



M A N U A L



The A to Z of City Operations



2014 Class Schedule

September 9

Orientation, City Hall; 301 W. Second St.

5:30 p.m. - Check-In

6-6:15 p.m. - Introduction

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

Law Department
Human Resources
City Auditor

September 16

No Academy - Mexican Independence Day

September 23

Town Lake Center Assembly Room (Austin Energy Headquarters)

721 Barton Springs Rd. 78704

6 p.m.-9 p.m.

City Clerk
Government Relations
Financial Services

September 30

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

6 p.m.-9 p.m.

Austin Public Library
Economic Development
Small and Minority Business Resources
Innovation





2014 Class Schedule cont.

October 7

No Academy - National Night Out

October 8

Austin Nature & Science Center; 2389 Stratford Dr. 78746
6-9 p.m.

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

October 14

Public Works Department, St. Elmo District Office; 4411 Meinardus Dr. 78744
6 p.m.-9 p.m.

Capital Planning Office
Public Works Department
Transportation

October 21

Austin Convention Center; Meeting RM 3, Level 1; 500 E. Cesar Chavez St. 78701
6 p.m.-9 p.m.

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

October 28

Municipal Court; Courtroom 3 (3rd floor); 700 E. 7th St. 78701
6 p.m.-9 p.m.

Municipal Court
Community Court
Office of the Police Monitor





2014 Class Schedule cont.

November 5

Public Safety Training Center; Classroom 5: 4800 Shaw Ln. 78744
6 p.m.-9 p.m.

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

November 11

No Academy - Veterans Day

November 12

CTECC (Combined Transportation, Emergency & Communications Center);
RM 320: 5010 Old Manor Rd. 78723
6 p.m.-9 p.m.

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

November 18

One Texas Center; RM 325: 505 Barton Springs Rd. 78704
6 p.m.-9 p.m.

Neighborhood Housing & Community Development
Planning & Development Review Department
Austin Code

November 25

No Academy - Thanksgiving Week





2014 Class Schedule cont.

December 2

Animal Services Office; 7201 Levander Loop 78702
6 p.m.-9 p.m.

Animal Services Department
Health & Human Services Department
Austin Resource Recovery

December 9

Waller Creek Building (Austin Water Headquarters); 625 E. 10 St. 78701
6 p.m.-9 p.m.

Austin Water
Austin Energy
Contract Management

December 16

Graduation- City Hall Atrium (1st floor); 301 W. 2nd St. 78701
6 p.m.-9 p.m.

Department staff is not required to attend





2014 Class Schedule cont.

September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			





Mayor and City Council

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

There are currently seven members on the Austin City Council: one Mayor and six Council Members. The entire Council is elected at large by voters of the City. Each member serves a staggered three-year term. Beginning with the 2014 City election, the Austin City Council will consist of one Mayor who represents the entire city and ten Council Members elected from a geographic district. For more information, visit Austintexas.gov/10-one

Lee Leffingwell

Mayor

Phone: (512) 974-2250

Staff:

Executive Secretary:

Janet Jackson

Chief of Staff: Nancy Williams

Policy Aide: Lily Houseman

Chief Service Officer: Sly Majid

Communications Manager: Reyne Telles



Sheryl Cole

Mayor Pro Tem, Place 6

Phone: (512) 974-2266

Staff:

Executive Assistant:

Nancy Cárdenas

Policy Advisor: Michael McGill

Policy Advisor: Greg Anderson



Chris Riley

Council Member, Place 1

Phone: (512) 974-2260

Staff:

Policy Director: Leah Bojo

Policy Aide: Ben Leffler

Constituent Liaison:

Ian Davis



Mike Martinez

Council Member, Place 2

Phone: (512) 974-2264

Staff:

Chief of Staff: Andrew Moore

Policy Aide: Laura Williamson

Executive Assistant:

Shelby Alexander





Mayor and City Council cont.

Kathie Tovo

Council Member, Place 3

Phone: (512) 974-2255

Staff:

Policy Aide: Shannon Halley

Policy Aide: Joi Harden

Executive Assistant: Karen Perkins



Laura Morrison

Council Member, Place 4

Phone: (512) 974-2258

Staff:

Policy Advisor:

Barbara Rush

Policy Advisor: Donna Tiemann

Constituent Liaison:

Leslie Hethcox



Bill Spelman

Council Member, Place 5

Phone: (512) 974-2256

Staff:

Policy Director: Heidi

Gerbracht

Policy Aide: Ashley Lyons Fisher

Constituent Services Aide:

Kelan M. Robinson





Office of the City Manager

Mission Statement

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

Number of Employees

23

Budget

FY 2013 - \$3.1 million

Main Address

City Hall
301 W. Second St.; Third Floor
Austin, Texas 78701

Main Phone Number

(512) 974-2200





Office of the City Manager cont.



Marc A. Ott
City Manager

Marc A. Ott, City Manager

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

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

City Manager's Direct Reporting Group

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



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.
- Comprised of the following offices:
 - Deputy City Manager
 - Five Assistant City Managers



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 over 12,000 employees.
- ◇ The City Manager is the equivalent to a CEO/CAO in the private sector.
- ◇ The City Manager is responsible for balancing a \$3.3 billion budget (FY 2014).





Office of the City Manager cont.



Michael McDonald,
Deputy City Manager

Michael McDonald, Deputy City Manager

Michael McDonald was appointed Assistant City Manager for Public Safety Services in 2006 and to Deputy City Manager in January 2012. As Deputy City Manager, McDonald oversees Police, Fire and Emergency Medical Services as well as the Austin Code Department, Community Court and the Office of Homeland Security and Emergency Management.

McDonald began his career with the City in 1983 as a Police Officer. In 1995, he became the first African-American appointed Assistant Chief of Police in Austin. During his tenure as Assistant Police Chief, McDonald managed every bureau in the organization until his appointment as APD Chief of Staff in 1999. His expertise includes public safety and law enforcement management, though his experience in City government also spans Parks and Recreation, Libraries, and Health and Human Services.

From 2002 to 2006, McDonald served as Acting Assistant City Manager of Community Services.

McDonald earned a Master of Science in Organizational Leadership and Ethics and a Bachelor of Arts in Criminal Justice from St. Edward's University in Austin. Additionally, he has earned certificates from the Law Enforcement Management Institute, the National Forum for Black Public Administrators, and Harvard University's John F. Kennedy School of Government Senior Executive Management Program for State and Local Government.

Public Safety Group

- Austin Code Department
- Community Court
- Emergency Medical Services/Medical Director
- Fire Department
- Office of Homeland Security and Emergency Management
- Office of the Medical Director
- Police Department
- Staff Liaison to Municipal Court, Municipal Judges and Police Monitor





Office of the City Manager cont.



Rey Arellano,
Assistant City Manager

Rey Arellano, Assistant City Manager

Rey Arellano was appointed Assistant City Manager in September 2013 and oversees the Support Services group that includes Building Services, Communications & Public Information Office, Fleet Services, Government Relations, Small & Minority Business Resources and the Telecommunications & Regulatory Affairs Office. Before moving to Austin, Rey lived in Tacoma, Washington and was a Partner with Executive Timeslice, LLC in Redmond, Washington.

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.

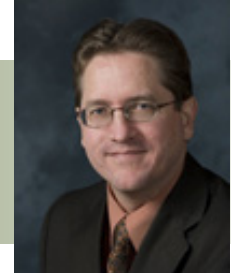
Support Services Group

- Building Services
- Communications & Public Information Office
- Fleet Services
- Government Relations
- Small & Minority Business Resources
- Telecommunications & Regulatory Affairs





Office of the City Manager cont.



Robert Goode,
Assistant 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; the Capital Planning Office; 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 26 years of experience in the civil engineering profession, six of which were in private consulting.

Infrastructure Services Group

- Austin Resource Recovery
- Austin Water
- Capital Planning Office
- Public Works
- Transportation Department
- Staff liaison to Austin Energy





Office of the City Manager cont.



Sue Edwards,
Assistant 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 Development Review, the Office of Sustainability and the Watershed Protection Department.

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. Negotiations for a third redevelopment project at the former Greenwater Treatment Plant are under way. Edwards served as Assistant City Manager from 1984 to 1985 over Police, Fire, EMS and Emergency Management.

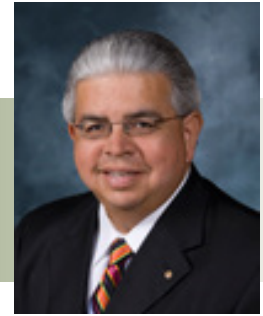
Development Services Group

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





Office of the City Manager cont.



Bert Lumbreras,
Assistant City Manager

Bert Lumbreras, Assistant City Manager

Bert Lumbreras was appointed Assistant City Manager for Community Services in August 2006. As of January 2012, this group includes the Animal Services Office; the Health and Human Services Department/Office of the Medical Examiner; Austin Public Library; the Neighborhood Housing and Community Development Office; and the Parks and Recreation Department.

Before coming to Austin, he 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.

He is also active in civic and professional organizations, including the International City/County Management Association, the Texas City Management Association, Texas Municipal League and the International Hispanic Network.

