



# CITY WORKS

A C A D E M Y

2016 MANUAL





# CONTENTS

2016 CityWorks Academy Schedule.....	2	Financial Services .....	69
Mayor & City Council .....	5	Fire Department .....	71
Office of City Manager.....	9	Homeland Security & Emergency Management ..	73
Animal Services .....	19	Human Resources .....	75
Austin 3-1-1.....	21	Intergovernmental Relations Office.....	77
Austin Code.....	23	Innovation Office .....	79
Austin Convention Center Department.....	25	Law Department.....	81
Austin Energy .....	29	Medical Director .....	83
Austin Public Library .....	31	Neighborhood Housing & Community	
Austin Resource Recovery .....	33	Development .....	85
Austin Water Utility .....	35	Office of Sustainability.....	87
Austin/Travis County Health & Human Services ..	39	Parks & Recreation Department .....	89
Aviation Department.....	43	Planning & Zoning Department.....	93
City Auditor .....	45	Police Department.....	97
City Clerk .....	47	Police Monitor .....	99
Communications & Public Information .....	49	Public Works .....	101
Communications & Technology Management.....	51	Real Estate Services .....	103
Court - Downtown Austin Community Court .....	55	Small & Minority Business Resources .....	105
Court - Municipal Court.....	57	Telecommunications & Regulatory Affairs .....	107
Development Services Department.....	59	Transportation .....	109
Economic Development Department .....	63	Watershed Protection Department.....	111
Emergency Medical Services .....	67	A Special Thank You .....	113



# 2016 CITYWORKS ACADEMY SCHEDULE

## SEPTEMBER 6, 2016

Tuesday

5:30 PM - 9:00 PM

Orientation

Austin City Hall

301 W. Second St. 78701

5:30 p.m. - Check-In

6-6:15 p.m. - Introduction

6:15-9 p.m. - CityWorks Academy Presentations

- Law Department
- City Auditor
- City Clerk
- City Manager
- City Council

## SEPTEMBER 13, 2016

Tuesday

6:00 PM - 9:00 PM

Public Safety Training Center

4800 Shaw Lane 78744

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

## SEPTEMBER 20, 2016

Tuesday

6:00 PM - 9:00 PM

Austin Nature and Science Center

2389 Stratford Drive 78746

- Parks and Recreation Department
- Watershed Protection Department
- Austin Resource Recovery

## SEPTEMBER 27, 2016

Tuesday

6:00 PM - 9:00 PM

Austin Convention Center

500 E. Cesar Chavez St. 78701

- Aviation Department
- Austin Convention Center
- Transportation Department

## OCTOBER 5, 2016

Wednesday

6:00 PM - 9:00 PM

Austin City Hall (Room 1029)

301 W. Second St. 78701

- Small and Minority Business Resources Department
- Economic Development Department
- Communications and Public Information Office

## OCTOBER 18, 2016

Tuesday

6:00 PM - 9:00 PM

Austin Animal Center

7201 Levander Loop 78721

- Animal Services Department
- Health and Human Services Department
- Human Resource Department

## OCTOBER 25, 2016

Tuesday

6:00 PM - 9:00 PM

Municipal Court Building

700 E. Seventh St. 78701

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



# 2016 CITYWORKS ACADEMY SCHEDULE

## NOVEMBER 1, 2016

Tuesday

6:00 PM - 9:00 PM

Austin City Hall, Budget Library  
(Room 3138)

301 W. Second St. 78701

- Office of Real Estate Services
- Financial Services
- Government Relations
- Telecommunications and Regulatory Affairs

## NOVEMBER 9, 2016

Wednesday

6:00 PM - 9:00 PM

Combined Transportation, Emergency and  
Communications Center

5010 Old Manor Road 78723

- Office of Homeland Security and Emergency Management
- Austin 3-1-1
- Communications and Technology Management

## NOVEMBER 15, 2016

Tuesday

6:00 PM - 9:00 PM

One Texas Center (Room 325)  
505 Barton Springs Road 78704

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

## NOVEMBER 29, 2016

Tuesday

6:00 PM - 9:00 PM

Austin History Center, Earl Holt Gallery  
810 Guadalupe St. 78701

- Austin Public Library
- Equity Office
- Innovation Office
- Office of Sustainability

## DECEMBER 6, 2016

Tuesday

6:00 PM - 9:00 PM

Public Works, St. Elmo District Office  
4411 Meinardus Drive 78744

- Austin Water Utility
- Austin Energy
- Public Works Department

## DECEMBER 13, 2016

Tuesday

6:00 PM - 9:00 PM

Graduation

City Hall Atrium

301 W. Second St. 78701





# MAYOR & CITY COUNCIL



The Austin City Council meets most Thursdays, beginning at 10 a.m. at City Hall, 301 W. Second St. City Council meetings are broadcast on ATXN, the City of Austin channel, and also simulcast on KAZI-88.7 FM radio. Council meetings are also streamed live online and available for later viewing on the City's video-on-demand programming at [austintexas.gov/atxn](http://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 were elected by residents from geographic districts.

When the first 10-ONE Council took office in January 2015, the Mayor received a four-year term according to the ordinance setting up the new governance structure. The City Clerk's Office conducted a drawing with the other Council Members to determine whether those elected officials would serve initial terms of two or four years.

On Nov. 8, 2016, five Council Members who drew two-year terms will be up for election for full four-year terms that begin in January 2017. The remaining Council Members and the Mayor will be up for election in November 2018.

## MAYOR STEVE ADLER

301 W. Second St., Suite 2009  
Phone: (512) 978-2100  
Term 2015-2019



### Staff

Lesley Varghese - Chief of Staff  
John-Michael Cortez - Special Assistant to the Mayor  
Barbara Shack - Assistant to the Mayor  
Jim Wick - Director of Community Engagement  
Jason Stanford - Communications Director  
Sly Majid - Chief Service Officer  
Brandi Burton - Policy Aide  
Frank Rodriguez - Policy Aide  
Kazique Prince - Policy Aide

## MAYOR PRO TEM KATHIE TOVO

Council Member, District 9  
301 W. Second St., Suite 2121  
Phone: (512) 978-2109  
Term 2015-2019



### Staff

Beverly Wilson - Chief of Staff  
Christopher Hutchins - Policy Aide  
Genoveva Rodriguez - Media & Communications Liaison, Constituent Services  
Andre Ewing - Office Administrator and Constituent Services



# MAYOR & CITY COUNCIL

## **ORA HOUSTON**

Council Member, District 1  
301 W. Second St., Suite 2109  
Phone: (512) 978-2101  
Term 2015-2019



### Staff

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

## **SABINO "PIO" RENTERIA**

Council Member, District 3  
301 W. Second St., Suite 2101  
Phone: (512) 978-2103  
Term 2015-2019



### Staff

Nic Solorzano - Policy Aide/ Communications Manager  
David Chincanchan - Policy Aide  
Ashley Richardson - Policy Aide  
Lizette Melendez - Constituent Liaison

## **DELIA GARZA**

Council Member, District 2  
301 W. Second St., Suite 2117  
Phone: (512) 978-2102  
Term 2015-2017



### Staff

Katherine Nicely - Policy Aide  
Brian McGiverin - Policy Aide  
Jackie Goodman - Community Liaison and Special Project Coordinator  
Eric Oeur - Constituent Liaison

## **GREGORIO "GREG" CASAR**

Council Member, District 4  
301 W. Second St., Suite 2113  
Phone: (512) 978-2104  
Term 2015-2017



### Staff

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

# MAYOR & CITY COUNCIL

## **ANN KITCHEN**

Council Member, District 5  
301 W. Second St., Suite 2105  
Phone: (512) 978-2105  
Term 2015-2019



### Staff

Donna Tiemann - Chief of Staff  
Ken Craig - Senior Policy Advisor  
Jason Lopez - Policy Aide  
Dora Anguiano - Constituent Liaison

## **ELLEN TROXCLAIR**

Council Member, District 8  
301 W. Second St., Suite 2144  
Phone: (512) 978-2108  
Term 2015-2019



### Staff

Michael Searle – Chief of Staff  
Brian Thornton – Policy Advisor  
Alice Claiborne – Outreach Director  
Catherine Van Arnam – District Coordinator

## **DON ZIMMERMAN**

Council Member, District 6  
301 W. Second St., Suite 2148  
Phone: (512) 978-2106  
Term 2015-2017



### Staff

Joe Petronis - Chief of Staff  
Gregory Watson - Policy Analyst  
Nubia Devine - Constituent Services  
Andy Hogue - Constituent Services

## **SHERI GALLO**

Council Member, District 10  
301 W. Second St., Suite 2136  
Phone: (512) 978-2110  
Term 2015-2017



### Staff

Tina Cannon - Senior Policy Advisor  
Taylor Smith - Senior Policy Advisor  
Suzie Chase - Constituent Liaison  
Ryan Self – Communications Coordinator

## **LESLIE POOL**

Council Member, District 7  
301 W. Second St., Suite 2140  
Phone: (512) 978-2107  
Term 2015-2017



### Staff

Amy Smith - Chief of Staff/ Policy Advisor  
Leslie Hethcox - Executive Assistant/  
Constituent Services Liaison  
Louisa Brinsmade - Policy Advisor  
Michael Gaudini - Policy Advisor

*Access Council information online at:*  
[austintexas.gov/government](http://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 (ICMA) with its 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 2015/16  
\$3.5 billion

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

Main phone number  
(512) 974-2200

Web  
[austintexas.gov/department/city-manager](http://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.

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.

In August 2016, City Manager Ott announced his resignation, effective Oct. 30, to become Executive Director of ICMA.

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

- Five Assistant City Managers
- Chief of Staff
- Assistant to the City Manager

## 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.



MARC A. OTT  
CITY MANAGER

# 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 \$3.5 billion budget (FY 2015).

### 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.

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



ROBERT GOODE  
ASSISTANT CITY  
MANAGER

# 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 ASSISTANT CITY MANAGER

Mark Washington was appointed Assistant City Manager August 2016 after serving in an acting capacity for more than a year. 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  
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. His 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



# OFFICE OF CITY MANAGER

## **JASON ALEXANDER ASSISTANT TO THE CITY MANAGER**

Jason Alexander was appointed Assistant to the City Manager in July 2016 and is responsible for providing direct operational support to the City Manager and overseeing the Austin Citizen Assistance Program (ACAP).



JASON ALEXANDER  
ASSISTANT TO THE  
CITY MANAGER

Jason has over 10 years' experience with the City of Austin and has worked for several departments during his tenure, including Parks and Recreation, the City Manager's Office, Human Resources, and Emergency Medical Services. Most recently, Jason worked as a Senior Business Process Consultant with the Austin Fire Department where he managed a staff team and coordinated the department's legislative efforts.

Jason has a Master of Public Administration degree from Texas State University (San Marcos, Texas), and a Bachelor of Business Administration from the University of Texas at Austin. He also has a Master's Certificate in Project Management from George Washington University and is a recent graduate of the Texas Municipal League Leadership Academy.

In addition to his professional duties, Jason is also active in several civic and professional organizations, including the International City/County Management Association; Texas City Management Association and Texas Municipal League; Urban Management Assistants of Central Texas; and the American Society for Public Administration, where he has served in several leadership capacities including as President of the Central Texas Chapter in 2015.

# ANIMAL SERVICES



## MISSION

To prevent animal homelessness and promote humane, compassionate treatment of animals by, enforcing animal regulations, providing a safety net for lost or homeless animals and 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: Responds 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 both humane and wildlife education, free spay/neuter services, and prevention based intervention through partnership building, community events, classes and presentations.
- Pet Lost and Found: Through the online database and dedicated staff, the Austin Animal Center works to reunite lost pets with their owners.

