces and works toward implementation of small area plans and reports, such as neighborhood plans (30 adopted plans), the Downtown Austin Plan, East Riverside Corridor Plan, Airport Blvd., North Burnet/Gateway, Station Area Plans (SAP), and Corridor Plans such as the Burnet Road Plan. Future small area plans will be determined by a matrix of factors and condition with growth areas identified in Imagine Austin having a high priority.

Number of employees
50 (plus 21 in CAMPO)

Budget
\$7.65M (proposed) for FY 2016

Main address
One Texas Center
505 Barton Springs Road

Main phone number
(512) 978-4000



PLANNING & ZONING DEPARTMENT

- Guides future public and private development and investments for specific geographic areas. The principal elements include parks, plazas, open space and other places that people may gather; streets, sidewalks, and walkways; building forms and placement; infrastructure and transportation systems; bridges and water bodies; historical features; trees and landscaping; and lighting and signage. These elements are designed to create places that are functional, attractive, comfortable, animated, stimulating, and safe. Gives three-dimensional physical form to policies described in Imagine Austin.
- Leads the community effort, known as Code NEXT and called for in Imagine Austin, to revise the City's Land Development Code (LDC).
- Processes requested amendments to Council adopted neighborhood plans.
- Provides support to Neighborhood Plan Contact Teams.
- Coordinates neighborhood tree planting through Austin Community Tree Program.
- Manages application process for neighborhoods requesting adoption of restrictive front and side yard parking requirements as well as neighborhood requests for adoption of restrictive distance requirements and hours of operation for mobile food vendors.
- The Demographics Program measures, analyses, describes, examines and disseminates the vital demographic data related to population and housing and formulates predictions of future change. Population items include count, ethnicity, age, family structure, household income, poverty levels, linguistic isolation and educational attainment. Critical information about housing includes number of units, unit type, vacancy status, owner occupancy, land availability and stock absorption rates.
- The Code Amendment Program processes proposed changes to the City Code that relate to land development by working with stakeholders, PDRD staff and other city departments to form recommendations regarding proposed code amendments. Proposed amendments can be requested by the Planning Commission or the City Council.
- The Annexation Program works to extend the city's regulatory and taxing authority and provide municipal services through annexation and to protect the city's future ability for expansion through the management of its extraterritorial jurisdiction in order to support the city's sustainability efforts and the goals of Imagine Austin.
- Responsible for the process to zone or rezone property which establishes the uses and site development regulations allowed on a property within the City limits. Case managers develop zoning recommendations that balance the needs of all stakeholders and are consistent with the adopted comprehensive plan, Imagine Austin, sound planning principles and the City Code.
- The Historic Preservation Office protects and enhances neighborhoods, buildings, and sites that reflect elements of Austin's cultural, social, economic, political and architectural history. This office oversees implementation of local historic districts and processes all historic zoning cases through City commissions and Council.