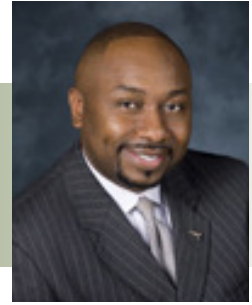
Community Services Group

- Animal Services
- Austin Public Library
- Health and Human Services
- Neighborhood Housing and Community Development
- Parks and Recreation Department
- Staff liaison to City Clerk





Office of the City Manager cont.



Anthony J. Snipes,
Assistant City Manager

Anthony J. Snipes, Assistant City Manager

Anthony Snipes currently serves as an Assistant City Manager for the City of Austin. In this role, Snipes oversees the Austin Convention Center, Contract Management, Communications and Technology, Human Resources and Labor Relations. Prior to this assignment, Snipes served as the Chief of Staff for the City of Austin. During his four years in that role, Snipes had the opportunity to oversee Neighborhood Housing and Community Development, Human Resources, Fleet Services, Building Services, Small and Minority Business Resources, Communications & Public Information, Government Relations, Agenda Office, Telecommunications and Regulatory Affairs, and the City Manager's Office.

Snipes' areas of expertise are in budgeting and performance management, public/private partnerships and organizational development. He assists the City Manager in effectively communicating information about City services, policies and efforts to Austin residents through a variety of methods, while improving organizational efficiency and service delivery to the residents.

Administrative Services Group

- Austin Convention Center
- Communications and Technology Management
- Contract Management
- Human Resources
- Labor Relations Office





Law Department



Karen Kennard
City Attorney

Mission Statement

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

Number of Employees

91

Budget:

FY 2014- \$10.2 million

Main Address

City Hall
301 W. Second St., Fourth Floor
Austin, Texas 78701

Main Phone Number

(512) 974-2268





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

Number of Locations/Facilities: 2

City Hall- 301 W. Second St.; 4th Floor

Criminal Prosecution Division - 723 East 6th St.

Highlights

- ◇ The Law Department is divided into eight divisions: General Counsel; Land Use and Real Estate; Municipal Operations; Criminal Prosecution; Litigation; Ethics and Compliance; Austin Energy; and Administration. Within those Divisions staff members work to create legal solutions to challenges posed by a dynamic and growing city, answer questions from all City constituents, and represent the City in legal proceedings.
- ◇ The Law Department also includes the City's public information management function. Employees in this group manage and coordinate the City's response to Public Information Act requests.
- ◇ The Law Department staff also provides city-wide ethics training to all City employees, along with specialized training for city boards and commissions, supervisors, managers, and attorneys. City attorneys are actively engaged in many civic and professional organizations, and are often featured speakers at state and national conferences.





Office of the City Auditor



Kenneth Mory
City Auditor

Mission Statement

Help Austin become the most livable city by promoting transparency, accountability, and continuous improvement through excellence in audit and investigative services.

Number of Employees

32

Budget

FY 2014 \$2.7 million

Main Address

City Hall
301 W. Second St.; Suite 2130
Austin, Texas 78701

Main Phone Number

(512) 974-2805



Description of Services

- The Office of the City Auditor provides two types of services: Audit Services and Integrity Services.
- Through Audit Services, conducts performance audits and follow-up on recommendations made in previous audits. The City Council's Audit and Finance Committee reviews and comments on the Strategic Audit Plan each year. The Plan includes the projects that OCA expects to complete during the fiscal year.
- Respond to requests for information from members of the City Council and City management.
- 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. Any of these Integrity Services activities can result in suggestions for improvements in management controls, which are addressed to appropriate levels of City management for action.

Number of Locations/Facilities: 1

City Hall, 301 W. Second St.; Second Floor

Additional Information

- On average, the office produces 25 audit outputs each fiscal year. These outputs help identify ways for the City to deliver services more efficiently and effectively.
- Office follows the Government Auditing Standards issued by the Comptroller General of the United States. Undergoes a peer review every three years to confirm that we are meeting these standards.
- Maintains a fraud hotline by which anyone can communicate an allegation of fraud, waste or abuse; anonymously if they wish. The website also has an online reporting form where allegations can be submitted.
- Office has dedicated resources for revenue audits and for work at Austin Energy and the Austin Water. Through its revenue audits, has identified more than \$3 million owed to the City since 2005.
- Audit and investigation reports generally become public record and are available to anyone; however, working papers qualify for an exemption from the Texas Public Information Act.





Office of the City Clerk



Jannette Goodall,
City Clerk

Mission Statement

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.

Number of Employees

23

Budget

FY 2014 \$3 million

Main Address

City Hall
301 W. Second St.; Suite 1120
Austin, Texas 78701

Main Phone Number

(512) 974-2210





Description of Services

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

Number of Locations/Facilities: 1

City Hall- 301 W. Second St.; First Floor

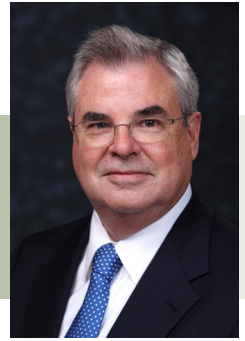
Highlights

- ◇ The November 2014 election is expected to be one of the most significant elections in Austin's history with voters electing Council Members by district. The Clerk's Office has been working on preparing for this transition including participating in the project team renovating City Hall, supporting the Boards and Commission Transition Taskforce, and revising training for incoming Council and Board of Commission Members.
- ◇ Providing support for 76 Council meetings during fiscal year 2013.
- ◇ Maintaining the Council Meeting Information Center and the Board and Commission Information Center which surpassed the 13 million mark for documents being downloaded from the public records website. Council documents dating back to 1869 are available to the public through the website.
- ◇ Partnering with Communications and Technology Management on the implementation of the online message board for Council.
- ◇ Participating in the Task Force investigating the City's practices for protecting Personally Identifiable Information (PII) as required by Resolution 20131212-072.
- ◇ Implementing the Enterprise Document Imaging and Management System (EDIMS) in the Aviation Department, Public Works Department, Human Resources Department, Contract Management, Library, and Controller's Office to provide consistent management of electronic records.
- ◇ Managing over 60,000 cubic feet of records stored off-site with a third party vendor for which the Clerk's Office responded to over 26,000 requests to retrieve and refile documents in storage.
- ◇ Responding to over 23,000 requests for assistance with records management issues.
- ◇ Providing over 80 training sessions on best practices for management of city records and information
- ◇ Manage the online version of the City Code.
- ◇ Providing training and support to more than 370 Boards and Commission Members.





Government Relations



John Hrcir
Director

Mission Statement

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.

Number of Employees

4

Budget

FY 2014 – \$1,415,982

Main Address

City Hall
301 W. Second St.
Austin, Texas 78701

Main Phone Number

(512) 974-2246





Description of Services

- 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.
- Seek funding opportunities for the City.
- Serve as the City's liaison for policy-making groups outside City government.
- After obtaining input from all City departments and the City Manager's team, recommend legislative programs for Council consideration.
- Draft and file legislation that the City Council seeks to have introduced and passed.
- Monitor all state and Federal legislation.
- 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.
- Provide bill analysis of legislation impacting the City.
- Prepare talking points and oral and written testimony by City officials for legislative and congressional committees.
- Draft letters from City officials to officials of other governmental entities.
- Recommend legislative consultants to the City Manager and Council for their consideration in approving contracts.
- Manage the consultant team to prevent harmful legislation from passing and to pass beneficial legislation.
- When directed by the City Attorney, assist in briefing the Council in executive sessions on the impact of legislation on litigation.
- Respond to requests for assistance from other governmental entities.
- Communicate with the press about legislative matters.

Number of Locations/Facilities: 1

City Hall
301 W. Second St.; First Floor
Austin, Texas 78701.





Financial Services



Elaine Hart
Chief Financial Officer

Mission Statement

Maintain the financial integrity of the City. This is accomplished through comprehensive and integrated financial management services.

Number of Employees

189 full-time employees
1 part-time employee

Budget

FY 2014- \$21.8 million

Main Address

City Hall
301 W. Second St.
Austin, Texas 78701

Main Phone Number

(512) 974-3344



Description of Services

- Fiduciary responsibility to safeguard the City's financial assets and maintain the City's financial integrity through providing essential financial functions of government.
- 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.
- 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.

Highlights

- ◇ Presented a structurally-sound budget reflecting the priorities and values of the City Council, staff and the community
- ◇ Published a bilingual budget highlights brochure distributed via local print media to 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
- ◇ Credit rating improvements included Fitch Ratings upgrade of Combined Utility System prior lien revenue bonds to AA and Moody's upgrade of Hotel Occupancy Tax prior lien revenue bonds to Aa3
- ◇ Exceeded investment portfolio benchmarks for the year - Average yield on Investment Pool portfolio was 0.31 percent compared to benchmark of 0.12 percent

Awards:

- Achieved Gold (highest level) in Texas Comptroller's Leadership Circle for our high standard of financial transparency online
- Distinguished Budget Presentation (26th consecutive year), Government Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting (related to CAFR)
- Certificate of excellence in Performance Measurement (12th consecutive year), International City/County Management Association (ICMA)
- Second Place Programming Award for Instruction/Training, Texas Association of Telecommunication Officers and Advisors



Library Department



Brenda Branch
Director

Mission Statement

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.