Number of employees  
106.5 FTE's

Budget: FY 2015/16  
\$11.5 million

Main address  
7201 Levander Loop, Building A

Main phone number  
3-1-1

Number of locations  
2

Locations/facilities  
7201 Levander Loop, Building A

Town Lake Animal Center  
1156 West Cesar Chavez St.

Web  
[austinanimalcenter.org](http://austinanimalcenter.org)



# ANIMAL SERVICES

- Pet Adoption: the Austin Animal Center seeks to adopt out all adoptable animals to approved applicants. Adoptions are available at the Austin Animal Center, the Town Lake Animal Center (the overflow animal adoption location) and at regularly scheduled off-site adoption events in the Austin area.
- Pet Rescue Placement: the 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 154 rescue organizations partnering with the 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: the 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

- The center provided shelter and basic veterinary care to more than 17,000 stray or homeless dogs and cats.
- The center sustained the City's live outcome goal of 90% live outcomes achieving a live outcome rate of 94.4% in Calendar Year 2015.
- Center staff adopted more than 7,000 pets into new homes.
- The center transferred 5,917 pets to Rescue Partners for placement into permanent homes.
- Staff returned 3,474 lost pets to their families.
- The center conducted 80 investigations and investigated 3,102 bites.
- The Austin Animal Center received more than 49,000 hours of service from more than 700 volunteers who, in turn, provided support for Austin's homeless animals.
- The center secured nearly 1,000 foster homes which provided temporary housing for more than 2,416 pets.
- The Animal Center staff performed more than 5,300 spay/neuter surgeries for sheltered animals.
- Animal Center staff performed 456 special surgeries for ill and injured shelter animals.
- Staff conducted three free rabies vaccination clinics in communities across Travis County, providing service to more than 1,000 pets and their owners.
- The center achieved 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

- 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 address the residents specific need.
- Residents can 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.

Number of employees

142

Budget: FY 2016

\$9.2 million

Main address

1520 Rutherford Lane

Main phone number

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

Web

[austin311.org](http://austin311.org)



# AUSTIN 3-1-1

## HIGHLIGHTS

- 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.
- Assisted 225 citizens at the Flood Assistance center and supported city departments by completing 1,332 service requests related to the floods during the 2015 Halloween Flood event. As an initiation to the City of Austin best managed city goal, Austin 3-1-1 played an integral part in disseminating information to the Austin community.
- Contributed to the City of Austin best managed city goal by implementing a program supporting on site assistance to the City Manager, City Council and various city departments through the use of cross-trained 311 personnel.
- Exceeded Austin 3-1-1's 2015 customer service goal with an 89% ambassador satisfaction score. The service goal is 85% and Austin 3-1-1 has exceeded the goal six years in a row.
- Upheld the highest quality service level standard by answering 91% of the yearly 1.1 Million calls within 30 seconds. The 3-1-1 Synergy Group's industry average is 78 percent.
- Educated residents about Austin 3-1-1 by participating in several outreach opportunities including the Hopefest, Radio Mujer, Austin Regional Science Festival, Safety Fest, and National Night Out.
- Actively promoted the Austin 3-1-1 Smart Phone App during outreach events. As a result, downloads have reached 17,407 as of June 28, 2016.
- Launched social media presence on Facebook (Facebook.com/atx311) as a new method to communicate and inform residents about how 3-1-1 connects our community to citywide services.
- As of April 2016, we have added 25 new service requests to the mobile app such as Flooding-Past, Found Animal-Keep, and School Zone Flasher-Maintenance.
- Provided information on over 123 different Austin 3-1-1 service requests types to residents through the City of Austin's Open Government Data Portal, known as Socrata. The data is available to the public in a user-friendly format allowing them access to the information at any time.



CINDI PEREZ  
DIRECTOR

## AWARDS

- Awarded CS Week 3-1-1 Synergy Award of Excellence 2015
- 2015 GovTech award for Austin 3-1-1 app

# AUSTIN CODE



## MISSION

To provide quality education and enforcement of city codes and ordinances to that Austin will be a more livable city.

## DESCRIPTION OF SERVICES

- Receive service requests from Austin 3-1-1 to verify and assist in identifying and bringing violations into compliance.
- Provides neighborhood Code Teams assigned to the four districts around Austin: north, south, east and west.
- Assigns 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, billboards, hotel/motels, waste haulers, bed and breakfast, rooming homes and mobile home parks.
- Manages legal programs that include presenting cases before the Building and Standards Commission, in Municipal Court and/or administrative hearings.

Number of employees  
117

Budget: FY 2015/17  
\$20.1 million

Main address  
1520 Rutherford Lane, Bldg. 1

Main phone number  
Customer Care (512) 974-9083

Locations/facilities  
2

Satellite or remote office location  
15 Waller St.

Web  
[austintexas.gov/department/code](http://austintexas.gov/department/code)



# AUSTIN CODE

- Enforces ordinances passed by City Council such as the Gender Neutral Bathroom signs, Accessory Dwelling Units, Short-term Rentals, and the Repeat Offender Program.
- Partners with other City departments on initiatives including the Public Assembly of Code Enforcement Team, the Emergency Tenant Response and Relocation Plan, and the Universal Recycling Ordinance.



CORA WRIGHT  
INTERIM DIRECTOR

## HIGHLIGHTS

### Austin Code by the Numbers

- 23,271 complaint cases
- 6,684 notices of violation
- 50 citations
- 266 nuisance abatement orders
- 2,782 licenses
- 111 community events
- 7.5 million community contacts
- Top violations for residential areas include tall weeds and grass, work without permits, trash and debris, unsanitary conditions, and substandard and dangerous structures.
- Top commercial violations include unsafe building conditions, prohibited signs, zoning, broken windows, and plumbing.



# 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

- Provides event facilities for conventions, consumer shows, banquets, conferences, meetings, concerts and sporting events of all sizes.
- Operates a food and beverage in-house operation, that provides catered meals and concessions for events at the Austin Convention Center (ACC) and Palmer Events Center (PEC).
- Provides services, such as electrical, telephone and Internet service to exhibitors and clients..
- Operate two garages at ACC and one garage at PEC to provide parking for clients and their guests.
- Provides clients with a website that includes an event calendar, information, facts, photos, ACC and PEC and facility services.

Number of employees

232

Budget: Enterprise Fund FY 2015/16

\$93.1 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](http://austinconventioncenter.com)



# AUSTIN CONVENTION CENTER

- Assist clients in planning their event with a focus on customer satisfaction. Event and exhibit service representatives perform this work.
- Use Access to 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.
- Certified carbon-neutral for the year 2013 from the Verified Carbon Standard (VCS) and the Climate Action Reserve (CAR).

## 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 – 19 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
- 2016 "Smart Star" Award for Best Convention Center – Smart Meetings Magazine

## 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)

# AUSTIN CONVENTION CENTER

## 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. Web: [www.palmereventscenter.com](http://www.palmereventscenter.com)





# AUSTIN ENERGY



## MISSION

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

## DESCRIPTION OF SERVICES

Austin Energy is a publicly owned utility providing electrical power within Austin and surrounding areas.

- 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

1,673

Budget: FY 2015/16

\$1.4 billion

Main address

721 Barton Springs Road

Main office phone number

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

Number of locations

7

Locations/ facilities

- 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

Web

[austinenergy.com](http://austinenergy.com)



# AUSTIN ENERGY

## HIGHLIGHTS

- Austin Energy continues to plan for the future through significant investment in solar energy. Austin Energy to be the biggest user of solar power in Texas.
- Austin Energy, through its GreenChoice renewable energy program, finished first among all public power utilities in the country for sales of renewable energy with 637,462,000 kilowatt-hours (kWh) of renewable energy sold.
- Austin Energy's Cool House Tour on its 25 years running, showcases some of the most energy-efficient and environmentally friendly homes in Austin and also symbolizes a milestone for green building in the United States.
- As of April 1, 2016, Austin Energy customers saw a lower cost for their electricity with the approved reduction in the Power Supply Adjustment. A residential customer using 1,000 kilowatt-hours saw a monthly decrease of \$3.33.
- Founded in 1956, the Austin Energy Science Festival celebrated its 60th anniversary this year with more participating students than ever before. A total of 2,833 students from 240 schools entered 2,498 science projects in the Science Festival, representing 20 Central Texas school districts, as well as private, charter and home schools.
- Surpassed 1,000 MW of wind power with two new wind farms that came in online in 2015. Austin Energy's 1,340 MW of wind power is about 10 percent of the wind-power fleet in the Electric Reliability Council of Texas.
- Weatherized 520 homes for low-income residents and made energy-efficiency programs driven by strong performance through Green Building ratings and energy code compliance and the Small Business Lighting Program.



JACQUELINE A.  
SARGENT  
GENERAL MANAGER

## AWARDS

- 3-1-1 Excellence, CS Week 311 Synergy Group
- First, Best Overall Journeyman, 19th annual Texas Lineman's Rodeo

# 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

- Provides access to more than 1.7 million books, audiobooks, DVDs and CDs. Customers check out approximately 4.8 million physical items from the Library each year.
- Offers more than 200,000 e-books, 55,500 e-audiobooks, 13,000 e-videos, 250,000 e-music downloads and 200 e-periodicals. Customers check out more than 700,000 Virtual Library items annually.
- Hosts over 6,400 free, entertaining and educational programs. Last year more than 175,000 individuals in the community attended.
- Issues more than 28,500 Adult Library Cards and 7,300 Youth Library Cards annually.
- Provides access to more than 200 online databases from home or in the Library, including a live-chat homework help service.

Number of employees  
422

Budget: FY 2015/16

- \$41.8 million (includes all sources of funding; general fund, grants, and expense funds)
- Annual Materials Budget: \$3.1M (plus 2M in CIP)

Main address

Faulk Central Library, 800 Guadalupe St.

Main phone number

(512) 974-7400

Number of locations

23

Locations/facilities

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

Web

[library.austintexas.gov](http://library.austintexas.gov)



# AUSTIN PUBLIC LIBRARY

- Delivers expert information and answers via e-mail, chat, telephone 512-974-7400, text 512- 337-4893, through the online Ask a Librarian service and in person.
- Offers free access to public computers and WiFi at all libraries.
- Conducts free computer classes and training at five libraries (Faulk Central, Carver, Little Walnut, Willie Mae Kirk and Ruiz Branches).



BRENDA BRANCH  
DIRECTOR OF  
LIBRARIES

## HIGHLIGHTS

- Welcomes more than 3.1 million customers a year.
- Over 2,800 volunteers contribute more than 21,000 hours annually.
- The New Central Library is scheduled to open in Spring 2017 and will be the first “Library For the Future” in the United States and the second in the world.
- The My Library awareness campaign highlights photos and quotes from Austin residents about what their local library means to them, and to the community at large. The My Library campaign also encourages everyone in Austin to sign up for a Library Card. Here’s what people are saying about APL:
  - “My Library inspires me to think, educate myself and pass that knowledge to others.”
  - “Coming to My Library is like going to a candy store. It’s my favorite go-to place in all the world.”
  - “My Library offers amazing Storytimes.”
  - “My Library helps make my daughter’s homeschool program fun.”
  - “My Library inspires me to be the person I want to be.”
- The My Library Keeps Me Healthy initiative offers free health screenings and services at five locations; the Cepeda, Little Walnut Creek, St. John, Terrazas and Willie Mae Kirk branches.
- Recycled Reads, the APL bookstore, has diverted 1,478 cubic tons of materials from the landfill in the last seven years by selling and recycling materials withdrawn from and donated to the Library.
- “Talk Green to Me: Sustainable Living Series” features workshops and discussions about sustainable communities, co-existence with nature and small footprint living. The program also emphasizes that shared Library resources are intrinsically green.
- The Carver Computer and Job Search Center assists job seekers in the community by providing one-on-one access to technology and training.
- As the local history division of the Austin Public Library, the Austin History Center collects and preserves information about the history, current events, and activities of Austin and Travis County governments, businesses, residents, institutions and neighborhood communities.