GREG GUERNSEY
DIRECTOR

PLANNING & ZONING DEPARTMENT

HIGHLIGHTS

- The Imagine Austin Comprehensive Plan was adopted in June 2012. The third annual report will be presented to Planning Commission in the summer 2015.
- Facilitates inter-departmental coordination on implementation of Imagine Austin priority programs.
- Provides public outreach, education, and speaker series related to Imagine Austin and Code NEXT (the revision of the City's Land Development Code).
- Implements Imagine Austin, through work on Code NEXT. The project has now entered phase 2 during which a new draft code will be prepared and reviewed.
- A planning process for the North Burnet Road and Anderson Lane Corridors has been initiated.
- A Small Area Plan Implementation Annual Report was published in February 2015. Nearly 40% of all small area plan recommendations have been completed or are ongoing.
- The Urban Design Division continues its work toward development of a master plan for the South Central Waterfront area of Lady Bird Lake and continues work on implementation of the Downtown Austin Plan, the East Riverside Corridor Plan, Transit Oriented Districts, and the North Burnet/Gateway Plan. The division also is an active participant in the implementation of the City's Complete Streets Policy.
- Coordinated Downtown Great Streets streetscape improvements for various streets within downtown, including on-going work on 3rd Street and 8th Street Corridors.
- The Neighborhood Assistance Center continues to provide information and referral services and other support to neighborhood organizations across Austin.
- Zoning Case Management manages proposed zoning requests. Applications are reviewed for conformance to Imagine Austin and other adopted policies, and recommendations are provided to the land use commissions and the City Council.
- The annexation division continues to process annexation requests, start on new Municipal Annexation Plan areas, continue work on Municipal Utility District (MUD) proposals, and reviews and processes extraterritorial jurisdiction (ETJ) exchanges/releases/boundary issues.
- Historic Preservation reviews and processes all sign, building, demolition, Certificates of Appropriateness and relocation permits on the exterior and grounds of properties within Nation Register Historic Districts and designated City historic landmarks. The office also assists neighborhoods in grassroots historic survey efforts.



POLICE DEPARTMENT



MISSION

Preserve life and property.

DESCRIPTION OF SERVICES

- Crime prevention
- Law enforcement (auto theft, robbery, traffic, narcotics, child abuse, DWI, family violence, financial crimes, gang suppression, high-tech crime, homicide, sex crimes, animal cruelty and others)
- Criminal investigation
- Executive protection detail
- Special events patrol
- Crime Victims Compensation Fund

HIGHLIGHTS

- The Austin Police Department (APD) has divided the City into nine Area Commands. Liaisons work in each of these nine areas as requested by the officers or residents:
- Northwest Area Command
- North Central Area Command
- Northeast Area Command
- Central West Area Command
- Central East Area Command
- Downtown Area Command
- Southwest Area Command

Number of employees
2,508

Budget
FY 2015 \$355 Million

Main address
715 E 8th St.

Main phone number
(512) 974-5000

Number of locations/facilities
8

- Headquarters - 715 E. 8th St.
- Jaime Padron Substation - 12425 Lamplight Village Ave.
- South Substation - 404 Ralph Ablanado Drive
- Central East Substation - 812 Springdale Road
- Academy Training Center - 4800 Shaw Lane
- Recruiting / Internal Affairs Center - 1520 Rutherford Ln.
- Motorola Bldg. (K-9, cold case, highway enforcement)- 4201 Ed Bluestein Blvd.
- Crisis Intervention - 4110 Guadalupe St.

Web
austintexas.gov/department/police



POLICE DEPARTMENT

- South Central Area Command
- Southeast Area Command

The department fills a wide array of public safety functions. These disparate services are organized into the following Divisions:

- Auto Theft Interdiction Unit
- Child Abuse Unit
- DWI Enforcement Team
- Family Violence Protection Team
- Financial Crimes Unit
- Gang Suppression Unit
- High Tech Crime Unit
- Homicide
- Homicide: Cold Case Unit
- Internal Affairs
- Integrity Crimes Unit
- Recruiting
- Sex Crimes Unit
- Special Events Unit
- Victim Services



ART ACEVEDO
CHIEF

One of the goals of community policing is to foster a partnership between police and the community. To achieve this, APD has established numerous Outreach Programs through the Office of Community Liaison:

- Asian Outreach
- Chaplain Program
- Chief's Forum
- Faith Community Network
- Immigrant Outreach
- Phone Tree
- S.A.L.T. (Seniors and Law Enforcement Together)
- Volunteer Program - Volunteers in Policing (VIP)
- Youth Diversion Center
- Operation Blue Santa
- Police Activities League
- Police Explorer Program

APD also runs a Citizen Police Academy, a 14-week series of classes designed to give the public a working knowledge of the Austin Police Department. The Academy had graduated 2,119 citizens as of May 2015.