Number of Employees

359 full-time employees
1 part-time employee

Budget

FY 2014 \$31.6 million (includes all sources of funding; general fund, grants, and expense funds)

Main Address

Faulk Central Library
800 Guadalupe St.
Austin, Texas 78701

Main Phone Number

(512) 974-7400

Number of Locations/ Facilities: 23

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



Description of Services

- More than 1.4 million books, audiobooks, DVDs, and CDs. The Virtual Library provides access to over 68,000 eBooks, 11,000 eAudiobooks, 130 online magazines, 4,000 newspapers, 7,000 digital comics and graphic novels, courses for over 50 languages, 3,700 movies, and 800 instructional videos.
- In FY 2013, the Library checked out more than 5.1 million items. Over 29,000 adult library cards and 7,000 youth library cards were processed. Over 4.1 million database queries were logged in 2013.
- Customers visited the Austin Public Library over 3.3 million times last year and 1,784 volunteers contributed over 17,000 hours at the Library.
- Over 5,500 programs were hosted by the Library last year and over 137,000 people attended.
- The Ask a Librarian service provides expert answers to your questions via e-mail, chat, telephone (512) 974-7400, text (512) 337-4893 or in-person.
- The Business Information Center at the Faulk Central Library which contains business directories, investment information, small business resources and much more.
- Free access to computers and the Internet, including wireless at all locations.
- Free computer classes offered at four locations (Faulk Central, Little Walnut, Willie Mae Kirk and Ruiz Branches).
- Online databases, searchable from home or at a library, including homework help, language programs, “do-it-yourself” and a Spanish language webpage.
- Over 350 magazines and newspapers for diverse interests.
- Free entertaining and educational programs for adults, families, children and teens.

Highlights

- ◇ New Central Library project poured over 10,400 cubic yards of concrete over a 24-hour period to form the foundation of the New Central Library on May 9, 2014.
- ◇ Citizens approved nine library renovation and retrofit projects in the 2012 Bond Election.
- ◇ Recycled Reads was awarded Platinum Leader Status for APL’s used bookstore, the highest level of recognition awarded by the City’s Office of Sustainability. Recycled Reads kept 460 cubic tons of materials out of the landfills by selling and recycling materials withdrawn and donated to the library.



Economic Development Department



Kevin Johns
Director

Mission Statement

Lead the music, cultural arts, urban regeneration, small business development, global business recruitment, and workforce programs for the City.

Together, the missions of these programs create a cultural, business and economic environment that enhances the vitality of the community in a manner that preserves Austin's character and environment.

Number of Employees

53

Budget

FY 2014 Operating Fund Requirements: \$12.9 million
Other Funds: \$28.7 million

Main Address

City Hall
301 W. Second St., Suite 2030
Austin, Texas 78701

Main Phone Number

(512) 974-7819

Number of Locations/Facilities: 3

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





Description of Services

- Global Business Recruitment and Expansion: promote business attraction, retention, and expansion and to enhance Austin's role in the global marketplace.
- Redevelopment and Special Projects: facilitate sustainable growth of underutilized downtown blighted inner city and industrial assets in partnership with the community and project developers.
- Small Business Development: foster job creation and support the growth of new and existing businesses by providing capacity building resources
- Cultural Arts Division: encourage a strong cultural economy through creative sector development, tourism, film and digital media, public arts & placemaking, and creative space development
- Music & Entertainment Division: a centralized resource center for Austin's music industry, and an active community partner for Austin's citizens, community groups and neighborhoods

Highlights

- ◇ Awarded two Gold Excellence in Economic Development Awards from the International Economic Development Council (IEDC) for the International Economic Development Strategy and LocallyAustin.org, a dual purpose marketing campaign that supports start-up and existing small businesses.
- ◇ Executed athenahealth and Websense agreements resulting in 1,077 new full-time jobs with an average annual salary of \$107,042 and capital investment of \$17.6 million.
- ◇ Instrumental in bringing additional expansions from Ebay, Dropbox, Flextronics, Spansion, and Box, resulting in 1,092 new full-time jobs, 830 retained full-time jobs, and \$258 million of capital investment.
- ◇ Hosted 116 international delegations contributing \$985,806 to Austin's economy; provided business classes for exploring global markets, and contributed to Austin's status as a Welcoming City
- ◇ Sold the first four parcels in the estimated \$500 million Green Water project for \$15.8 million to build 40,000 sqf of retail and office and a 38-story apartment tower.
- ◇ Seaholm Power Plant renovation and new retail construction to be completed by end of year
- ◇ \$250 million residential and commercial construction continued at Mueller and featured the opening of the new Thinkery location which enjoyed record breaking attendance.
- ◇ Approved four Family Business Loan Program (FBLP) loans creating 49 low-to-moderate income new jobs in an effort to revitalize commercial areas citywide.
- ◇ Assisted in the start-up of 28 new businesses through the Small Business Development Program.
- ◇ Created 289 new jobs through the Small Business Development Program.



Description of Services

Highlights

- ♦ Delivered 9,225 hours of business education training to 2,985 training participants.
- ♦ Served 1,203 unduplicated customers, who made a total of 6,919 customer visits at the Small Business Development Program's Business Solutions Center.
- ♦ Produced 4th Annual Austin's New Year (ANY), a family-friendly, alcohol-free New Year's Eve event, to over 20,000 people with diverse music, performances, and fireworks.
- ♦ Created a \$224,000 Music Venue Assistance Program to provide innovative sound mitigation technologies to qualifying music venues through a low-interest loan program.
- ♦ Forged Toronto-Austin Music Alliance, a music-specific trade and export alliance, a public-private partnership involving City Council, City staff, and private industry leaders in both cities
- ♦ Launched the Good Music Club, a monthly live music series of hand-selected Austin artists, chosen by KUTX's Laurie Gallardo.
- ♦ Creatives Support: Awarded over \$6.3 million in Cultural Contracts to 247 cultural contractors impacting an estimated 7.25 million audience members, including over 1 million tourists.
- ♦ Completed 12 public projects developed and distributed throughout the City; launched TEMPO 2013/14, highlighting temporary public artistic works citywide in Austin neighborhood parks; in addition, completed five artwork donations and loans, including THIRST, a public art project by Women & Their Work.
- ♦ Awarded National Endowment for the Arts Grant of \$30,000 to support the development of citywide cultural resource mapping and associated community and economic development strategies.
- ♦ Awarded two ArtPlace America Grants for \$656,500 along with partners, Fusebox and thinkEAST, to create a 24-acre Art Village on a former brownfield; and partner, Go collaborative, to map art assets in the new 10 Council districts to identify cultural assets and expand and revitalize retail areas citywide.
- ♦ Partnered with Austin Resource Recovery to create 1st Eco-Industrial Park.
- ♦ Awarded a \$1 million grant from the U.S. Economic Development Administration (EDA) to convert city landfill to [re]Manufacturing Hub.
- ♦ Partnered with Planning and Development Review to create an electronic customer service software platform for assisting small businesses obtain building permit information using technology, this is the 1st public use of private sector customer service technology.



Small & Minority Business Resources



Veronica Briseño Lara
Director

Mission Statement

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

Number of Employees

29 full-time

Budget

FY 2014 - \$3.22 million

Main Address

4201 Ed Bluestein Blvd.
Austin, Texas 78721

Main Phone Number

(512) 974-7600





Description of Services

The Certification division verifies that the Minority, Women and/or Disadvantaged Owned 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-Owned Business Enterprise (DBE);
- Small Business Enterprise (SBE) certification;
- Small and Minority Business Resources (SMBR) also submits recommendations to the State of Texas for Historically Underutilized Business (HUB) certifications.

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

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

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



Description of Services

Number of Locations/Facilities: 1

4210 Ed Bluestein Blvd.

Highlights

In 2014:

- ♦ The Minority-Owned Business Enterprise and Women-Owned Business Enterprise personal net worth limits for business owners increased to \$1.4 million.
- ♦ 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.



Innovation Office

Mission Statement

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

Number of Employees

1

Budget

FY 2014 \$401,266

Main Address

City Hall
301 W. Second St.; third floor
Austin, Texas 78701

Main Phone Number

(512) 974-7905



Kerry O'Connor
Chief Innovation Officer





Description of Services

- The Innovation Office has three primary areas of focus:
 - internal management innovation,
 - open government, and
 - public-facing innovation.
- Collaborates across City departments to discover and share ideas, tools and approaches to improve delivery of City services and foster an organizational environment where new ideas and solutions can be tested and activated.
- Proactively engages diverse constituencies and forges relationships between the City, universities, community, businesses, and the technology community to co-create unique and creative solutions to civic challenges.

Highlights

- ◇ The Innovation Office launched March 24, 2014, with Kerry O'Connor becoming the City of Austin's first Chief Innovation Officer.
- ◇ In the first 90 days, the Chief Innovation Officer assessed what business model would be required to achieve the goals set forth by the City Council and City Manager. Given the wide range of areas to create impact, a platform business model will create the highest and most sustainable impact. In this model, the Innovation Office assists others to build core innovation competencies and facilitates match-making of skills, expertise, ideas, and projects.



Communications & Public Information Office



Douglas Matthews
Director

Mission Statement

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.

Number of Employees

23

Budget

FY 2014 - \$2.6 million

Main Address

City Hall
301 W. Second St.; Third Floor
Austin, Texas 78701

Main Phone Number

(512) 974-2220





Description of Services

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

Number of Locations/Facilities: 2

City Hall- 301 W. Second St.