# 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

- Provides a wide range of services designed to transform waste into resources while keeping the 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.
- Offers residents the Recycle and Reuse Drop-Off Center for recycling, all single-stream recyclables such as plastic film, polystyrene foam (Styrofoam), electronics, tires and brush. The Center also accepts the following items for safe disposal: paints, cleaners, oils, batteries and pesticides that contain potentially hazardous ingredients and require special care when discarded.
- 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.

Number of employees  
461

Budget: FY 2015/16  
\$90.8 million

Main address  
1520 Rutherford Lane

Number of locations  
3

- Locations/ facilities
- Administrative offices, 1520 Rutherford Lane
  - Kenneth Gardner Service Center, 4108 Todd Lane
  - Recycle and Reuse Drop-Off Center, 2514 Business Center Drive

Main phone number  
3-1-1

Web  
AustinRecycles.com



# AUSTIN RESOURCE RECOVERY

- Promotes Zero Waste in Austin, using a variety of strategies to reach different audiences. The public outreach and education efforts are comprehensive, including attending community events, presenting to organizations, maintaining the departmental website and educating children.



BOB GEDERT  
DIRECTOR

## HIGHLIGHTS

- 190,580 households in Austin serviced by Austin Resource Recovery.
- 42 percent of City-collected materials diverted from the landfills.
- 27,960 gallons of Austin ReBlend paint produced.
- 512 tons of material collected at the Resource Recovery Center.
- 230 tons of batteries collected.
- 56,827 tons of recycling collected, an increase from 2014.
- 85 percent satisfaction rate by City of Austin customers for Austin Resource Recovery trash collection services.
- 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

- State of Texas Alliance for Recycling (STAR) – 2015 Outstanding Environmental Public Education and Outreach Program – Austin Resource Recovery, Business Outreach Team
- Solid Waste Association of North America (SWANA)– 2015 Silver Excellence Award Communication, Education and Marketing Tools – Austin Resource Recovery Universal Recycling Ordinance



# 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 over one million customers. Austin Water is consistently ranked in the top 10 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  
1,101

Budget Enterprise Fund FY 2015/16  
\$524 million

Main address  
625 E. 10th St.

Main phone number  
(512) 972-0101

Web  
[austintexas.gov/department/water](http://austintexas.gov/department/water)



# AUSTIN WATER UTILITY

## HIGHLIGHTS

- **Water Resource Planning**  
Austin Water is working with stakeholders to create a 100-year plan to meet Austin's water needs. Water Forward is the plan being crafted by the Integrated Water Resource Planning Community Task Force.
- **Smart Metering**  
Austin Water is now testing automated water meters—called smart meters—that electronically transmit water usage data, rather than being visually read by a meter reader. Smart meters offer more timely data to encourage conservation and allow customers and the utility to monitor water use, including the ability to quickly identify water loss sooner and reduce the risk of meter-read inaccuracies
- **Improving Infrastructure**  
Austin Water has developed a systematic approach to address aging infrastructure citywide. The Renewing Austin initiative was created to identify and replace aging water and wastewater lines. Several projects are currently underway across the city with many more in the design stages.
- **Reclaimed Water**  
Austin Water currently has more than 50 miles of mains and pumped 1.2 billion gallons of reclaimed water in 2014. Customers include University of Texas at Austin, BAE Systems, Austin Bergstrom International Airport and several golf courses and parks. Austin Water is continuing the expansion of the system with lines currently being installed in the state capitol complex, extending into downtown Austin.
- **Environmental Protection**  
The Balcones Canyonlands Conservation Plan (BCCP), the first regional multispecies, habitat conservation plan of its kind in the nation, celebrated its 20th anniversary in May 2016. The preserve the BCCP created contains a cross section of flora and fauna along the Balcones Escarpment of the Edward's Plateau that protects eight federally listed endangered species, including the Golden-Cheeked Warbler and the Black-Capped Vireo as well as 27 species of concern throughout seven watersheds in western Travis County.



GREG MESZAROS  
DIRECTOR



# AUSTIN WATER UTILITY



Number of locations/facilities: 14

## 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.

## HIGHLIGHTS

- Texas Living Waters Project ranked Austin #1 in the state for water conservation. The Scorecard is an evaluation of utilities based largely on their level of effort to advance water conservation, and to a lesser extent on their achievements.
- Austin Water's Ullrich Water Treatment Plant received the President's Award from the Partnership for Safe Water. Ullrich joins an elite group of 30 plants across the country that qualified for this award. The award honors the performance of a plant's filters, which play a key role in filtering out harmful bacteria.





# AUSTIN/TRAVIS COUNTY HEALTH & HUMAN SERVICES



## MISSION

Our mission is to prevent disease, promote health and protect the well-being of our community.

## DESCRIPTION OF SERVICES:

- Protects the community from infectious diseases, environmental hazards and epidemics.
- Works to address health equity and quality of life throughout Austin and Travis County.
- Directs and coordinates the Austin/Travis County public health strategic response to events including incidents of bio-terrorism and catastrophic infectious diseases such as Ebola and pandemic influenza along with other events whether natural, accidental or intentional.
- Develops and funds programs spanning the life continuum from pre-natal care, infancy, adolescence, adulthood to the elderly. Provides sexually transmitted disease testing and information programs.
- Maintains birth and death records.
- Provides restaurant permitting and sanitation scoring.
- Contracts for mental health/substance abuse services.
- Operates Women, Infants and Children supplemental nutrition clinics and program.

Number of employees  
468

Budget: FY 2015/16  
\$85,081,415

Main address  
7201 Levander Loop

Main phone number  
(512) 972-5010

Number of locations  
24 separate locations.  
(Three Women, Infants and Children clinics are co-located at neighborhood centers)

Web  
[austintexas.gov/health](http://austintexas.gov/health)



# AUSTIN/TRAVIS COUNTY HEALTH & HUMAN SERVICES

## NUMBER OF LOCATIONS/FACILITIES: 24

- 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



SHANNON JONES  
DIRECTOR

Women, Infants and Children Program (WIC) (14 clinics, 11 are independent of neighborhood centers) –

- 1000 E. 11th St.(three are co-located in neighborhood centers)
- Clarksville Community Health Center (Refugee Clinic) – 1000 Toyath St.
- Far South Immunizations Clinic – 405 W. Stassney (Another clinic co-located at St. John)
- Day Labor Center -- 4916 N. IH 35 Service Road
- Mom's Place Lactation Center – 8701 Research Blvd.

## HIGHLIGHTS

Austin/Travis County Health and Human Services was assigned the lead role related to the first part of a Council resolution focusing on health equity and completed the Health Inequities in Austin Travis County report. This report was developed in collaboration with community stakeholder groups and includes an assessment of racial and ethnic health disparities in the community.

Specifically, it examines and identifies gaps in services related to maternal and infant health, African American health disparities, health disparities in LGBT people of color, mental health for immigrant families, and elderly services. It also examines racial and ethnic disparities related to the following issue areas/populations:

- Maternal, infant health, and birth outcomes.
- Chronic disease within the African American community.
- Health of Lesbian, Gay, Bisexual, Transgender (LGBT) and people of color.
- Mental health for immigrant families.
- Health and well-being of the elderly population.

Austin/Travis County Health and Human Services Department (A/TCHHSD) applied for and earned national public health accreditation from the Public Health Accreditation Board. The process involved a rigorous department-wide effort over six years to strengthen essential public health services.



### Vaccines for Children

The Vaccines For Children program is a federally funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay. The Centers for Disease Control buys vaccines at a discount and distributes them to grantees— i.e., state health departments and certain local and territorial public health agencies—which in turn distribute them at no charge to those private physicians’ offices and public health clinics registered as VFC providers. Children who are eligible for VFC vaccines are entitled to receive those vaccines recommended by the Advisory Committee on Immunization Practices.

Total number of doses administered the past year by VFC providers, via the City Health Department, in Travis County:

<b>Doses Administered FY 2015</b>	
Pediatric	227,800
Adult	6,228
<b>Total</b>	<b>234,028</b>

### AWARDS

- The National Forum for Heart Disease & Stroke Prevention (NFHDSP) selected the City of Austin to pilot their public awareness campaign this July that encourages a high impact target audience (mothers aged 35-55 years of age) to manage their cholesterol risk. The Austin/Travis County Health and Human Services Department was selected because of their innovative and integrated approach to health and their successes in other areas of heart health (tobacco cessation and hypertension). <http://www.nationalforum.org/content/cholesterol-awareness-initiative>
- The Office of Vital Records received Texas Vital Statistics’ highest honor when they were awarded the 2015 Exemplary Status Vital Statistics Five Star Award for Local Registration from the Texas Department of State Health Services. The award recognizes partners who go above and beyond their duties in timeliness, document management, information systems, and training.
- The Austin/Travis County Health and Human Service’s Rebekah Baines Johnson (RBJ) Health Clinics, including the Sexually Transmitted Disease Clinic and the Tuberculosis clinic, have been recognized as a “Leader in LGBT Healthcare Equality” by the Human Rights Campaign (HRC) Foundation, the educational arm of the country’s largest lesbian, gay, bisexual and transgender (LGBT) civil rights organization. The RBJ Center was the only location in Austin recognized for this honor. The findings were part of HRC Foundation’s Healthcare Equality Index 2016, a unique annual survey that encourages equal care for LGBT Americans by evaluating inclusive policies and practices related to LGBT patients, visitors and employees. This recognition acknowledges a commitment to create an inclusive and welcoming environment for every patient, customer, client and employee. <http://www.hrc.org/hei/leaders-in-lgbt-healthcare-equality>





# AVIATION DEPARTMENT



## MISSION

To be the airport of choice for Central Texas by connecting our community to the world with an Austin-style experience.

## DESCRIPTION OF SERVICES

- Provides 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.
- Provides commercial airlines, private aircraft, air cargo and military flights.

## HIGHLIGHTS

- Averaged more than 300 commercial passenger flights per day to 52 nonstop destinations.
- 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, Texas Department of Transportation Aviation Division Economic Impact Study).

Number of employees  
414

Budget: FY 2015/16  
\$ 114.4 million

Main address  
3600 Presidential Blvd.

Main phone number  
(512) 530-2242

Web  
abia.org

Twitter  
@AUStinAirport

Facebook  
www.facebook.com/abia



# AVIATION DEPARTMENT

- Set a new annual record for the fifth consecutive year, serving 11.9 million passengers in 2015. Those passengers enjoyed 1,190 live music performances, more than 65.5 tons of brisket, 693,375 breakfast tacos, and purchased 51,278 “Keep Austin Weird” T-shirts.
- Uptick in passenger traffic in 2015 helped by the launch of eight new nonstop destinations and additional service to six existing nonstop routes. In 2016, three new nonstop destinations and additional service to three existing nonstop routes have been announced or launched by airlines. Included is new international nonstop service to Frankfurt, Germany, and Guadalajara, Mexico, on new carriers, Condor and Volaris.
- Expanded facilities to meet growing needs. Since 2014, ABIA has added a Customs facility for international arrivals, a Transportation Security Administration security check point, a taxiway was extended to full length, two domestic bag carousels and a five-story Rental Car Facility. More changes are projected including a nine-gate expansion of the terminal’s east end, a new Hyatt Place Hotel, 2,000 new, covered parking spaces, a pet boarding facility and renovated concessions.
- Supports the City of Austin’s commitment to waste reduction. Recycling opportunities available to passengers were increased in 2015 with an additional 145 containers inside and outside of the terminal. Overall in 2015, 360 tons of recyclable materials were collected and diverted from area landfills, up 69 tons from 2014.
- Distinguished from other airports by ABIA’s live music program: 23 live performances, Monday-Friday, in six different venues.