POLICE MONITOR



MISSION

The Office of the Police Monitor was created and developed to promote mutual respect between the Austin Police Department and the community it serves.

Through our outreach efforts, we will educate the community and law enforcement to promote the highest degree of mutual respect between police officers and the public. By engaging in honest dialogue over issues and incidents that impact the community and law enforcement, the Office of the Police Monitor will enhance public confidence, trust, and support in the fairness and integrity of the Austin Police Department (APD).

DESCRIPTION OF SERVICES

The Office of the Police Monitor is the vehicle for citizens to voice and file complaints against Austin Police Department officers. The Office of the Police Monitor will:

- Assess citizen's complaints.
- Monitor Internal Affairs investigation.

Number of employees
8

Budget
FY 2014 \$936,397

Main location address
1520 Rutherford Lane
Bldg. 1 Suite 200A

Main phone number
(512) 974-9090



POLICE MONITOR

- Make recommendations on policy, procedures and discipline.
- Monitor Austin Police Department policies and practices.
- Publish reports (six months and annually).
- Conduct community outreach programs and educational forums.

HIGHLIGHTS

- Developed mediation program for police officers and the public to resolve minor complaints. The process allows police officers and complainants an opportunity to engage in a face-to-face conversation related to complaints.
- Provided informational brochure and training video on the mediation process online
- Enhanced citizen oversight and transparency. Citizens Review Panel documents regarding police officer discipline are now available to the public, regardless of whether discipline is imposed.
- Monitored complaints about search consent. Drivers must now give written consent for APD to search their vehicles.
- Collaborated with the Department of Justice on best practices in law enforcement.
- Broadened community awareness about the role of the Office of the Police Monitor through multi-media efforts, social networking and ongoing direct community outreach.
- Initiated a program geared toward providing peer support for middle school students who have one or more incarcerated parents. The program debuted at three schools in spring 2012.



MARGO FRASIER
POLICE MONITOR

PUBLIC WORKS



MISSION

To be the most responsive, respectful and resourceful stewards of public works. To provide an integrated approach to the development, design, construction and maintenance of the City's infrastructure systems and facilities, enhancing Austin's position as an environmentally responsible City that offers an exceptional and sustainable quality of life to its residents.

DESCRIPTION OF SERVICES

- Manages Capital Improvement Projects through all phases (design, construction, and inspection; from new libraries, swimming pools and trails to street reconstruction projects).
- Manages and maintains public right of way infrastructure including streets, bridges, trees and vegetation.
- Promotes greenways and accessible transportation trails through its Urban Trails program.
- Identifies and prioritizes sidewalk needs for the City of Austin.
- Provides professional engineering services to various City departments.
- Partners with community groups to design and install novel, neighborhood-scale projects.

Number of employees
735

Budget
\$75.1 million

Main address
One Texas Center, 505 Barton Springs Road

Main office phone number
(512) 974-7065

Satellite or remote office locations

- Street and Bridge Division – 4111 Meinardus Dr.
- Service Center – 6301 Harold Court
- North District – 2412 Kramer Lane
- Storage facility – Dalton Lane
- Construction Inspection Division – 1111 Rio Grande St.

Number of locations
6

Web
austintexas.gov/department/public-works



PUBLIC WORKS

- Promotes child safety and active transportation through its crossing guard and child safety education programs.

HIGHLIGHTS

- Provided safe street crossing and bicycling safety training to more than 49,627 AISD students.
- Constructed or repaired 70,179 linear feet of ADA-compliant sidewalks.
- Installed 519 ADA-compliant curb ramps.
- Completed construction on Water Treatment Plant IV.
- Installed the 7.3 mile long Southern Walnut Creek Trail, providing Austin with an additional transportation and recreational resource.