Street-Jones Building-1000 E. 11th St.

Highlights

- ◇ Coordinated communications for major events including the Halloween Floods, SXSW and Formula One, in partnership with Homeland Security and Emergency Management.
- ◇ Provided consultation on high-profile City programs and projects including CodeNEXT and initiated Imagine Austin; Colony Park Sustainable Communities Initiative; and Restore Rundberg.
- ◇ Worked in partnership with the Budget Office to create a “Budget in a Box” that allowed community groups to provide feedback on the FY 2014 draft budget and funding priorities. The effort used all aspects of the CPIO team.
- ◇ Initiated a common “look and feel” for news releases from all City departments.
- ◇ Expanded outreach to minority and underserved populations.
- ◇ Formed a cross-departmental power-user group to establish standards and strategic direction for AustinTexas.gov.
- ◇ Provided development support for CIVIC (Capital Improvements Visualization, Information and Communication) Web portal to provide information on major City infrastructure and other facilities’ projects.
- ◇ Hosted a televised community meeting for Project Connect that enabled people to participate in-person at City Hall, at home using text messages and Twitter posts, and by phone. More than 6,700 Austinites joined the meeting in-person or by phone, either after being called or calling in.
- ◇ Produced the most ambitious original programming series in City of Austin history with the nine-episode “122nd Cadet Class” that followed police cadets through their academy experience. The series has more than 75,000 views online.
- ◇ Increased the number of participants using SpeakUpAustin, an online forum for community dialog, by more than 30 percent, to approximately 3,000.
- ◇ Collaborated with Travis County on Vote On campaign to ensure public awareness of new voting ID law.
- ◇ Hosted and supported TedxAustin and Civic Hacking Expo.





Parks & Recreation Department



Sara Hensley, CPRP
Director

Mission Statement

The purpose of the Parks and Recreation Department is to provide, protect and preserve a park system that promotes quality recreational, cultural and outdoor experiences for the Austin community.

Number of Employees

650

Budget

FY 2014 - \$71.9 million

Main Address

200 S. Lamar Blvd.
Austin, Texas 78704

Main Phone Number

(512) 974-6700



Description of Services

- Maintains park lands and preserves.
- Provides a forestry function for the City of Austin.
- Also oversees: five public cemeteries; 175 athletic fields; 172 playscapes; 20 recreation centers; three senior activity centers; one garden center; one nature and science center; four arts and cultural centers; two party houses; four museums; six amphitheaters; five golf courses; 116 tennis courts; 50 aquatic facilities, one waterfront facility and one open air crafts market.
- Special events booking/reservations.
- Programs include: children's programs, summer camps, after school activities, senior nutrition, classes and programs in arts, culture, history, nature and wellness for all ages.

Number of Locations/Facilities: 392

(Directory at www.austintexas.gov/department/parks-and-recreation)

Park Types

District.....	15 parks.....	1,012.90 Acres
Golf Courses.....	5 courses.....	993.53 Acres
Greenbelts.....	39 parks	3,664.14 Acres
Metropolitan.....	11 parks.....	6,148.03 Acres
Nature Preserves	15 parks	2,518.48 Acres
Neighborhood.....	83 parks	968.12 Acres
Pocket	23 parks	23.74 Acres
School.....	23 parks	128.76 Acres
Special.....	40 parks.....	916.07 Acres
*Total.....	267 parks	16,554.22 Acres

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

Aquatics/Public pool facilities

- ◇ 1 Waterfront Facility
- ◇ 6 Municipal Pools
- ◇ 28 Neighborhood Pools
- ◇ 4 Wading Pools
- ◇ 11 Splash Pad

(Directory at www.austintexas.gov/swimming)



Description of Services

Tennis Centers:

124 Tennis Courts

(Public courts directory at www.austintexas.gov/parks/tennis)

Public Golf Courses:

- ◇ Hancock - 811 E. 41st Street
- ◇ Lions Municipal - 2901 Enfield Rd.
- ◇ Morris Williams - 4300 Manor Rd.
- ◇ Jimmy Clay - 5400 Jimmy Clay Dr.
- ◇ Roy Kizer - 5400 Jimmy Clay Dr.

Recreation Centers:

- ◇ Alamo Recreation Center-2100 Alamo St.
- ◇ Austin Recreation Center-1301 Shoal Creek Blvd.
- ◇ Virginia L. Brown Recreation Center-7500 Blessing Ave.
- ◇ Lorraine "Grandma" Camacho Activity Center-35 Robert T. Martinez Jr. St.
- ◇ Oswaldo A.B. Cantu /Pan Am Recreation Center-2100 E. Third St.
- ◇ Dittmar Recreation Center-1009 W. Dittmar Road
- ◇ Dottie Jordan Recreation Center-2803 Loyola Lane
- ◇ Dove Springs Recreation Center-5801 Ainez Drive
- ◇ Givens Recreation Center-3811 E. 12th St.
- ◇ Gustavo "Gus" L. Garcia Recreation Center-1201 E. Rundberg Lane
- ◇ Hancock Recreation Center-811 E. 41st St.
- ◇ McBeth Recreation Center-2401-A Columbus Drive
- ◇ Metz Recreation Center-2407 Canterbury St.
- ◇ Montopolis Recreation Center-1200 Montopolis Drive
- ◇ Northwest Recreation Center-2913 Northland Drive
- ◇ Parque Zaragoza Recreation Center-2608 Gonzales St.
- ◇ Pickfair Community Center- 10904 Pickfair Drive
- ◇ Rosewood Recreation Center-1182 N. Pleasant Valley Road
- ◇ South Austin Recreation Center-1100 Cumberland Road
- ◇ Turner Roberts Recreation Center-7201 Colony Loop Drive



Description of Services

Senior Activity Centers

- ◇ Senior Activity Center, Lamar-2874 Shoal Crest Ave.
- ◇ South Austin Senior Activity Center-3911 Manchaca Road
- ◇ Conley-Guerrero Senior Activity Center-808 Nile St.

Cultural Facilities, Museums, Historic Structures and Theaters:

- Austin Nature and Science Center - 301 Nature Center Drive
(Trails, exhibits on the animals, plants and the geology of Central Texas)
- Asian American Resource Center - 8401 Cameron Road
(Asian American cultural arts and heritage)
- Emma S. Barrientos Mexican American Cultural Center - 600 River St.
(Mexican American cultural arts and heritage)
- Susanna Dickenson House - 411 E. Fifth St. (Cultural facility at Brush Square)
- Dougherty Arts Center - 1110 Barton Springs Road (Theater, gallery and arts school)
- George Washington Carver Museum and Cultural Center - 1165 Angelina St.
(First African American neighborhood museum in Texas)
- Doris Miller Auditorium - 2300 Rosewood Ave.
- Elisabet Ney Museum - 304 E 44th St.
(Former studio of the 19th century portrait sculptor Elisabet Ney)
- O. Henry Museum - 409 E. Fifth St.
(Home, artifacts and memorabilia of writer William S. Porter's life in Austin)
- Old Bakery and Emporium - 1006 Congress Ave. (Senior Consignment Center)
- Beverly S. Sheffield Education Center - 2201 Barton Springs Drive (Home of the Splash! Into the Edwards Aquifer exhibit)
- Beverly S. Sheffield Zilker Hillside Theatre - 2206 William Barton Drive
(Natural amphitheater; home to local music and dance productions)
- Umlauf Sculpture Garden - 605 Robert E. Lee Rd. (130 of Charles Umlauf's sculptures)



Description of Services

Highlights

- ◇ Aquatic Division: The Department completed construction projects and held grand opening celebrations at two pools in 2014. In June 2014, Bartholomew Pool and Westenfield Pool opened to the public. Our Aquatic Division serves many customers during the year, with more than 1.3 million people visiting City of Austin aquatic facilities in 2013.
- ◇ Athletics: The Department organizes adult recreational leagues for men, women and co-ed teams each year. And the Department partners with nonprofit youth sport organizations to provide citywide recreational opportunities. Programs include basketball, flag football, softball and sand volleyball.
- ◇ Community Gardens: The Department began a partnership with St. David's Foundation, which resulted in new neighborhood gardens at four recreation centers. At each site, St. David's Foundation designed and installed the area specifically for seniors, and the Parks and Recreation Department built a companion section available to gardeners of all ages. The Department also oversees the renowned Zilker Botanical Garden, a tranquil jewel in the heart of Austin.
- ◇ History, Art and Nature Division: Provides art and cultural activities to Austin residents. In September 2013, the Department unveiled the new Asian American Resource Center to the public. The center is designed to celebrate all Asian cultures, and provides support, education and recreation. The center features nine classrooms, a library/computer lab, conference room, assembly hall and cultural exhibition space. In addition, in June 2014, the Department opened the new Genealogy Center at the George Washington Carver Museum and Cultural Center.
- ◇ Recreation: Programs include children's programs, summer camps, after-school activities, senior nutrition, classes and programs in art, culture, history, nature and wellness for all ages. Over 24,000 participants enrolled in recreation programs in FY 2013.
- ◇ Senior Services: The Department continued to partner with "Meals on Wheels and More" for the delivery of more than 60,000 congregate meals to recreation and senior activity centers throughout Austin. 10,704 seniors attended our programs in FY 2013, an eight percent increase from FY 2012.