JIM SMITH  
EXECUTIVE DIRECTOR

## AWARDS

February 2016

- World’s Best Airports for Customer Service ranked Austin-Bergstrom International Airport third (tied) in North America. The ranking comes from Airports Council International (ACI) ASQ (Airport Service Quality) customer survey <http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners/Best-Airport-By-Region/North-America>.

July 2015

- Austin-Bergstrom named one of Travel + Leisure’s World’s Best Airports 2015, <http://www.travelandleisure.com/worlds-best/airports#domestic>.

# CITY 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

- Through Audit Services, conducts performance audits and special request projects for the City Council. The City Council reviews and approves the Audit Plan, which includes the projects we expect 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.

Number of employees  
26.5 full-time

Budget: FY 2015/16  
\$3.2 million

Main address  
200 W Cesar Chavez St.  
Suite 200

Main phone number  
(512) 974-2805

Web  
[austintexas.gov/auditor](http://austintexas.gov/auditor)



# CITY AUDITOR

## HIGHLIGHTS

- The City Auditor reports directly to the City Council.
- Issues about 20 audit outputs each fiscal year to 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. These standards ensure the quality of work and maintain credibility. The standards include having a peer review every three years to confirm adherence to the standards.
- Operates the City's fraud hotline, which provides a way for persons to communicate an allegation of fraud, waste or abuse; anonymously if they wish. Allegations can be provided by phone or through our website.
- If fraud, waste or abuse has occurred, the department issues an investigative report detailing its findings.
- Audit and investigation reports are generally public record and available to anyone; however, working papers qualify for an exception per the Texas Public Information Act.



CORRIE STOKES  
CITY AUDITOR

# 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

- Provides support to Council during Council Meetings.
- Provides comprehensive records management consulting and training services to City departments.
- Oversees Municipal Elections.
- Prepares minutes and other services for City Council meetings such as arranging for the invocation speaker, public recognitions and managing various electronic programs.
- Validates petition submitted by candidates and citizens.
- Serves as the liaison between City Council, the public and staff liaisons for all of the City Boards and Commissions.
- Provides public access to Council approved documents.
- Coordinate the Enterprise Document and Imaging, Management System (EDIMS).
- Processes lobbying registrations.
- Certifies liquor licenses.
- Provides access to the Campaign Finance Reports.
- Manages the Council Meeting Information Center and the Boards and Commissions Information Center on austintexas.gov.
- Publishes the City Code.

Number of employees  
24

Budget: FY 2015/16  
\$3,451,953

Main address  
PO Box 1088, Austin, Texas 78767

Main phone number  
(512) 974-2210

Number of locations  
1

Locations/facilities  
City Hall  
301 W. Second St., Suite 1120

Web

- [www.austintexas.gov/department/city-clerk](http://www.austintexas.gov/department/city-clerk)
- [www.austintexas.gov/department/city-council/council-meetings](http://www.austintexas.gov/department/city-council/council-meetings)
- [www.austintexas.gov/department/boards-and-commissions](http://www.austintexas.gov/department/boards-and-commissions)



# CITY CLERK

## HIGHLIGHTS

- For FY16, anticipating over 6 million documents being downloaded from the web that have been made available through EDIMS.
- Conducted a Special Municipal Election.
- Verified two petitions which had 11,870 signatures.
- Implemented the electronic data file requirement for campaign finance with no additional budget resources.
- Anticipating posting over 11,000 documents to the Council Meeting Information Center and the Boards and Commissions Information Center in FY16.



JANNETTE GOODALL  
CITY CLERK

# COMMUNICATIONS & 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 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

- Continued to seek innovative ways to blend in-person, online and televised engagement. Notable successes were the Council's live public hearing to explore alternatives for the Council Committee System and the Spirit of East Austin launch event at the Travis County Exposition Center.

Number of employees:  
25

Budget: FY 2015/16  
\$3 million

Main address  
City Hall  
301 W. Second St  
Third Floor

Main phone number  
(512) 974-2220

Number of locations  
2

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

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

# COMMUNICATIONS & PUBLIC INFORMATION

- Launched the monthly Conversation Corps series in partnership with Leadership Austin, the Austin Independent School District and Capital Metro. The program uses trained volunteer facilitators to engage the community locally on timely issues affecting the City.
- Expanded live meeting coverage to include Council Committee meetings and several additional Boards and Commissions.
- Launched a second, Web-only video channel (ATXN2) to increase live access to public meeting coverage.
- Developed a partnership with the Austin Dispute Resolution Center to provide facilitation support at community meetings.
- Provided technical, programming and logistical support during the transition to a district-based Council system.
- Continued to outperform peer large cities in overall satisfaction with City communications, exceeding the national average by 6 percent in 2015.
- Provided leadership in exploring new engagement opportunities on social channels like Reddit and Twitter and via SMS/Text.
- Forged a partnership with Austin 3-1-1 to provide multi-lingual opportunities to provide community engagement feedback by phone as a complement to online and in-person engagement activities.



DOUG MATTHEWS  
DIRECTOR

## AWARDS

- Programming Excellence (ATXN), Texas Association of Telecommunications and Advisors
- Lone Star EMMY, Public/Current/Community Affairs – Feature Segment (“Austin-Travis County EMS”), National Academy of Television Arts and Sciences, in conjunction with Austin-Travis County Emergency Medical Services.
- Lone Star EMMY, Politics/Government–Program Feature/Segment (“Transportation: The Big Picture), National Academy of Television Arts and Sciences, in conjunction with Austin Transportation Department
- Savvy, Most Creative Activity with Least Dollars Spent (Community Journalist Conference 2.0), City-County Communications and Marketing Association
- Award of Excellence (Multi-platform Interactive Town Hall), City-County Communications and Marketing Association

# COMMUNICATIONS & 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  
315

Budget: FY 2015/16  
\$88.5 million

Main address  
1124 IH 35 S., Suite 300

Main phone number  
(512) 974-2880

Web  
[austintexas.gov/department/information-technology](http://austintexas.gov/department/information-technology)



# COMMUNICATIONS & 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.

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

- Deployed a new Public Portal for AMANDA, which allows the public to apply for some permits online and pay fees via credit card. Expansion of this functionality to additional permit types is continuing into 2016.
- Completed the first phase of ePlan (Electronic Plan Review) utilizing ProjectDox. Applicants can now submit some plan sets electronically to avoid printing, traveling or waiting in lines, while receiving comments on their plans from City staff.
- Expanded the integration of the 3-1-1 Customer Service Request System and the City's work order system to include the Public Works and Austin Transportation departments. This allows the public to automatically generate work orders for City staff while status updates are returned to 3-1-1.
- Upgraded the Computer Aided Dispatch, Electronic Patient Care Records and Police Records Management systems to the latest versions/new infrastructure. These critical 24/7 applications are used by Austin Police, Austin Fire, Austin-Travis County Emergency Medical Services, Austin Aviation and other non-City of Austin agencies to deliver lifesaving services to the residents of Austin and Travis County.
- Issued the "City of Austin Information Technology Annual Report." This report has a unique print version and an interactive online version on the City's external website. The report shares just a few of the many accomplishments of the City's IT staff.



STEPHEN ELKINS  
CHIEF INFORMATION  
OFFICER

# COMMUNICATIONS & TECHNOLOGY MANAGEMENT

- Produced video and classroom training supporting the breadth of City government. CTM produced 83, on-demand video training modules on topics including AMANDA, Maximo and City ethics. Additionally, CTM provided 29 in-person training sessions on AMANDA, public information requests, MS-Office, EMS software and the training tracking system.
- Completed the \$4 million network upgrade on the COA network “super ring” (City of Austin Communications Network Upgrade). This effort resulted in a 10-fold increase in network backbone performance, exceptional expandability and fault tolerance.
- Implemented the Citywide High School student internship program in CTM with 16 students. These students worked on various projects to gain exposure to careers in technology. Based on the success of this program, several local government agencies and educational institutions are utilizing the CTM model and approach to launch their internship programs.
- Demonstrated the City’s commitment to innovative technology by moving 1,839 phones to VoIP service, and replacing more than 2,000 end-of life PCs.

## AWARDS

- The Greater Austin Area Telecommunications Network (GAATN) Management Team received a year-end Service Level score of 4.5. The Service Level scoring is on a 5-point scale and is given twice a year. This is the fourth consecutive scoring period where the management team has scored 4.0 or higher. GAATN is a shared service with seven governmental agencies, which saves the agencies over \$17 million per year in communications costs.
- The City of Austin was selected as a “Top 10 Digital City” by the Center for Digital Governance. This is determined yearly by the center’s Digital Cities Survey. The annual survey recognizes leading examples of cities using technology to improve services and boost efficiencies. This designation is in recognition of a variety of efforts from across the City of Austin to improve services through innovation.
- Austin assumed the spot as the “No. 1 City” in the United States City Open Data Census. The U.S. City Open Data Census is an ongoing, crowd-sourced measure of the current state of access to a selected group of datasets in municipalities across the United States.





# 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: Court Operations: In FY 2014-2015, a total of 13,299 citations were filed. Of the citations filed, 4,782 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 2015/16

\$3.1 million

Main address

719 East Sixth St.

Main phone number

(512) 974-4879

Web

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



# COURT - DOWNTOWN AUSTIN COMMUNITY COURT

## MISSION

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## DESCRIPTION OF SERVICES

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- **Court Operations:** Court Operations: In FY 2014-2015, a total of 13,299 citations were filed. Of the citations filed, 4,782 cases were created for the court's frequent offender population.
- **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.



MICHAEL COFFEY  
ASSOCIATE MUNICIPAL  
COURT JUDGE



PETER VALDEZ  
COMMUNITY COURT  
ADMINISTRATOR

## HIGHLIGHTS

- Since January 2012, DACC has housed a total of 123 formerly homeless and chronically homeless individuals in Permanent Supportive Housing (PSH) and Market-Rate Housing utilizing PSH partnerships and an Emergency Solutions Grant collaboration with the City of Austin's Health and Human Services Department.
- In FY14, DACC enhanced its intensive case management program by adding contracts with providers of Peer to Peer Support, life skills training, transitional housing 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 FY15, the Community Service Restitution Unit (CSR) completed at total of 16,422,422 million square feet of graffiti and litter abatement by assisting 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 29,613 hours of community service by defendants and probationers; these completed hours equate to a monetary value of \$370,163.
- 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 passed away unexpectedly.

# COURT - MUNICIPAL COURT



## MISSION

To be the most effective, efficient, and impartial Municipal Court in Texas. To impartially administer justice in a fair and efficient manner so that trust and accountability is exemplified to the public we serve.

## DESCRIPTION OF SERVICES

- Serves as the judicial branch of Austin local government which has jurisdiction over Class C misdemeanors 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.
- Provides Municipal Court Judges to serve as magistrates to Travis County at the Travis County Jail 24 hours a day, seven days a week.

Number of employees  
158

Budget: FY 2015/16  
\$24.8 Million

Main location  
Municipal Court Downtown  
700 E. Seventh St.

Main office phone number  
(512) 974-4800

Number of locations  
3

Locations/facilities

- 12425 Lamplight Village
- 5700 Manchaca Rd.