HOWARD LAZARUS
DIRECTOR

AWARDS

- Urban Land Institute (ULI) Public Places Award for the PWD-managed Boardwalk Trail Project
- American Planning Association Leadership in Sustainability Award for Public Works' Neighborhood Partnering Program (NPP)
- American Public Works Association Management Innovation Award for NPP

REAL ESTATE SERVICES



MISSION

The Office of Real Estate Services' mission is to practice exceptional stewardship on behalf of the citizens of the City of Austin. We achieve this by exercising diligence, expertise, and by ensuring that all capital matters with real estate interests are conducted with the utmost efficiency, effectiveness, and professionalism.

DESCRIPTION OF SERVICES

- Appraisals
- Flood Buyout Program & Relocation Assistance
- Land Management (Easement Releases, Vacations of Streets/Alleys, ROWs, License Agreements and Encroachment Agreements)
- Leasing & Property Management
- Parkland & Open Space Acquisition
- Property Acquisitions

HIGHLIGHTS

- Acquired 36 parcels in FY 13-14.
- Spent \$4.9 million acquiring these parcels.
- Acquired 389 acres of parkland to serve the community.
- Completed 120 appraisals for FY 13-14.

Number of employees
35

Budget: Support Services Fund
FY 2013-14 - \$3.7 million

Main address
One Texas Center
505 Barton Springs Rd., Suite 1350

Main office phone number
(512) 974-7090

Satellite or remote office locations:

- Austin Bergstrom International Airport-2716 Spirit of Texas Dr.
- Onion Creek Office
5200 E. William Cannon Dr.

Number of locations
3

Web
[austintexas.gov/departments/
real-estate-services](http://austintexas.gov/departments/real-estate-services)



REAL ESTATE SERVICES

- Serviced 36 lease payments monthly where the COA was the tenant: total expenditures were \$4.3 million.
- Serviced nine lease payments where COA was the landlord: total revenue \$404,613.10.
- Reviewed 82 existing License Agreements totaling \$291,233.90.
- Reviewed 19 (set fee) new License Agreements totaling \$492,045.
- Processed 149 easement release/vacation applications.
- Processed 98 new License Agreement applications.
- Onion Creek Flood Buyout Program: purchased 213 properties since the October 31,2013 flood.
- Acquired 1,840 acres under the voter-approved Open Space initiative.



LAURAINE RIZER
OFFICER

SMALL & MINORITY BUSINESS RESOURCES



MISSION

Administer the Minority- and Women-Owned Business Enterprise Procurement Program (MBE/WBE) while providing developmental opportunities and resources for small businesses so that they can have affirmative access to City procurement opportunities and show productive growth.

DESCRIPTION OF SERVICES

The Certification Division verifies that the Minority, Women and/or Disadvantaged Business Enterprise applicant owns, manages, and controls the day-to-day operations of the business.

Certification Types Available:

- Minority-Owned Business Enterprise (MBE)
- Women-Owned Business Enterprise (WBE)
- Disadvantaged Business Enterprise (DBE)
- Small Business Enterprise (SBE)
- SMBR also submits recommendations to the State of Texas for Historically Underutilized Business (HUB) certification

Number of employees
29

Budget
FY 2014 - \$3.22 million

Main address
4201 Ed Bluestein Blvd.

Main office phone number
(512) 974-7600

Web address
austintexas.gov/smbr



SMALL & MINORITY BUSINESS RESOURCES

The Compliance Division is responsible for reviewing, monitoring and tracking MBE, WBE and DBE participation on City procurements and Third Party Agreements from inception to completion.

The Resource Services Division offers Bonding, Outreach and Plan Room information and assistance to the minority business community.

- Bonding has a Financial Consultant on staff to meet with vendors one-on-one to provide education and discuss their bonding needs.
- Our Outreach team hosts free monthly workshops and participates in community events educating small business owners regarding the services offered by SMBR.
- Plan Room provides electronic and hard copy access to construction plans and specifications for local and public sector projects in over 100 Central Texas counties.