Watershed Protection Department

Mission Statement

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

Number of Employees

272.75

Budget

FY 2014 - \$74.1 million

Main Address

One Texas Center
505 Barton Springs Road
Austin, Texas 78704

Main Phone Number

(512) 974-2501



Victoria J. Li, PE
Director



Description of Services

- Flood control projects: New storm drain systems and improved low-water crossings, detention ponds and buyouts that reduce damages from flooding and improve safety.
- Flood warning: 24-hour monitoring of creeks and rainfall and development of predictive models with the goal of barricading streets, evacuating neighborhoods and providing a warning during flash floods.
- Stream restoration projects: Protect lives, land, houses, buildings, civil infrastructure and other threatened resources from creek erosion and restore the natural beauty and beneficial uses of waterways.
- Water quality improvement projects: Large and small-scale pollution removal facilities, wet ponds, open space land acquisition, regulations, permitting and education to protect and improve the water quality in creeks and waterways.
- Pollution prevention hotline (512-974-2550) and 24-hour response by a team of certified hazardous material responders to ensure that spills are properly cleaned up.
- Cleanup of litter and debris from Lady Bird Lake and creeks as well as maintenance of pipes, culverts, storm drain inlets and drainage channels.
- Monitoring, assessment and/or remediation of Longhorn Pipeline, old landfills and dump sites, former tank farms, underground storage tanks, even neighboring developments' wastewater plans and other potential environmental hazards.

Number of Locations/ Facilities: 5

Main Office

Field Operations Locations

6301 Harold Court

5109 E. Ben White Blvd.

2412 Kramer Lane

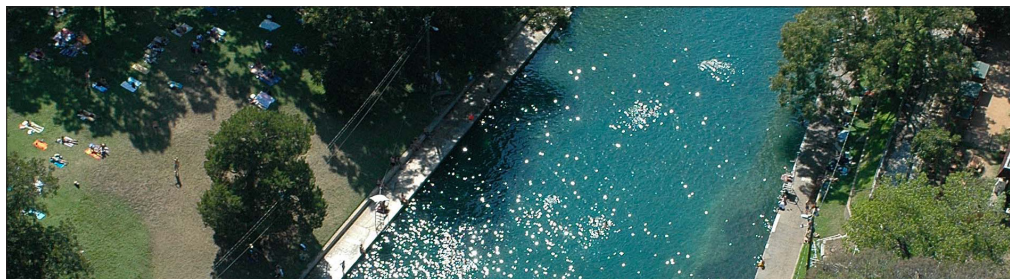
411 Chicon Street



Description of Services

Highlights

- ♦ The two most notable floods of the year occurred in the month of October, with staff closing 57 roads, responding to more than 900 3-1-1 calls within a thirty day period and removing 200 tons of accumulated debris materials from channels, culverts and roadway crossings.
- ♦ Began the assessment and remediation of the environmental impact of the Halloween Flood. The flood left a huge wake of debris, trash and pollutants throughout the Onion Creek floodplain.
- ♦ Identified funding to purchase nearly 250 homes in the Onion Creek area that sustained major damage during the Halloween Flood. In 1999, the City began a joint project with the U.S. Army Corps of Engineers to buyout 483 properties in the Onion Creek floodplain, restore the woodland habitat along Onion Creek and convert the area to parkland. At the time of the flood, 323 homes had been purchased, and the residents relocated.
- ♦ Received a permit from the U.S. Fish and Wildlife Service to allow Barton Springs to remain open to the public for the next 20 years. The permit is based on a Habitat Conservation Plan, which includes new conservation measures for both the endangered Barton Springs Salamander and the Austin Blind Salamander.
- ♦ Improved the Barton Springs bypass tunnel by increasing the stability of the structure and installing a new concrete floor. These upgrades will reduce the number of times Barton Springs Pool must close due to overtopping of the upper dam during rain events.
- ♦ Facilitated the adoption of the Watershed Protection Ordinance, a comprehensive overhaul of Austin's environmental and drainage regulations. It extends creek buffers, strengthens the protection of floodplains and recognizes the need to plan for both natural and human-caused erosion.
- ♦ Assessed invasive plant species at more than 2,200 sampling locations on public land with the assistance of Watershed Protection staff, 150 trained volunteers and efficient new data collection technology.
- ♦ Stabilized the shoreline and improved the trail at the Shoal Creek Peninsula along the Ann and Roy Butler Hike and Bike Trail. The peninsula had been impacted by severe erosion from floods, compacted soils and denuded vegetation from heavy pedestrian use.
- ♦ Stabilized more than 1,215 linear feet of eroding stream banks as well as installed approximately 3,549 feet of storm drain pipe.
- ♦ Launched two additional tools to increase public awareness of flood risk: ATXFloods.com, an online resource that identifies roads in Austin that are closed due to flooding, and FloodPro, a website that allows users to obtain floodplain information, download engineering models and GIS information for creeks, and view current and recent rainfall information.





Capital Planning Office



Mike Trimble
Officer

Mission Statement

The mission of the Capital Planning Office is to ensure that the City of Austin's Capital Improvement Program fits with the goal of best managed by being planned, developed, and implemented in strategic, integrated and effective manner.

Number of Employees

8

Budget

FY 2014 \$889,406

Main Address

1124 IH 35 S.
Austin, Texas 78704

Main Phone Number

(512) 974-7840



Description of Services

- Create a more robust, comprehensive, integrated Capital Improvement Program (CIP) that supports the City's goals and priorities.
- Anticipate and resolve issues that arise across service areas that impede capital improvement project planning and implementation.
- Advise and update the City Manager about CIP program status, issues and opportunities.
- Monitor and report on the CIP.
- Monitor and report on the City's active general obligation bond programs to the citizen Bond Oversight Committee.
- Produce the Long-Range CIP Strategic Plan on annual basis. The plan assists City departments and the public in identifying strategic investment areas of Austin, maps the alignment of funded capital improvement projects and the Imagine Austin Comprehensive Plan, and communicates ongoing capital programs across service areas.

Number of Locations/Facilities: 1

1124 IH 35 S.
Austin, Texas 78704

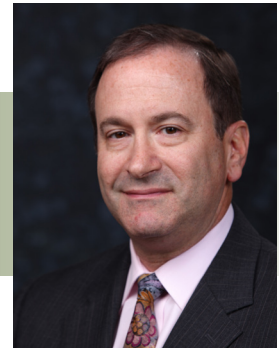
Highlights

- ◇ Developed the City's first Long-Range CIP Strategic Plan to help identify strategic capital investments that further the implementation of the Imagine Austin Comprehensive Plan. The first plan was approved and recommended by the Planning Commission in March 2014.
- ◇ Launched initiative to collect information about the condition of the City's capital assets to better anticipate future capital needs.
- ◇ Created a "rolling needs assessment" to periodically capture the City's unfunded CIP needs and priorities for consideration in future funding opportunities.
- ◇ Developed program oversight, management and coordination mechanisms for the City's active voter-approved bond programs so they are completed on time, on budget and meet community expectations.
- ◇ Established inter-departmental committee to foster enhanced coordination for city CIP planning.
- ◇ Received the Public Technology Institute's 2013-14 Technology Solutions Award for the Long-Range CIP Strategic Plan's (LRCSP) Strategic Capital Investments GIS mapping analysis.





Public Works Department



Howard Lazarus
Director

Mission Statement

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.

Number of Employees

699

Budget

FY 2014 \$90.2 million

Main Address

One Texas Center
505 Barton Springs Road
Austin, Texas 78704

Main Phone Number

(512) 974-7065



Description of Services

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

Number of Locations/Facilities: 6

Main Office – 505 Barton Springs Road

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.



Highlights

- ◇ Applied pavement maintenance treatments to more than 875 lane miles of streets
- ◇ Provided safe street crossing and bicycling safety training to more than 53,429 AISD students
- ◇ Constructed 66,270 linear feet of ADA-compliant sidewalks
- ◇ Managed the design, construction, and inspection of the 1.3 mile long Boardwalk Trail
- ◇ Installed the North Acres Bridge over Walnut Creek, making it possible for hundreds of Hart Elementary students to walk to school safely instead of taking the bus
- ◇ Constructed 37.8 miles of bicycle lanes





Austin Transportation Department



Robert Spillar, P.E.
Director

Mission Statement

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

Number of Employees

180 employees

Budget

FY14 Transportation Fund \$12 million
FY14 Parking Management Fund \$10.5 million

Main Address

One Texas Center
505 Barton Springs Road; 8th Floor
Austin, Texas 78704

Main Phone Number

(512) 974-1150 or 3-1-1 for resident calls



Description of Services

- Provides long range planning through the Austin Strategic Mobility Plan, downtown circulation and urban rail studies.
- Transportation engineering conducts traffic studies, implements traffic calming measures and conducts accident investigations.
- Right of Way Management approves and issues permits for public rights of way use, including construction, vending, work zone inspections, utility coordination; also reviews development plans.
- Office of Special Events permits and manages the use of city streets for special events
- Collects parking meter revenue, issue parking citations.
- Permits vehicles for hire, including chauffeur and taxi services.
- Designs and operates traffic signal timing, school flashers and fiber optic networks. Monitors and manages traffic flow from the City's Traffic Management Center.
- Installs and stripes street markings,
- Provides and maintains traffic signs and cross walks.
- Bicycle/Pedestrian program guides development of an "all ages and abilities" active transportation network that includes a system of connected trails and on-street bikeways.
- Advanced Transportation Management System (ATMS) allows new signal prioritization for MetroRapid vehicles to "talk" to signals and extend the green time of a light, when necessary.