Web  
[austintexas.gov/court](http://austintexas.gov/court)



# COURT - MUNICIPAL

## HIGHLIGHTS

- 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 one employee group that works 24/7 – at Central Booking.
- Persons can see details of their cases and pay online at [austintexas.gov/court](http://austintexas.gov/court).
- Municipal Court judges served as magistrates at Central Booking in Travis County.



SHERRY STATMAN  
PRESIDING JUDGE



MARY JANE GRUBB  
MUNICIPAL COURT  
CLERK

# DEVELOPMENT SERVICES DEPARTMENT



## MISSION

To help our customers navigate the development process by being knowledgeable, accessible, responsive, fair, consistent, flexible, creative, and informative.

## DESCRIPTION OF SERVICES

- Provides development process and regulation consulting; zoning verification.
- Review and approve site plans and subdivision plans.
- Review and approve commercial plans - new construction, remodels, plan revisions and change of use for commercial and multi-family structures.
- Administer residential plan review for new construction, additions and interior remodels of residential structures (single-family, two-family, accessory buildings and duplexes).
- Issues building/construction related permits and associated trade permits (plumbing, mechanical, electrical, irrigation).
- Inspects residential and commercial buildings within the city limits, and electrical and plumbing for properties in the extra-territorial jurisdiction (ETJ).
- Inspects approved site plans for temporary and permanent erosion and storm water controls, critical environmental features, and landscape installation.
- Inspects public infrastructure on commercial sites.

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

Budget: FY 2015/16  
Budget for Planning &  
Development Review  
\$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, Suite. 200

Number of locations  
3

Web  
[austintexas.gov/devservices](http://austintexas.gov/devservices)



# DEVELOPMENT SERVICES DEPARTMENT

- Regulates tree protection ordinances and the preservation of the urban forest.
- Issues permits for signs/billboards, alcoholic beverage licensing; temporary uses, outdoor amplified sound/music venues, water/wastewater and electrical can meter sales, and site plan exemptions.



J. RODNEY GONZALES  
DIRECTOR

## HIGHLIGHTS

In July 2015, the department launched a two-year action plan in response to recommendations contained in the Zucker Report. The plan focuses on improving wait times, performing quality reviews, coordinated reviews with other departments, investment in employees, improved customer service, and use of technology to enhance customer experience. Detailed responses to the recommendations are posted on the City's data portal: <https://data.austintexas.gov/>.

Progress to date:

Customer Service (wait times, plan review times, quality, consistency)

- Redefined department vision/mission, and standards for customer service.
- Implemented customer service exit surveys and an annual survey.
- Launched the Service First Initiative which includes expansion of the Service Center (formerly the Permit Center) to increase seating capacity, installed an informational digital wall, sign-in kiosk, and a charging station for electronic devices.
- Implemented business intelligence dashboard software to allow managers to monitor review times and customer wait times.
- Contracted with a third-party to support on-time residential/commercial plan reviews.
- Hired a position to revamp the website and publish a monthly external newsletter.
- Redesigning 100+ permit applications to provide consistency and simplicity with fillable data.

Investment in Employees

- Developed New Employee Orientation training.
- Partnered with Austin Community College to provide customized technical training.
- Developed a program for supporting certifications, licensures, and continuing education credits.
- Reprogramming existing space to accommodate new positions and improve space utilization.
- Developing a mentorship program.
- Initiated training through the International Code Council.

# DEVELOPMENT SERVICES DEPARTMENT

## Technology

- Launched the Austin Build + Connect (ABC) website to allow online application of mechanical, plumbing and electrical permits, and online payment services, including implementation of a five-day advance inspection scheduling option for greater flexibility.
- Automated tree inspection requests.
- Continuing rollout of Electronic Plan Review to reduce plan review cycle times, enable online submittal, reduce onsite visits, enhance workflow collaboration, reduce staff resources required to physically manage plans, and reduce office space required to store plans.
- Developed an interactive web portal (Smart Start) to assist small businesses with the development process.
- Implemented a web-based tool, powered by Qless, that allows customers to schedule permitting services from home, office or mobile device.
- Collaborated with Civic Insight to provide online mapping of plan review applications and permits issued.



# 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; skills and workforce development and by assisting local business with international expansion and trade.
- **Redevelopment and Special Projects:** Facilitates public-private partnerships to leverage private investment with scarce city dollars to enhance Austin's built environment, energizing neighborhoods and business hubs in Austin's activity centers and corridors.
- **Small Business Development:** Provides opportunities, programs and resources to Austin's 34,000 small businesses and entrepreneurs, helping them expand their financial opportunities and increase their job creation potential.
- **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  
58

Budget: FY 2015/16  
Operating Fund Requirements  
\$14.8 million  
Other Funds: \$33/ million

Main address  
City Hall  
301 W. Second St., Suite 2030

Main phone number  
(512) 974-7819

Number of locations  
4

Locations/facilities

- One Texas Center  
505 Barton Springs Road
- International Center of Austin  
201 E. Second St.
- Entrepreneur Center of Austin  
4029 S. Capital of Texas Hwy.,  
Suite 112

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



# ECONOMIC DEVELOPMENT DEPARTMENT

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



KEVIN JOHNS  
DIRECTOR

## HIGHLIGHTS

- Received the 2015 HUD Secretary’s Opportunity and Empowerment Award for the Mueller Redevelopment, a public-private partnership. The development has more than 3,400 residential units (1,000 affordable), 84 acres of public parks, and over two million square feet of commercial and institutional development completed or under construction.
- Over the past 3 years, successfully located eight expansion projects that creates 2,350 new full-time jobs that average \$107,042, retains 950 full-time jobs, and brings \$282 million of investment to the City of Austin.
- Developed the Creative Content Incentive Program for short-term, media projects. Since 2014, successfully negotiated three productions that locally secured \$5,493,042 in local spending and \$20,546,836 in local wages. Created the first Media Production and Development Zone in the State of Texas and successfully nominated the first investment in a production facility for video game development.
- Created #ATXBound partnership responsible for coordinating activities with 120 international business delegations, hosting Austin-centric programming during SXSW and Formula One, as well as, coordinating two annual outbound business missions led by the Mayor of Austin.
- Sold and started construction on three of four parcels in the estimated \$500 million Green Water Treatment Plant Redevelopment project; completed and opened the first building; and completed construction of the first phase of Second Street and Nueces Street extensions through the site.
- Completed the Seaholm Power Plant renovation and new retail construction and occupied all phases of the project. Major new tenants include athenahealth, Trader Joe’s, True Food Kitchen and Under Armour.
- Approved 9 Family Business Loan Program (FBLP) loans totaling \$2.6 million creating 90 low-to-moderate income new jobs in an effort to revitalize commercial areas citywide.
- Created 248 new jobs through the Small Business Development Program.
- Delivered 10,524 hours of business education training to 3,044 participants through the Small Business Program.
- Delivered 2,832 hours of one-on-one business coaching to 168 small business owners.
- Produced Austin’s New Year, a family-friendly event featuring arts and music programming/activities, food trucks and fireworks to ring in the New Year.
- Co-sponsored the 2nd Annual Black Fret Black Ball concert and ceremony awarding \$100,000 to Austin-area musicians.

# ECONOMIC DEVELOPMENT DEPARTMENT

- Hosted the Grammy Pro Summit Professional Development Workshop with Randy Chertkow and Jason Feehan of the “Indie Band Survival Guide.”
- Launched Tunecore Master Classes for independent or aspiring music business professionals on navigating the industry.
- Hosted the Feel the Love Music Expo to help musicians connect and learn about industry resources available in the Austin area.
- Held the second annual North American Music Cities Best Practice Summit during SXSW to gather insight on the issues facing cities with strong entertainment economies, and to discuss common goals.
- Awarded over \$9 million in Cultural Contracts to 430 cultural contractors impacting an estimated 7.25 million audience members, including over 1 million tourists.
- Completed five permanent public art projects throughout the City; managed TEMPO 2015/16, which commissioned 10 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.
- Completed the Building Austin’s Creative Capacity needs assessment to identify the service needs of individual creatives and cultural organizations, investigate available resources, identify gaps, and then make recommendations for the growth and development of Austin’s creative community.
- By the end of 2016, will have completed the Cultural Asset Mapping Project, involving citywide cultural resource mapping and associated community and economic development strategies funded by the National Endowment for the Arts.
- Completed two ArtPlace America Grants for \$656,500 along with partners, Fusebox and thinkEAST, to create a plan for a 24-acre art village on a former brownfield site; and partnered with GO collaborative to map art assets in the 10 Council districts to identify cultural assets and expand and revitalize retail areas citywide.
- Programmed the 12th year of the People’s Gallery Exhibition, a free, annual exhibition at City Hall designed to showcase regional artists. Over 150 artworks by 100 artists are represented in the exhibition.
- Hosted the first {Re}Verse Pitch Competition which inspired a dozen entrepreneurs to create business ideas that repurposed byproducts from other local businesses.

## AWARDS

- Three artworks installed in 2015 were honored as outstanding examples of public art by the Americans for the Arts for its Public Art Network Year in Review, out of the 38 artworks recognized nationally: “Hello Lamp Post Austin” by PAN Studio; “Las Piñatas,” a temporary installation by Austin artist David Goujon; and “Uplifted Ground” by Michael Singer Studio, located at Austin-Bergstrom International Airport.
- Awarded Gold Excellence in Economic Development Award from the International Economic Development Council (IEDC) for Austin Materials Marketplace, a business-to-business reuse program.
- Received 2016 Graphic Design USA American Inhouse Design Awards for the AIPP 30th Anniversary Mural on Second and Brazos streets and 2015 Getting Connected postcard.





# EMERGENCY MEDICAL SERVICES



## MISSION

The mission of the Austin-Travis County Emergency Medical Services Department is to provide excellent patient care to anyone, any time, any place in order to decrease suffering, improve the health of the community and save lives.

## 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
- Cave/Wilderness Rescue
- HazMat
- Tactical Medicine

Number of employees

602 sworn employees, 81 non-sworn (civilian)

Budget: FY 2015/16

\$78 million; \$42 million in revenue, 100% returned to General Fund

Main address

EMS Headquarters  
15 Waller St., Second Floor

Number of locations/facilities

46

Main phone number

(512) 972-7200

Web

[austintexas.gov/department/ems](http://austintexas.gov/department/ems)



# EMERGENCY MEDICAL SERVICES

## 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, Child Passenger Safety, Safe Baby Academy (Safe Sleep, Infant CPR and Choking Awareness), Lightning Safety, [Elderly] Fall Prevention, Senior Safety/Vial of Life, First Aid Basics, Heat Safety, Stroke Education and the EMS Explorers Youth 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  
EMS CHIEF

## HIGHLIGHTS

- Austin-Travis County EMS is nationally accredited by the Commission on Accreditation of Ambulance Services 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 through the National Academy of Emergency Medical Dispatch.
- Four Austin-Travis County EMS sworn employees were recognized and received major awards from local civic organizations.

## 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.
- 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.
- Gold Achievement and Community Innovation awards as an American Heart Association Fit Friendly Worksite for progressive leadership and innovation towards employee health.
- Lone Star EMMY, collaboration with ATXN Channel 6 in the production of the ATCEMS Recruiting video.

# 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.
- 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.

Number of employees  
241.5

Budget: FY 2015/16  
\$38,641,876

Main address  
One Texas Center  
505 Barton Springs Road

Main office phone number  
(512) 974-3344

Number of locations  
5

Locations/ facilities

- City Hall
- Treasury Office
- Municipal Building
- Housing Authority of the City of Austin building

Web  
<https://www.ci.austin.tx.us/financeonline/finance/index.cfm>



# FINANCIAL SERVICES

- 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
- 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
- Government Finance Officers Association
- Platinum Level Leadership Circle Award, Texas Comptroller of Public Accounts
- Certificate of Distinction, Government Treasurers' Organization of Texas.