VERONICA
BRISEÑO LARA
DIRECTOR

HIGHLIGHTS

- SMBR is in the process of conducting a Disparity Study, which will analyze whether a disparity exists between the number of available MBE/WBE/DBE and Veteran Owned businesses in the City's geographic and product markets and the number being utilized on City contracts.
- In 2014, The City of Austin awarded \$90,566,106 to certified Minority- and Women-Owned Business Enterprises (MBE/WBE).

AWARDS

- Diversity Champion, Travis County Historically Underutilized Program (HUB), May 2009
- Regional Minority Business Advocate of the Year, U.S. Department of Commerce - Minority Business Development Agency (MBDA), August 2009
- Government Partner of the Year, Greater Austin Hispanic Chamber of Commerce, March 2010

TRANSPORTATION



MISSION

Deliver a safe, reliable, and sustainable transportation system that enhances the environment and economic strength of the region.

DESCRIPTION OF SERVICES

- Provides long-range planning through the Austin Strategic Mobility Plan.
- Conducts traffic studies, implements traffic calming measures and coordinates crash investigations.
- Approves and issues permits for public rights of way use, including construction, vending, work zone inspections and utility coordination.
- Reviews development plans.
- Issues permits and manages the use of city streets for special events.
- Collects parking meter revenue and enforces parking regulations.
- Permits vehicles for hire, including chauffeur and taxi services.
- Designs and operates traffic signal timing, school flashers and fiber optic networks.
- Installs and maintains street markings.
- Creates, installs and maintains roadway signs.
- Guides development of an “all ages and abilities” active transportation network that includes a system of connected trails and on-street bikeways.

Number of employees
214

Budget
\$33,280,875

Main address
2701 Lake Austin Blvd.

Main office phone number
(512) 974-1150

Number of locations
6

Satellite or remote office locations

- One Texas Center
505 Barton Springs Road
- Traffic Signals Division
1501 Toomey Road
- Sign Shop
400 Jessie Street
- Parking Division
1111 Rio Grande Street
- Markings
6301 Harold Court, Building D

Web
austintexas.gov/transportation



TRANSPORTATION

- Progresses the Advanced Transportation Management System (ATMS) to improve ease of traffic signal management and adjustment.

HIGHLIGHTS

- Worked with the City Manager's office to unveil the Traffic Congestion Action Plan outlining immediate and long-term steps to help alleviate traffic issues throughout the City.
- Launched a "Don't Block the Box" campaign to remind drivers to not block intersections.
- Helped coordinate and launch Austin's Hands Free law as part of a City Council ordinance banning the use of hand-held electronic devices while driving a vehicle or riding a bike within the city limits; installed informational 'Hands-Free Austin' signs throughout the city.
- Adopted the Austin Bicycle Master Plan that aims to create an "all ages and abilities" bicycle network through a significant expansion of the bicycle network and improved bicycle safety throughout Austin.
- Initiated corridor improvement programs along South Lamar Boulevard and Guadalupe Street to identify and recommended short to long-term transportation improvements to enhance mobility, safety and quality of life.
- Partnered with the Public Works Department to advance the City's wayfinding project directing drivers to available parking throughout Downtown.
- Established the South Austin Quiet Zone at five intersections to allow trains to pass through railroad crossing without sounding their horns, except in emergencies.



ROBERT SPILLAR
DIRECTOR

AWARDS

- Recognized by Smart Growth America as having one of the top 10 Complete Streets policies in the country.
- Austin selected to host the 2015 National Association of City Transportation Officials (NACTO) conference.

WATERSHED PROTECTION DEPARTMENT



MISSION

Protect lives, property, and the environment of our community by reducing the impact of flooding, erosion, and water pollution.