Number of Locations/Facilities: 4

Administration/Engineering/Main Office

One Texas Center-505 Barton Springs Road

Traffic Signals/Signs

1501 Toomey Road

Parking Enterprise

1111 Rio Grande St.



Description of Services

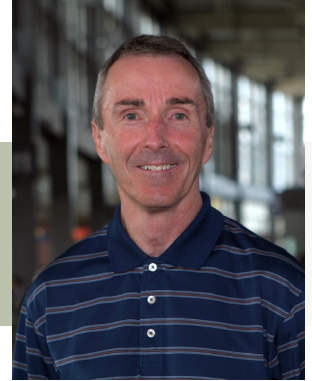
Highlights

- ◇ 2014 Austin Strategic Mobility Plan
- ◇ Project Connect: Central Corridor Urban Rail
- ◇ Mobility 35 (IH 35 Corridor Improvement Project)
- ◇ Oak Hill “Y” Mobility Improvement Projects
- ◇ Pedestrian Hybrid Beacons
- ◇ Transportation Networking Companies
- ◇ 2014 Bicycle Master Plan





Aviation Department



Jim Smith
Executive Director

Mission Statement

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

Number of Employees

351

Budget

Enterprise Fund
FY 2014 \$88.2 million

Main Address

3600 Presidential Blvd.; Suite 411
Austin, Texas 78719

Main Phone Number

(512) 530-2242



Description of Services

- Providing quality service, Austin style for travelers at Austin-Bergstrom International Airport (ABIA). To fulfill this, the Aviation Department works daily to ensure a safe, clean, friendly, affordable, and efficient airport.
- Airlines, private aircraft, air cargo and military flights.
- About 290 commercial passenger flights per day, 42 nonstop destinations.

Number of Locations/Facilities: 1

Austin-Bergstrom International Airport
Barbara Jordan Terminal-3600 Presidential Blvd.

Highlights

- ◇ ABIA generates \$2.2 billion into the local economy.
- ◇ ABIA served a record 10 million passengers in 2013
- ◇ Austin-Bergstrom International Airport is a self-sustaining entity. This means Austin-Bergstrom must make revenue to operate and pay for airport improvements. By doing so, the airport runs without burdening the City budget or taxpayer. Austin's airport has operated in this fashion as a self-sustaining entity since 1972.
- ◇ In 2013, broke ground on new massive Construction projects: CONRAC (\$150M) and Terminal East Infill (\$62M)
- ◇ British Airways' Austin-London nonstop flights started March 2014, becoming the first transatlantic nonstop air service for Austin.
- ◇ Recruited three other new carriers in 2013: Aeromar (Mexico City); Allegiant (low fare to Las Vegas); and Virgin America (nonstop San Francisco).
- ◇ Ranked Number 1 by respondents of Austin Citizen Survey on the public's satisfaction with the quality of airport services for 2009, 2010, 2011, and 2012
- ◇ Achieved the Airport Service Quality Assured industry benchmark of service quality—the third airport in the world to achieve ASQ Assured status. The ACI ASQ Assured certification benchmarks an airport's service quality management approach and practices against 20 industry "best practice" criteria.
- ◇ Austin-Bergstrom's live music program has distinguished this airport from other airports with 23 live performances per week on the secure side of the terminal in six different venues.
- ◇ ABIA was converted from an Air Force base into a commercial airport from 1993 to 1999.





Austin Convention Center Department



Mark Tester
Director

Mission Statement

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

Number of Employees

230

Budget

Enterprise Fund
FY 2014 \$66.3 million

Main Address

500 E. Cesar Chavez St.
Austin, Texas 78701

Main Phone Number

(512) 404-4000
www.austinconventioncenter.com



Description of Services

- Over 8 million people have attended about 3,200 events, including nearly 800 conventions, since the 1992 opening.
- Provide event facilities for conventions, consumer shows, banquets, conferences, meetings, concerts and sporting events of all sizes.
- Operate a food and beverage operation, in-house, that provides catered meals and concessions for events at the Austin Convention Center (ACC) and Palmer Events Center (PEC).
- Provide various services to exhibitors and clients in its facilities, for example: electrical services, telephone services and Internet service.
- Operates two garages at ACC and one garage at PEC to provide parking for our clients and their guests.
- Public Information personnel maintain the department's website including an event calendar and ACC and PEC facility services, information, facts and photos.
- Sales representatives collaborate with the Austin Convention and Visitors Bureau representatives to promote facilities to future clients and provide existing clients consistent communication with respect to new services or facility updates.
- Event and exhibit service representatives assist clients in planning their event with a focus on customer satisfaction.
- Successful execution of events require personnel with expertise in many fields, such as, maintenance, security, event set-up, custodial, technology and parking.

Number of Locations/

Facilities: 5

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



Description of Services

Highlights

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

Austin Convention Center

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

Awards

- National Prime Site Award - 17 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*

Palmer Events Center

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

Awards

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





Office of Sustainability



Lucia Athens
Chief Sustainability Officer

Mission Statement

The Office of Sustainability works to advance local sustainability and climate protection actions by providing leadership and coordination for initiatives across the City organization and the Austin community. The Office works to align and connect diverse environmental programs, measure and track results, and promote the three pillars of sustainability: prosperity and jobs; conservation and the environment; and community health, equity, and cultural vitality.

Number of Employees

11

Budget

FY2014 \$1.7 million

Main Address

Street Jones Building
1000 East 11th St.; Suite 350
Austin, Texas 78702

Main Phone Number

(512) 974-5603



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 support greenhouse gas emissions mitigation and climate resilience.
- 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.

Number of Locations/Facilities: 2

City Hall, 301 W. Second St.; Third floor
Street Jones Building, 1000 East 11th St.; Suite 350

Highlights

- ◇ Produced the Sustainability Action Agenda Progress Report, which highlights more than 100 innovative projects implemented by 24 City departments that have achieved tangible sustainability benefits for the community.
- ◇ Provided leadership in the implementation of 28 building and Departmental Climate Protection Plans, resulting in a 64% reduction of City municipal greenhouse gas emissions since 2007.
- ◇ 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.
- ◇ Created the Austin Green Business Leaders program, which has officially recognized 133 local businesses for greening their operations.
- ◇ Created the Bright Green Futures Grant program; to date the program has awarded \$3,000 grants to 22 local schools to fund sustainability projects.
- ◇ Worked with 160 individuals from City departments, state and federal agencies, and community organizations to collect data on sustainability performance as part of the application process for the STAR Community Rating System. Austin received certification as a 4-STAR community (out of a possible 5 stars).
- ◇ Successfully competed to have the Seaholm District selected as 1 of 10 national EcoDistrict pilot projects, which will advance neighborhood-scale sustainability for infrastructure, buildings, and community action and engagement.





Real Estate Services



Lauraine Rizer
Officer

Mission Statement:

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

Number of Employees

34

Budget

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

Main Address

505 Barton Springs Rd.; Suite 1350
Austin, Texas 78704

Main Phone Number

(512) 974-7090





Description of Services

- Property Acquisitions
- Appraisals
- Leasing & Property Management
- Land Management (Easement Releases, Vacations of Streets/Alleys, ROWs, License Agreements, and Encroachment Agreements)
- Relocation Assistance

Number of Locations/Facilities: 3

One Texas Center-505 Barton Springs Rd.
Austin Bergstrom International Airport-2716 Spirit of Texas Dr.
Onion Creek Office-5200 E. William Cannon Dr.

Highlights

- ◇ 137 Parcels acquired in FY 12-13
- ◇ \$16.7 million spent acquiring these parcels
- ◇ 11 properties sold via Invitation for Sealed Bid for the Noise Mitigation Program – total revenue received \$565,700.00
- ◇ 86 acres of parkland to serve the community
- ◇ 138 appraisals for FY 12-13
- ◇ Serviced 36 lease payments monthly where the COA was the tenant – total expenditures for FY 12-13 were \$4.3 million
- ◇ Serviced 9 lease payments where COA was the Landlord – total revenue \$404,613.10
- ◇ Reviewed 82 existing License Agreements totaling \$291,233.90
- ◇ Reviewed 19 (set fee) new License Agreements totaling \$492,045
- ◇ Processed 164 easement release/vacation applications
- ◇ Onion Creek Flood Buyout Program
- ◇ Onion Creek Fire Station Site (4 acres)
- ◇ Joint Use Facility at Johnny Morris Road (130 +/- acres)
- ◇ Annual Operating Budget of \$3.7 million
- ◇ 1,704 acres acquired under the voter approved Open Space initiative – total expenditures \$30 million



Municipal Court & Community Court

Vision Statement

Be the most effective, efficient, and impartial municipal court in Texas.

Mission Statements

Municipal Court

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

Downtown Austin Community Court

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.