# 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 323 square miles and are divided into six battalions or geographic districts.

## HIGHLIGHTS

- Adopted the National Fire Danger Rating System (NFDRS) and installed NFDRS fire danger signs at all AFD stations.
- Launched the Fire Community Advisory Board (F-CAB).

Number of employees  
1,147 Uniform Positions  
97 Civilian Positions

Budget: FY 2015/16  
\$175 million

Main address  
4201 Ed Bluestein Blvd.

Main phone number  
(512) 974-0130

Number of locations  
55 (10 offices and 46 fire stations)

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

Facebook  
[www.facebook.com/AustinFireDepartment](http://www.facebook.com/AustinFireDepartment)

Twitter  
[@austinfiredpt](https://twitter.com/austinfiredpt)



# FIRE DEPARTMENT

- Developed new Vehicle Collision and Injury Investigations electronic data collection system.
- Coordinated Rapid Intervention Crew training for AFD as well as the seven Emergency Services District (ESD) auto aid partners.
- Created the Risk Management section.
- Added Smokey Bear to AFD's Wildfire Division.



RHODA MAE KERR  
FIRE CHIEF

## LOCATIONS AND FACILITIES

- Headquarters: 4201 Ed Bluestein Blvd.
- Support Services: 4201 Ed Bluestein Blvd.
- Recruiting: 4201 Ed Bluestein Blvd.
- Wellness Center: 517 S. Pleasant Valley Road
- Prevention: 505 Barton Springs Road, 2nd and 8th floors
- 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.

## AWARDS

- Received the Seven Seals Award from the Department of Defense for creation of the new recruiting website ([www.JoinAFD.com](http://www.JoinAFD.com)) and its opportunities to recruit military personnel.



# 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 or disaster.
- Oversees the City's emergency operations plans and procedures for all emergencies and disasters.
- Provides leadership and support to regional emergency planning and response initiatives

Number of employees

15

Budget: FY 2015/16

\$1.4 million

Main address

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

Main phone number

512-974-0450

Web

[austintexas.gov/hsem](http://austintexas.gov/hsem)



# HOMELAND SECURITY EMERGENCY MANAGEMENT

## HIGHLIGHTS

- HSEM coordinated emergency management response and recovery for two major disasters that Austin experienced in 2015; The Memorial Day Flood and Halloween Flood. More than 100 municipal sites suffered significant damage from the Memorial Day and Halloween floods of 2015.
- HSEM successfully coordinated emergency management for a record attendance SXSW festival.
- HSEM also continued participating in climate and infrastructure resilience efforts to protect the long-term health and viability of the community.
- HSEM also managed approximately 40 ongoing projects, for infrastructure, emergency protective measures and debris removal, which were submitted for federal reimbursement following the 2013 Halloween Floods.
- HSEM audited the City's inventory of approximately 3,000 grant-funded items that were purchased to improve homeland security and public safety capabilities in 2015.
- HSEM continued to enhance the Community Emergency Response Team (CERT) volunteer management and dual English/ Spanish public information team.
- HSEM also provides regional leadership, such as serving a key role in the Capital Area Shelter Hub Plan (CASHP) which is activated during coastal evacuation due to hurricanes. CASHP is one of the largest, tested, inland shelter plans in the nation and has successfully managed thousands of evacuees fleeing from the gulf coast.
- Coordinated over 150 radio interoperability requests each year for the area's trunked radio system.



R. SCOTT SWEARENGIN  
INTERIM DIRECTOR

# 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  
111.5

Budget: FY 2015/16  
\$15.9 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](http://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  
DIRECTOR

# INTERGOVERNMENTAL RELATIONS OFFICE



## 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

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

Number of employees

6

Budget: FY 2015/16

\$1,499,640

Main address

700 Lavaca St., Suite 608

Main phone number

(512) 974-2281

Web

[www.austintexas.gov](http://www.austintexas.gov)



# INTERGOVERNMENTAL RELATIONS OFFICE

- 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 to advocate for the City of Austin and its residents.
- Lead the City's Lobby Team to prevent harmful legislation.
- Assist in briefing the Council on the impact of legislation.
- Respond to requests for assistance related to the City of Austin from other governmental entities.



BRIE L. FRANCO  
INTERGOVERNMENTAL  
RELATIONS OFFICER

## AWARDS

- The Intergovernmental Relations Office monitored over 2,000 bills during the 84th State Legislative Session.
- The Intergovernmental Relations Office monitored 75 priority bills and had a 91% success rate.

# INNOVATION OFFICE



## MISSION

To help diverse and inclusive teams examine challenges and opportunities to surface better ideas and solutions that make a lasting, positive impact

## DESCRIPTION OF SERVICES

- Assist with Collaborative efforts 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.
- Build innovation competencies within City of Austin departments, including skills-based workshops on creative problem solving methods
- Provide innovation competencies: Conduct design research to enable creation and testing of new services and ideas, Form and deploy cross-functional innovation teams to tackling complex challenges, Design collaboration (for short-duration brainstorming sessions or long-duration Innovation Labs)

Number of employees

5

Budget: FY2015/16

\$760,281

Main address

City Hall

301 W. Second St., Third Floor

Main phone number

(512) 974-1637

Email

[innovation@austintexas.gov](mailto:innovation@austintexas.gov)

Web

<http://cityofaustin.github.io/innovation/>



# INNOVATION OFFICE

## HIGHLIGHTS

- Launched the inaugural Design, Technology, and Innovation Fellows program to recruit leading industry talent into City government to help solve complex civic challenges.
- Partnered to host the 2015 and 2016 ATX Hack for Change civic event with St. Edward's University. [ATXhackforchange.org](http://ATXhackforchange.org). City of Austin departments championed eight projects at the ATX Hack for Change in 2015 and five projects in 2016. Projects ranged from streamlining the permit application process to crafting open government commitments to improving access to information on park amenities and open hours.
- Organized the [Re]Verse Pitch Competition with Austin Resource Recovery, Economic Development and the Sustainability Office, as well as outside partners, to engage local social entrepreneurs around Austin's Zero Waste initiatives. The competition challenged them to start ventures that divert valuable raw materials from the landfill.
- Supported a crowd-consulting campaign with Austin Resource Recovery and the Communications and Public Information Office to gather and use community advice on how to increase Austin's recycling rate. Using a new crowdsourcing methodology and tool, more than 1,500 residents participated by submitting and commenting on more than 1,300 responses, helping the City create 11 actionable insights to inform Austin Resource Recovery's next steps. Participants received individual feedback indicating exactly how their input informed City actions.
- Offered ongoing consultations with staff in 40 City departments on ways to open up opportunity in areas such as emergency response, employee engagement, community involvement, small business development, service design and improvement, and digital services and open data.
- Facilitated breaking down silos and sharing of expertise by leveraging the Bloomfire social knowledge management software that supported Council Member orientation briefing materials. The Office created 34 social knowledge management communities used by more than 950 active participants on subjects ranging from green infrastructure management to internal organizational development. These digital communities are used to share and gather knowledge across departments as well as external experts.



KERRY O'CONNOR  
CHIEF INNOVATION OFFICER

# LAW DEPARTMENT



## MISSION

The mission of the Law Department is to serve the City by providing exemplary legal services to city leaders and employees so that they can govern lawfully with the highest level of integrity

## 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, and administrative hearings
- Provide training to City personnel on legal and compliance topics

Number of employees  
94

Budget: FY 2015/16  
\$12.52 million

Main address  
City Hall, Fourth Floor  
301 West Second St.

Main phone number  
(512) 974-2268

Number of locations/facilities  
2

Locations/facilities

- City Hall – Fourth Floor
- 723 E. Sixth St.  
Austin TX 78701

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



# LAW DEPARTMENT

## HIGHLIGHTS

- The 64 attorneys in the Law Department are divided into seven legal services divisions based on legal subject matter areas:
  1. Austin Energy
  2. Civil Litigation
  3. Criminal Prosecution
  4. Ethics and Governance
  5. General Counsel
  6. Land Use and Real Estate
  7. Municipal Operations



ANNE MORGAN  
CITY ATTORNEY

Within these seven divisions, the attorneys and supporting staff members work to create legal solutions to the complex challenges posed by a dynamic and growing city, to answer questions from all City constituents, to provide training for City employees on a wide array of legal and compliance topics, and to represent the City in legal proceedings.

In addition to these legal services divisions, the Law Department also has an administrative support division, which provides financial, accounting, human resources, and general administrative support to the 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 information requests made under the Texas Public Information Act.
- 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.
- Attorneys in the Law Department are actively engaged in many civic and professional organizations, and are often featured speakers at state and national conferences.

# 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, 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  
9 full-time positions  
5 part-time positions

Budget: FY 2016/17  
\$1.69 million

Main address  
517 S. Pleasant Valley Road

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.



MARK E. ESCOTT  
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: FY 2015/16  
\$18,753,440

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

Main phone number  
512-974-3100

Web  
[austintexas.gov/housing](http://austintexas.gov/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



ROSIE TRUELOVE  
INTERIM 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

Budget: FY 2015/16  
\$1.6 million

Main address  
Street Jones Building  
1000 E. 11th St.  
Suite 350

Main phone number  
(512) 974-5603

Number of locations  
2

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

Web  
[austintexas.gov/sustainability](http://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 73% 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 over 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 186 local businesses for greening their operations.
- Created the Bright Green Futures Grant program that has awarded funding for 125 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.

## 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

The mission of the Parks and Recreation Department is to provide, protect, and preserve a premier park system that promotes quality recreational, cultural, and outdoor experiences for Austin's citizens and visitors.

## PARK TYPES

- Metropolitan Parks (6,162.15 Acres) – 11\*
- District Parks (997.34 Acres) – 15
- Neighborhood Parks (965.48 Acres) – 85
- Pocket Parks (28.10 Acres) – 26
- School Parks (147.29 Acres) – 23
- Special Use Parks (987.23 Acres) – 41
- Greenbelts (3,735.31 Acres) – 43
- Nature Preserves (2,541.48 Acres) – 14
- Cemeteries (178.74 Acres) – 5
- Golf Courses (993.53 Acres) – 5
- Planting Strips/Triangles (5.2 Acres) - 8
- Boardwalk – 1
- Non-PARD Owned / PARD Maintained Parks – 23

**TOTAL PARKS: 300**

\*Town Lake Metro Park has 15 subset parks but count as 1 Metro Park

Number of employees  
664

Budget: FY 2015/2016  
\$72.6 million

Main address  
200 South Lamar Blvd.