DESCRIPTION OF SERVICES

- Flood control projects: New storm drain systems and improved low-water crossings, detention ponds and buyouts that reduce damages from flooding and improve safety.
- Flood warning: 24-hour monitoring of creeks and rainfall and development of predictive models with the goal of barricading streets, evacuating neighborhoods and providing a warning during flash floods.
- Stream restoration projects: Protect lives, land, houses, buildings, civil infrastructure and other threatened resources from creek erosion and restore the natural beauty and beneficial uses of waterways.
- Water quality improvement projects: Large and small-scale pollution removal facilities, wet ponds, open space land acquisition, regulations, permitting and education to protect and improve the water quality in creeks and waterways.
- Pollution prevention hotline, (512) 974-2550, and 24-hour response by a team of certified hazardous material responders to ensure that spills are properly cleaned up.

Number of employees
273.75

Budget
\$81.7 million

Main address
One Texas Center
505 Barton Springs Road

Main office phone number
(512) 974-2501

Satellite or remote office locations

- 6301 Harold Court
- 5109 E. Ben White Blvd.
- 2412 Kramer Lane
- 411 Chicon Street

Number of locations
5

Web
austintexas.gov/watershed



WATERSHED PROTECTION DEPARTMENT

- Cleanup of litter and debris from Lady Bird Lake and creeks as well as maintenance of pipes, culverts, storm drain inlets and drainage channels.
- Monitoring, assessment and/or remediation of the Longhorn Pipeline, old landfills and dump sites, former tank farms, even neighboring developments' wastewater plans and other potential environmental hazards.



VICTORIA LI
DIRECTOR

HIGHLIGHTS

- Protected the water quality in Barton Springs by land purchases. 28,354 acres are protected in perpetuity.
- Restored and stabilized more than 8,000 linear feet of degraded urban streams.
- Expanded ATXfloods.com to include 10 nearby counties and cities. The online map shows flood-related road closures in real-time.
- Improved the low water crossing on David Moore Drive and upgraded the culvert at Nuckols Crossing.
- Continued acquiring homes in the Onion Creek area at risk for dangerous levels of flooding, bringing the total purchased to 550 as of July 2015.
- Cleared debris from 1,300 bridges and culverts and six miles of channels and creeks and removed 121 tons of debris from Lady Bird Lake.
- Educated 11,500 students about water quality through a variety of youth programs.
- Continued work on the Waller Creek Tunnel. The tunnel will help protect lives from the dangers of flash flooding, remove 28 acres from the floodplain and protect 42 structures and 12 roadways.
- Completed the modernization of 29 water quality monitoring stations at sites throughout the City. The City of Austin now has the most advanced automated water quality monitoring system in Texas.

AWARDS

- Keeping It Wet & Wild Award for the open space acquisition team from the Save Barton Creek Association.
- City of Austin Distinguished Service Award for 15 years of open space acquisitions that help protect Barton Springs and the Edwards Aquifer Recharge Zone

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Department Representatives

Amy Petri
Andrew Miller
Blender Hill
Bryce Bencivengo
Carla Scales
Carlos Cordova
Carol Haywood
Carole Barasch
Carolyn Perez
Chief Joe Limon
Corrie Stokes
Daniel Honker
David Matustik
Elizabeth Godfrey
Emela Chanslor
Eric Hammack
Erica Leak
Felicia Ojeda
Jacqueline Ballone
Jake Dirr
Jannette Goodall
Jason Hadavi
Jason Zielinski
Jeff Hayes

Jill Mayfield
John Nixon
Jonathan Tomko
Karen Kennard
Katy Zamesnik
Kerry O'Connor
Kim Wood
Kimberly Hart
Lara Foss
Lee Crawford
Leslie Tello
Louis Gonzales
Luis Rivas
Lynne Lightsey
Marissa Monroy
Matt Harmatuk
Mecia Griffin
Melissa Alvarado
Memi Cardenas
Michael Benavides
Michael Gates
Michael Sullivan
Michelle Tanzola
Patty Mendoza
Paul Bestgen
Pete Valdez
Rebecca Giello
Samantha Alexander
Scott Prinsen
Shelley Parks
Stephanie Lott
Susan Requejo
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