Number of Employees

179: Judiciary – Eight full-time judges, 11 substitute judges, three staff members

Downtown Austin Community Court–One judge plus, 23 other full-time employees

◇ Municipal Court – 144 full-time employees

Budget

FY 2013 Collections approximately \$30.7 Million

General Fund \$16.0 million

Technology Fund \$0.5 million

Building Security Fund \$0.4 million

Child Safety Fund \$0.8 million

Juvenile Case Manager Fund \$0.5 million

Traffic Safety Fund \$1.7 million

Collections paid to other agencies \$10.8 million

Expenses will be about \$18.5 million (all funds):

General Fund \$15 million

Technology Fund \$0.7 million

Building Security Fund \$0.4 million

Juvenile Case Manager Fund \$0.8 million

Traffic Safety Fund \$1.7 million

Main Locations & Phone Numbers

Municipal Court	Downtown Austin Community Court
700 E. Seventh St.	719 E. Sixth St.
Austin, Texas 78701	Austin, Texas 78701
(512) 974-4800	(512) 974-1260



Sherry Statman
Presiding Judge



Rebecca Stark
Clerk of the Court



Peter Valdez, LMSW
Court Administrator



Michael Coffey
Community Court Judge



Description of Services

Municipal Court:

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

Downtown Austin Community Court:

- Downtown Austin Community Court has limited jurisdiction in three specific areas of Austin and has jurisdiction over specific nuisance type Class C misdemeanors. It provides many of the same services as Municipal Court but specializes in rehabilitation and restitution of those defendants with alcohol and/or drug related issues.

Highlights (DACC)

- ◇ Permanently housed 20 of DACC's frequent and repeat offenders through the Partnership Housing collaborative with Foundation Communities, Caritas and the Downtown Austin Alliance.
- ◇ The Community Service Restitution Unit (CSR) completed at total of 7.9 million square feet of graffiti abatement, Austin Resource Recovery, Austin Code Department and Parks and Recreation Department work orders. The CSR Unit also supervised the completion of a total 48,142 hours of community service by defendants and probationers; these completed hours equate to a monetary value of \$602,000.

Highlights (Municipal Court)

- ◇ Most cases are criminal, but there are exceptions such as, parking and red light camera violations.
- ◇ Municipal Court has jurisdiction over persons age 10 and up. There are special dockets for juveniles (age 10-16).
- ◇ Municipal and Community Courts handle between 375,000 and 425,000 new cases annually. There is no statute of limitations once a formal "complaint is filed."
- ◇ Defendants can have a jury trial on any criminal case, including traffic cases.
- ◇ The Municipal Court is open from 7 a.m. to 10 p.m., Monday – Thursday and 7 a.m. to 6 p.m. on Fridays. It also has two employee groups who work 24/7 – at Central Booking and in warrants.
- ◇ Persons can see details of their cases and pay online at austintexas.gov/court.
- ◇ Municipal Court judges provide magistration at Central Booking for almost everyone arrested in Travis County, including capital murder cases. Magistration is the process of determining whether charges will be accepted, advising arrestees of the charges against them, their rights, and setting bond (if any).



Office of the Police Monitor



Margo Frasier
Police Monitor

Mission Statement

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.

Number of Employees

9

Budget

FY 2014 - \$936,397

Main Location Address

1520 Rutherford Lane
Bldg. 1 Suite 200A
Austin, Texas 78767

Main Phone Number

(512) 974-9090





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 citizens complaints
- Monitor Internal Affairs investigation
- Make recommendations on policy, procedures & discipline
- Monitor Austin Police Department policies and practices
- Publish reports (6 months & annual)
- Conduct community outreach programs and educational forums

Number of locations/facilities: 1

1520 Rutherford Lane
Bldg. 1 Suite 200A
Austin, Texas 78767

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.
- ◇ Drivers must now give written consent for APD to search their vehicles. The Police Monitor's Office is monitoring complaints on this matter.
- ◇ 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.



Austin Police Department



Art Acevedo
Chief of Police

Mission Statement

Preserve life and property.

Number of Employees

2,401

Budget

FY 2014- \$309 Million

Mail Address

715 E 8th St.
Austin, Texas 78701

Main Phone Number

(512) 974-5000



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

Number of locations/facilities: 8

- Headquarters - 715 E. Eighth St.
- Jaime Padron Substation - 12425 Lamplight Village Ave.
- South Substation - 404 Ralph Albanedo 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.

Highlights

The Police Department 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





Description of Services

Highlights

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

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, an 14-week series of classes designed to give the public a working knowledge of the Austin Police Department. The Academy had graduated 2,007 citizens as of May 2014.





Austin Fire Department



Rhoda Mae Kerr
Fire Chief

Mission Statement

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

Number of Employees

1,051 Sworn, 91 Civilians

Budget

FY 2014 \$142 million

Main Address

4201 Ed Bluestein Blvd.
Austin, Texas 78721

Main Phone Number

(512) 974-0130



Description of Services

- Fire suppression
- Provides 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
- AFD services cover about 261 square miles and are divided into six battalions or geographic districts



Number of Locations/Facilities: 44 fire stations

- One Aircraft Firefighting/Rescue station at Austin-Bergstrom International Airport

Seven office sites:

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



Highlights

- ◇ Served as FireWise Community Partner
- ◇ Created Wildfire Mitigation Division
- ◇ Involved in regional Community Wildfire Protection Planning
- ◇ Implemented “auto-dispatching” to reduce response times
- ◇ Established Special Events section within the Prevention Division
- ◇ Put into service six new fire engines
- ◇ Graduated two cadet classes
- ◇ Received FEMA grant for new house fire simulation trailer and other public education materials



Austin/Travis County Emergency Medical Services



Ernesto Rodriguez
Chief of EMS

Mission Statement

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

Number of Employees

419 Sworn, 67 Civilian

Budget

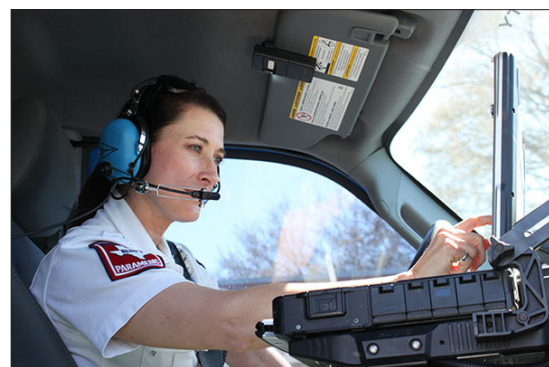
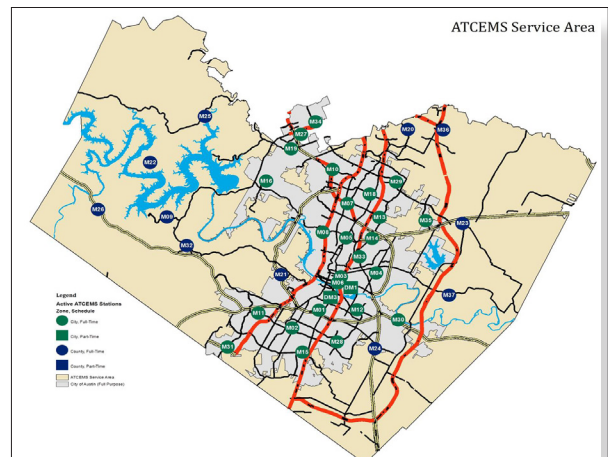
FY 2014- \$61 million

Main Address

15 Waller Street; second floor
Austin, Texas 78702

Main Phone Number

(512) 972-7200





Description of Services

Emergency Medical Response and Emergency Communications (9-1-1) including pre-arrival instructions. Austin-Travis County EMS serves over 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

Other Specialized Response Assets:

- ◇ Community Health Paramedic
- ◇ Motorcycle Medic
- ◇ Bike Medic
- ◇ Track Medic
- ◇ Ambulance Bus (Ambus) Crew Chiefs & Drivers

- Public Education (Automated External Defibrillator, Cardiopulmonary Resuscitation and First Aid training) and Regional Training Center for advanced medical, rescue and leadership courses
- Community Outreach initiatives include TAKE10 CPR training, Infant Safety Education (including Safe Sleep and Car Seat installation programs) and the EMS Explorers Program.
- Special Events Division provides medical coverage for all major/local events to include Circuit of Americas (Formula One, Moto GP, X Games, and Tower 360 Amphitheater Concerts), sporting events (University of Texas Football and Basketball Games), music events (Austin City Limits Music Festival and SXSW), athletic events (Austin Marathon, BP MS-150, and the Statesman Capitol 10,000), other mass gatherings (R.O.T. Rally, Texas Relays, Mardi Gras, Halloween, and New Year's), and numerous other events.