Main phone number  
(512) 974-6700

Number of locations  
393

Web address  
[austintexas.gov/parks](http://austintexas.gov/parks)



# PARKS & RECREATION DEPARTMENT

## DESCRIPTION OF SERVICES

- Maintains park lands, recreational & cultural facilities and nature preserves
- Oversees
  - 300 parks
  - 20,000 + acres of greenspace
  - 212 miles of trails
  - 12 dog parks
  - 124 tennis courts
  - 35 swimming pools
  - 11 splash pads
  - 23 recreation centers
  - 3 senior centers
  - 147 playgrounds
  - 78 mixed-use fields
  - 26 piers/docks
  - 35 baseball fields
  - 23 soccer fields
  - 12 play scapes
  - 78 basketball courts
  - 49 volleyball courts
  - 5 golf courses
  - 5 disc golf courses
  - 10 X-treme sports facilities and tracks
  - 24 historic buildings
  - 11 museums, arts and cultural centers
  - 10 stages & amphitheaters
  - 5 cemeteries
- The Parks and Recreation Department (PAR) is comprised of 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.
- PAR 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



SARA HENSLEY  
DIRECTOR

## HIGHLIGHTS

- Dove Springs District Park's New Playscape has an innovative design is a custom-made playscape area that will help reinvigorate the community into participating in their outdoor environment. Some of the features of the play area include a constructed dry-creek that bisects the play site that includes a new ADA accessible path for the bridge crossing over the creek bed, a custom-fabricated tree-form play structure, an interactive bird's nest feature atop a viewing hill, lawns for gathering that are equipped with picnic tables and grills and much more.
- Northern Walnut Creek Trail is located in North Austin. This trail is the city's newest recreation resource for hikers, joggers and bicyclists. Designed for users of all ages and abilities, Phase 1 of the Northern Walnut Creek is 3.2 miles long, spanning from Mopac south to Walnut Creek Metropolitan Park. Crossing through peaceful, green parkland, it features 3 trail heads and 9 bridges. Major access points can be found in Gracywoods Park, Walnut Creek Metropolitan Park, and on Lincolnshire Drive.

# PARKS & RECREATION DEPARTMENT

- The Cemetery Master Plan, approved by the City Council on September 17, 2015, provides a long-term framework for the management and rehabilitation of the five municipally-owned cemeteries: Oakwood Cemetery, Oakwood Cemetery Annex, Plummer’s Cemetery; Evergreen Cemetery, and Austin Memorial Park Cemetery. The approved plan documents their development, examines their current condition, identifies and prioritizes challenges and recommends strategic options.
- 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

- Pease Park – Texas Recreation & Park Society (TRAPS) Lone Star Legacy Parks Award
- National Wildlife Federation’s Award for Wildest City
- Mount Bonnell Covert Monument – Preservation Texas Award for Preservation Planning and Execution
- TRAPS Conservation Award won by Park Ranger, LaJuan Tucker
- Austin Urban Forestry Program - Tree City USA Award (24th year in a row)
- Cemetery Master Plan – Honor Award for Preservation Planning by Preservation Texas
- George Washington Carver Museum, Genealogy and Cultural Center – University of Texas Division of Diversity and Community Engagement’s Community Partnership Award
- Best Marketing Campaign - National Recreation and Parks Association
- Republic Square Master Plan & Dove Springs District Park Playscape – both won the Texas ASLA Honor Award for Design of Public Projects
- 1ST Place Awards for Annual Report and for “In the Parks” ATXN Show from the Texas Association of Municipal Information Officers
- Emma S. Barrientos Mexican American Cultural Center – Austin Critics Table Award
- Austin Nature and Science Center – Best Place to Learn about Nature, Austin Family Magazine’s Readers’ Poll Favorite





# PLANNING & ZONING DEPARTMENT



## MISSION

The Purpose of the Planning and Zoning Department is to provide planning, preservation and design services to make Austin the most livable city in the country.

## DESCRIPTION OF SERVICES

- Updates and implements the Imagine Austin Comprehensive Plan which guides the City's policies for growth and development;
- Leads CodeNEXT, the community effort to revise the City's Land Development Code (LDC);
- Implements neighborhood plans, small area plans, station area plans and corridor plans, including the Downtown Austin Plan, East Riverside Corridor Plan, Airport Boulevard, Lamar Boulevard, Justin Lane, North Burnet/Gateway, Burnet Road Plan, Plaza Saltillo, and the South Central Waterfront;
- Provides support, information and referral services to neighborhoods through its Neighborhood Assistance Center;
- Provides support to Neighborhood Plan Contact Teams;

Number of employees  
50

Budget FY 2015/16  
\$8.05 M -proposed for FY 2017

Main address  
One Texas Center  
505 Barton Springs Road

Main phone number  
(512) 978-4000

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



# PLANNING & ZONING DEPARTMENT

- Coordinates neighborhood tree planting through Austin Community Tree (ACT) Program;
- Manages application process for neighborhoods requesting adoption of restrictive front and side yard parking requirements as well as adoption of restrictive distance requirements and hours of operation for mobile food vendors;
- Analyzes, examines and disseminates vital demographic data related to population, ethnicity, age, family structure, household income, poverty levels, and housing;
- Extends the city's regulatory and taxing authority and provides municipal services through annexation and to protect the city's future ability for expansion through the management of its extraterritorial jurisdiction (ETJ) in order to support the city's sustainability efforts and the goals of Imagine Austin;
- Processes proposed amendments to the Land Development Code ;
- Manages and processes zoning requests to develop zoning recommendations that balance the needs of all stakeholders and are consistent with the Comprehensive plan, Imagine Austin, sound planning principles and the City Code.
- Manages and processes historic zoning cases and strives to protect and enhance neighborhoods, buildings, and sites that reflect elements of Austin's cultural, social, economic, political and architectural history.
- Reviews demolition and relocation permits



GREG GUERNSEY  
DIRECTOR

## HIGHLIGHTS

- The Imagine Austin Comprehensive Plan was adopted in June 2012; the fourth annual report was presented to Planning Commission in the summer 2016.
- Gathering feedback on community priorities and developing a draft Land Development Code for release in January, 2017
- Completed the South Central Waterfront Vision Framework Plan, which was adopted by City Council in June 2016.
- Coordinated Downtown Great Streets streetscape improvements for various streets within downtown, including on-going work on 3rd Street and 8th Street Corridors.
- Environmental Protection Agency (EPA) released its "Greening America's Capitals" report which outlines recommendations for greenspace development along the South Central Waterfront.
- Commenced a historic survey of East Austin for the area bounded by IH-35 to the west, Colorado River to the south, Pleasant Valley Road/MetroRail line to the east, and Manor Road to the north.
- Continued its work on the Airport Boulevard Form-Based Code Initiative which focuses on working with the community to craft development regulations for the area.

# PLANNING & ZONING DEPARTMENT

## AWARDS

- Recipient of the APA Texas Chapter Current Planning Award for “Understanding Austin: Establishing Foundation for a New Code
- Alan Holt, Planner, Principal Planner, was awarded the “Community Service Award” by the American Institute of Architects for extended commitment to community service and positive impacts on urban, environmental, or neighborhood issues.





# 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
- South Central Area Command
- Southeast Area Command

Number of employees  
2,616

Budget: FY 2015/16  
\$390 Million

Main address  
715 E 8th St.

Main phone number  
(512) 974-5000

Number of locations/facilities  
8

- Headquarters - 715 E. Eighth 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/departament/police](http://austintexas.gov/departament/police)



# POLICE DEPARTMENT

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.

Number of employees  
735

Budget FY: 2015/16  
\$75.1 million

Main address  
One Texas Center, 505 Barton Springs Road

Main office phone number  
(512) 974-7065

Number of locations  
6

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.

Web  
[austintexas.gov/department/public-works](http://austintexas.gov/department/public-works)



# PUBLIC WORKS

- Partners with community groups to design and install novel, neighborhood-scale projects.
- 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 51,165 elementary school students.
- Constructed or repaired nearly 22 miles of ADA-compliant sidewalks.
- Installed 835 ADA-compliant curb ramps.
- Completed construction of Phase 1 of the Northern Walnut Creek Trail, a 3.6 mile long Urban Trail.
- Repaired 3,154 potholes

## AWARDS

- In 2015, the department became the 101st city in North America to earn full accreditation from the American Public Works Association (APWA). The APWA Accreditation program recognizes public agencies that are leaders in the industry through application of best technical and business practices.
- American Public Works Association Management Innovation and Sustainability Awards for the Neighborhood Partnering Program.
- The Association of General Contractors Design & Build Award for Bartholomew Pool.

# 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. It achieves 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

- Provides appraisals and appraisal reviews of real property.
- Coordinates the Flood Buyout Program and relocation assistance.
- Administers Land Management programs (easement releases, vacations of streets/alleys, rights of way, license agreements and encroachment agreements).
- Coordinates Leasing and Property Management.
- Manages parkland and open space acquisition.
- Negotiates property acquisitions.

## HIGHLIGHTS

### Acquisitions

- Acquired 30 parcels in FY15 with expenditures of \$1.99 million.

Number of employees

37 (35 full-time Employees,  
2 temporary employees)

Budget: FY 2015/16

Support Services Fund: \$4.1 million

Main address

One Texas Center  
505 Barton Springs Road., Suite 1350

Main office phone number

(512) 974-7090

Number of locations

2

Satellite or remote office locations:

Floodplain Buyout Office  
2110-A Boca Raton Drive, Ste. 103,  
Austin, TX 78747

Web

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



# REAL ESTATE SERVICES

## Parkland and Open Space Acquisition

- Acquired 723 acres of parkland to serve the community for \$4.44 million.
- Acquired 51.44 acres under the voter-approved Open Space initiative for \$542,000.

## Appraisals

- Completed 141 appraisals for FY15.

## Leasing and Property Management

- Completed 46 lease payments monthly where the COA was the tenant: total expenditures were \$4.9 million.
- Completed 12 leases equaling 63 lease payments where COA was the landlord: total revenue \$545,187.
- Sold three tracts of surplus land for a total of \$5.45 million.

## Land Management

- Reviewed 95 existing License Agreements totaling \$373,406.
- Reviewed 15 (set fee) new License Agreements totaling \$14,549.
- Processed 150 easement release/vacation applications.
- Processed 92 new License Agreement applications.
- Facilitated 11 right-of-way encroachment agreements totaling \$580,000.
- Initiated four right-of-way vacation applications totaling \$298,000.
- Reviewed and approved 280 cemetery lot deeds.

## Floodplain Buyout Program

- Acquired 143 properties for the Onion Creek Floodplain Buyout Program.
- Acquired 3 properties for the Williamson Creek Floodplain Buyout Program.



LAURAIN 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)
- Airport Concession Disadvantaged Business Enterprise
- Small Business Enterprise (SBE)
- SMBR also submits recommendations to the State of Texas for Historically Underutilized Business (HUB) certification

Number of employees  
29

Budge: FY 2015/16  
\$3,638,635

Main address  
4201 Ed Bluestein Blvd.

Main office phone number  
(512) 974-7600

Web address  
[austintexas.gov/smbr](http://austintexas.gov/smbr)



# SMALL & MINORITY BUSINESS RESOURCES

The Compliance Division is responsible for reviewing, monitoring and tracking MBE, WBE and DBE participation on City contracts 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 to grow their businesses.
- 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 currently has over 900 certified firms
- 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 2015, the City of Austin awarded \$58,248,114 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

# TELECOMMUNICATIONS & REGULATORY AFFAIRS



## MISSION

Advocates for the welfare of citizens by ensuring the City receives fair compensation for the private use of public rights-of-way by telecommunications and utility companies, brings access to the Internet and computer technology to all members of the community through digital inclusion programs, and protects consumers from unjust utility rate increases and unfair predatory lending practices by credit access businesses, also known as payday and auto title lenders.

## DESCRIPTION OF SERVICES

Administers electric and gas utility franchises and telecommunications service licensees that use the rights of way, manages the contract for public access television services and the capital funding for the City's Public, Educational, and Governmental (PEG) access television; provides collection services for City departments; and monitors and enforces compliance of local credit access businesses with City regulations.

## HIGHLIGHTS

- "Unlocking the Connection" served as a model for "Connect Home" pilot program by the U.S. Department of Housing and Urban Development. This pilot program is an innovative public-private partnership in twenty-seven U.S. cities and the Choctaw Nation that is focused on bringing in-home internet connectivity, computers, training and other resources to 275,000 low income families.

Number of employees  
15

Budget: FY 2015/16  
\$1.8 million

Main address  
124 W. Eighth St., Suite 210

Main office phone number  
512 974 2999

Locations/facilities  
2

Satellite or remote office locations

- COA - Municipal Building  
124 W. Eighth Street, Suite  
210: Admin & Finance  
Operation
- COA - Arthur B. DeWitty Center  
2209 Rosewood Ave:  
Digital Inclusion Program

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



# TELECOMMUNICATIONS & REGULATORY AFFAIRS

- Awarded \$200,000 to nine Austin non-profits under the Grant for Technology Opportunities Program, funds this year helped to ensure all residents have access to affordable devices and high-quality technology training at public facilities, training centers and other community engagement gatherings.
- Delivered 42 presentations to community Groups, neighborhood organizations and national coalitions on the City's Digital Inclusion Strategic Plan.
- Provided capacity-building services to 14 neighborhood organizations to connect residents with technology training and resource organizations.
- Produced and processed an RFP for the public access television management contract. Council unanimously approved the new contract award to the Austin Film Society. The contract commencement date was October 1, 2015.
- Prepared and processed an RCA obtaining Council approval to negotiate an interlocal agreement with AISD for the City to provide \$350,000 for capital purchases related to AISD's educational channel operations.
- Drafted amendments to the Credit Access Business ordinance and regulations to improve standardization, compliance and enforcement. The code amendments were approved by Council on December 17, 2015.
- Prepared and processed an RCA obtaining Council's approval for the City to provide \$300,000 for capital purchases related to Austin Film Society's operation of the three public access channel operations.
- TARA managed an ongoing audit of Time Warner Cable's franchise and Public, Educational, and Government access TV capital payments to ensure the City was properly compensated for use of public right of way.
- Negotiated and received Council's approval for the city franchise that allows CenterPoint Energy to provide natural gas service in the City.
- Evaluated the rate proposal to ensure it was justified and reasonable. Received Council's approval of Texas Gas Service' interim rate adjustment for its Gas Reliability Infrastructure Program.
- Received Council's approval after evaluating the Atmos Energy rate review mechanism proposal to ensure it was justified and reasonable.



RONDELLA HAWKINS  
TARA OFFICER

## AWARDS

- The City of Austin was recognized at the National League of Cities Congress of Cities as one of six winners of the inaugural Digital Inclusion Leadership Awards, a partnership program of Next Century Cities, the National League of Cities and Google Fiber.
- The City of Austin won the award for "Unlocking the Connection," a locally driven, community-based effort to bring the benefits of the internet to 4,300 public housing residents of all ages in 18 developments throughout Austin. Programming includes digital literacy and science; technology; engineering and mathematics training; access to device; and the opportunity to access an affordable Internet connection.
- "Unlocking the Connection" served as a model for "Connect Home" pilot program by the U.S. Department of Housing and Urban Development. This pilot program is an innovative public-private partnership in twenty seven U.S. cities and the Choctaw Nation that is focused on bringing in-home Internet connectivity, computers, training and other resources to 275,000 low income families.

# TRANSPORTATION



## MISSION

Austin Transportation Department is committed to providing the most safe, efficient, cost-effective and sustainable roadway, bikeway, walkway and transit system for our community.

## DESCRIPTION OF SERVICES

- Updates and maintains Austin's long-range transportation plan to guide long-term transportation investments.
- Collects traffic data such as speed, travel time, number of vehicles, and number of bikes for use in transportation planning.
- Reviews applications and issues permits for public right of way use, including construction, vending, utility coordination, filming, special events and others.
- Reviews development plans for impacts to and mitigation of traffic congestion and transportation safety.
- Manages parking on public streets, and in City of Austin parking facilities, including enforcing parking regulations, collecting parking meter revenue, and installing specific parking zones.
- Regulates and permits vehicles for hire such as transportation network companies, taxicabs, pedicabs, and others.
- Designs and operates traffic signal timing, school zone flashers and traffic signal vehicle detection systems.



[austintexas.gov](http://austintexas.gov)

Number of employees  
220

Budget: FY 2015/16  
\$43,469,769

Main address  
3701 Lake Austin

Main office phone number  
(512) 974-1150

Number of locations  
6

Satellite or remote office locations

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

Web  
[austintexas.gov/transportation](http://austintexas.gov/transportation)

Facebook  
[Facebook.com/AustinMobility](https://www.facebook.com/AustinMobility)  
[Facebook.com/AustinBikePed](https://www.facebook.com/AustinBikePed)

Twitter  
[@AustinMobility](https://twitter.com/AustinMobility) and [@AustinBikePed](https://twitter.com/AustinBikePed)

# TRANSPORTATION

- Installs and maintains roadway markings.
- Creates, installs and maintains roadway signage.
- Guides development of an “all ages and abilities” active transportation network that includes a system of connected trails and on-street bikeways.
- Coordinates transportation demand management strategies.
- Reviews fatalities and high crash locations for opportunities to enhance safety.
- Manages the City’s Vision Zero Action Plan.



ROBERT SPILLAR  
DIRECTOR

## HIGHLIGHTS:

- Selected as one of seven finalist cities out of 78 applicants competing to develop 21st century transportations solutions through the U.S. Department of Transportation (USDOT) Smart City Challenge.
- Initiated immediate and long-term safety improvements at five of Austin’s dangerous intersections.
- Completed corridor improvement programs along South Lamar Boulevard and Guadalupe Street to identify and recommend short- to long-term transportation improvements to enhance mobility, safety and quality of life.
- Activated a pedestrian hybrid beacon on North Lamar, a first for TxDOT’s Austin system
- Unveiled a new tool called TransitScreen, a live, updating digital display that provides users with convenient , accurate transportation options tailored to their location, to help people at City Hall make more informed mobility choices.

# 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 Mitigation: Maintain storm drain systems; inspect and maintain detention ponds; remove debris from bridges and culverts; construct ponds, floodwalls and other projects; and improve low water crossings.
- Flood Safety and Information: Maintain floodplain maps; monitor rainfall and water levels in creeks and provide information to emergency responders during floods; barricade flooded roads; and run ATXfloods web site.
- Erosion: Assess erosion sites; design and construct streambank restoration projects; enhance the natural creek setting; and promote the restoration of creekside woodlands through GrowZones.
- Water Quality: Construct, inspect and maintain ponds, rain gardens and other water quality infrastructure; monitor water quality in creeks and lakes; respond to pollution spills; and run educational programs such as Scoop the Poop, GrowGreen and Earth Camp.

Number of employees  
276

Budget: FY 2015/16  
\$85.3 million

Main address  
One Texas Center  
505 Barton Springs Road

Main office phone number  
(512) 974-2501

Number of locations  
5

Satellite or remote office locations

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

Web  
[austintexas.gov/watershed](http://austintexas.gov/watershed)



# WATERSHED PROTECTION DEPARTMENT

- Regulations and Development: Review development permits for compliance with environmental and floodplain regulations; administer the Regional Stormwater Management Program; develop new regulations to prevent future flooding, erosion and water quality issues; monitor, assess and remediate pipe lines, former dumps sites and former tank farms; and monitor neighboring communities' wastewater plans for potential impact to Austin's waterways.
- Master Planning: Update and implement the Watershed Protection Master Plan, the department's strategic plan that assesses erosion, flood, and water quality problems in Austin. It prioritizes effective solutions that address all three problems. Solutions include projects, programs, and regulations.



JOSEPH G. PANTALION  
DIRECTOR

## HIGHLIGHTS

- Responded to more than 3,500 service requests from the 3-1-1 system, inspected more than 2,400 storm water facilities and 15,000 inlets; cleared 8,441 inlets and 1,300 of debris and removed 148 tons of debris from Lady Bird Lake in 2015.
- Assisted emergency responders during multiple severe storms, monitored creek conditions, closed flooded roads and staffed the Flood Assistance Center.
- Taught more than 10,000 students about the environment and their role in protecting it through education programs.
- Stabilized and restored 3,000 feet of Shoal Creek, treated storm water runoff from 57 acres of urban land, managed 100,000 square feet of invasive species and re-established 13 acres of native vegetation as part of the Shoal Creek Restoration project.
- Stabilized and restored 800 feet of creek, improved wildlife habitat and installed rain gardens as part of the JJ Seabrook Stream Restoration and Rain Gardens Project in East Austin.
- Continued buying homes at risk of dangerous flooding in the Onion and Williamson Creek areas, bringing the total purchased to 747 as of June 2016.
- Maintained and operated the Waller Creek Tunnel, which is now receiving floodwaters during severe storms, while construction continues on the remaining parts of the tunnel system.
- Successfully petitioned the state to update rules for the disposal of treated wastewater to better promote water conservation and more sustainable wastewater management in environmentally sensitive areas.
- Updated the Watershed Protection Master Plan to reflect new watershed problem score data, align with Imagine Austin, recommend new types of solutions and revise the cost for capital solutions.

## AWARDS

- John Patton Community Outreach Project Award from the Texas Floodplain Management Association, March 10, 2016
- Groundwater Stewardship Award for Education from the Barton Springs Edwards Aquifer Conservation District

# A SPECIAL THANK YOU



The CityWorks Academy could not be possible without the help and hard work of many great people.

Jason Alexander, City Manager's Office  
Melissa Alvarado, Economic Development  
Sylvia Arzola, Development Services  
Carole Barasch, Austin/Travis County Health and Human Services  
Sara Behunek, Capital Planning  
Michael Benavides, Austin/Travis County Emergency Medical Services  
Bobby Brooks, Communications and Public Information  
Paul Cook, Communications and Technology Management  
Lee Crawford, Law  
Jake Dirr, Homeland Security and Emergency Management  
Dani Drastata, Communications and Public Information  
Lara M. Foss, Communications and Public Information  
Alex Gale, Real Estate Services  
Michael Gates, Real Estate Services  
Louis Gonzales, Police Monitor  
Jannette Goodall, City Clerk  
Mecia Griffin, Human Resources  
Jason Hadavi, City Auditor  
Matt Harmatuk, Austin Police  
Valerie Harris, City Manager's Office  
Jeff Hayes, Medical Director  
Blender Hill, Small and Minority Business Resources  
Traci Holmes, City Hall Copy Center  
Daniel Honker, Innovation Office  
Paul Hopingardne, Communications and Technology Management  
Tanner Hunt, Homeland Security and Emergency Management  
Joan Ivy, Communications and Public Information  
Erica Leak, Neighborhood Housing and Community Development

Lynne Lightsey, Watershed Protection  
Joe Limon, Fire  
Stephanie Lott, Watershed Protection  
Kanya Lyons, Austin Public Library  
David Matustik, Communications and Public Information  
Yolanda McKnight, Municipal Court  
Doise Miers, Planning and Zoning  
Marissa Monroy, Transportation  
John Nixon, Parks and Recreation Department  
Kerry O'Connor, Innovation  
Victor Ovalle, Communications and Public Information  
Shelley Parks, Austin Parks and Recreation  
Carolyn Perez, Public Works Department  
Amy Petri, Sustainability  
Scott Prinsen, Watershed Protection  
Matthew Ramirez, Neighborhood Housing & Community Development  
Susan Requejo, Municipal Court  
Marion Sanchez, Communications and Public Information  
Carla Scales, Law  
John Speirs, Telecommunications and Regulatory Affairs  
Corrie Stokes, City Auditor  
Michelle Tanzola, Fire  
Leslie Tello, Human Resources  
Sarah Financial and Administrative Services  
Pete Valdez, Community Court  
Jamal Williams, Intergovernmental Relations  
Betsy Woldman, Communications and Public Information  
Katy Zamesnik, Financial Services  
Jason Zielinski, Aviation