Number of Locations/Facilities: 46

Highlights

- ◇ Austin-Travis County EMS is nationally accredited by the Commission on Accreditation of Ambulance Services (CAAS) for outstanding achievement and compliance with the national standards for Best Practices for the Emergency Medical Services Industry.
- ◇ Austin-Travis County EMS Communications is an Accredited Center of Excellence (ACE) through the National Academy of Emergency Medical Dispatch (NAEMD), and has been since 2000.
- ◇ The National Association for Search and Rescue (NASAR) awarded the EMS Special Operations Swiftwater Rescue Team the Higgins and Langley Memorial Award for outstanding achievement in the technical discipline of swiftwater and flood rescue during the 2013 Halloween Flood in Austin.
- ◇ EMS Community Outreach and Injury Prevention trains thousands of citizens each year in lifesaving TAKE10 hands-only CPR skills. EMS Infant Safety Education programs distribute free children's car and booster seats to individuals and families in need and educates families in child safety, safe sleeping practices, infant CPR and choking awareness.
- ◇ Austin-Travis County EMS has received the American Heart Association's highest level of recognition and has been designated a Silver EMS Agency with the American Heart Association's Mission: Lifeline Program. The designation recognizes its success and commitment in implementing specific quality improvement measures for the treatment of patients who suffer a heart attack.





Office of the Medical Director



Paul R. Hinchey,
MD, MBA, FACEP
Medical Director

Mission Statement

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.

Vision

Create a patient-centric, safety-oriented environment for both patients and providers; and provide meaningful contributions to the advancement of the practice and the science of out-of-hospital medicine.

Number of Employees

8 Full-time positions

4 Hourly part-time positions

Budget

FY 2014 \$1.47 million

Main Address

517 S. Pleasant Valley Rd
Austin, Texas 78741

Main Phone Number

(512) 978-0000





Description of Services

The Office of the Medical Director for the City of Austin/Travis County EMS System (OMD) is the entity responsible for 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 over 2100 individual providers. The system also interfaces with fifteen hospitals within the EMS service area. The OMD has seven specific areas of focus that align with statutory roles and responsibilities of the medical director and the EMS system.

Practice of Out-of-Hospital Medicine

Out-of-hospital care and patient navigation is the primary function of an EMS System. Medical care of patients that encounter any component of the EMS system should be scientifically sound and appropriate for the patient condition and the EMS provider capabilities. The clinical expectations of all EMS providers and organizations in the system are contained in the Clinical Operating Guidelines (COGs), also known as standing orders or protocols. The COGs provide (off line) medical direction to EMS providers while providing patient care on scene. The medical director also makes provision for (on line) medical consultation with system providers as needed 24/7.

Performance Improvement and Measurement

Performance improvement and measurement of the EMS system includes prospective, retrospective and concurrent review of specific aspects of the system. These aspects potentially impact patient care including system design and resource deployment, clinical performance, provider education, equipment implementation, appropriate time intervals, patient outcome, patient and provider satisfaction.

Healthcare Provider Education

Education of EMS providers and system participants is developed as part of an integrated process between performance improvement and measurement findings, individual needs and specific educational requirements of licensing/certifying agencies. The OMD is responsible for approval of all system clinical education programs as well as delivery of specific targeted programs to designated providers within the system.

Regulatory Functions

The medical director of an EMS system is required to perform several administrative regulatory functions. These functions are defined and supported by state statute within the Texas Health & Safety Code, Chapter 773 and The Texas Medical Board Rules, Chapter 197. Examples of regulatory functions include, but not limited to: credentialing of EMS providers, continuing education, performance improvement and measurement, and medical/clinical equipment approval for purchase and use on patients.





Description of Services

Public Education and Outreach

An important part of any EMS system is informing and educating 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.

Research

Clinical Research conducted in the EMS system is 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.

Advocacy

Advocacy includes efforts to promote concepts of out-of-hospital medical care and the profession as a whole. It 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 through the infection preventionist on staff.

Number of Locations/Facilities: 1

517 S. Pleasant Valley Rd.

Highlights

- ♦ In collaboration with the non-profit Take Heart Austin program developed and oversees the compression-only Take10 CPR program.
- ♦ Received the 2013 Alliance for Innovation Outstanding in Local Government Innovation for A Community Centered Approach to CPR Training and Action.
- ♦ The Medical Director and Deputy Medical Director were in the 2013 inaugural group of EMS physicians in the United States to attain board certification in the subspecialty of EMS as part of their emergency medicine board certification.
- ♦ FY 2014 separated the OMD as a division of the EMS department and established as a separate department under management services
- ♦ 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.





Office of Homeland Security & Emergency Management



Otis J. Latin, Sr.
Director

Mission Statement

To plan and prepare for emergencies, educate the public about preparedness, manage grant funding to improve homeland security and public safety capabilities, coordinate emergency response and recovery, and work with public and partner organizations to protect our community when it needs us the most.

Number of Employees

13

Budget

FY 2014- \$1.2 million

Main Address

Combined Transportation, Emergency
and Communications Center (CTECC)
5010 Old Manor Road
Austin, Texas 78723

Main Phone Number

(512) 974-0450



Description of Services

- Co-manages the Austin/Travis County Emergency Operations Center (EOC).
- Maintains an on-call duty officer and public information officer 24/7/365 who can initiate the City's response to a major event.
- Oversees the City's emergency operations plans and procedures for all hazards.
- Provides leadership and support to regional planning and response initiatives.
- Educates the public on preparedness and awareness.
- Manages and coordinates volunteer programs as administrator of Community Emergency Response Team (CERT) for City of Austin
- Manages Homeland Security and Emergency Management Grant programs and federal reimbursements.
- Serves as the central point for communication, coordination, and warning during major emergencies and disasters.
- Develops hazard mitigation and prevention programs.
- Coordinates strategic planning projects.
- Conducts training, drills and exercises.



Number of Locations/Facilities: 1

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

Highlights

- ◇ HSEM's Director and other senior staff are Certified Emergency Managers who cumulatively represent a century of public safety experience in fire, police and medical response and planning.
- ◇ In 2013, Austin HSEM was an Individual and Community Preparedness Award recipient by the Federal Emergency Management Agency (FEMA).
- ◇ In 2012, Austin HSEM's program was the first in the State of Texas and one of the first large cities in the nation to be fully accredited by the Emergency Management Accreditation Program.





3-1-1 (Division of Austin Energy)



Cindi Perez
Process Manager

Vision Statement

Austin 3-1-1 representatives are Ambassadors for the City of Austin.

Mission Statement

To provide uncomplicated access to City services and information.

Number of Employees

123

Budget

FY 2014 \$8.5 million

Main Address

1520 Rutherford Lane
Austin, TX 78754

Main Phone Number

3-1-1 or (512) 974-2000
301 W. Second St.
Austin, TX 78701



Description of Services

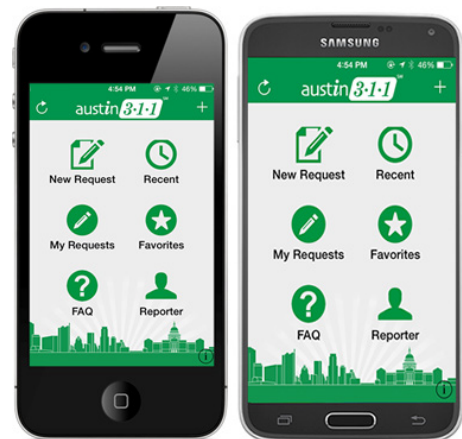
- Austin leads a nationwide trend of cities offering 3-1-1 services. Texas cities with 3-1-1 centers include Dallas, Houston, San Antonio and Corpus Christi.
- Austin 3-1-1 is the front line for city services and information. Our representatives are Ambassadors to the City of Austin and as such, strive to provide uncomplicated one stop access to City of Austin information and services, 24 hours a day, 7 days a week, 365 days a year.
- Citizens can quickly get information on over 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 the citizens of Austin.
- Austin 3-1-1 Ambassadors connect with the community by personalizing every citizen interaction uniquely, and specific to the citizen's request. Citizens are able to report concerns such as missed garbage/recycling, streetlights, potholes, traffic signals, and non-emergency issues, etc. Answering non-emergency police calls, 3-1-1 call center relieves pressure from the 911 emergency systems by collecting non-emergency city/related concerns directly.

Number of Locations/Facilities: 1

1520 Rutherford Lane
Austin, Texas 78754

Highlights

- ◇ The Austin Chronicle voted Austin 3-1-1 as the Critic's Pick "Best of Austin" 2010
- ◇ Citizen Smart Phone application release in the summer 2014.
- ◇ In FY'13 Austin 3-1-1 averaged a 90% customer Satisfaction with the Austin Community.
- ◇ In 2013 Austin 3-1-1 was given (Good/Extremely Good) ratings on building and maintaining positive relationships with the media.
- ◇ In 2013 Austin 3-1-1 released its first advertising campaign to educate the community about its services. The campaign included TV, Radio, and Print media.
- ◇ Austin 3-1-1 upholds the highest quality standards possible. Of the average 1.1 million calls we receive a year, our call center averages an answer time of less than 9 seconds.





Communications & Technology Management

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.

Number of Employees

307

Budget

FY 2014 \$76.1 million

Main Location Address

Communications & Technology Management
1124 IH 35 S., Suite 300
Austin, Texas 78701

Main Phone Number

(512) 974-2880



Stephen Elkins
Chief Information Officer



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.
- 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.
- 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.
- Application Development and web site 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.



Description of Services

Highlights

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





Neighborhood Housing & Community Development Office



Betsy Spencer
Director

Mission Statement

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.

Number of Employees

50

Budget

FY 2013- \$11.6 million

Main Address

Street-Jones Building
1000 E. 11th St.
Austin, Texas 78702

Main Phone Number

(512) 974-3100



Description of Services

The City of Austin's Neighborhood Housing and Community Development (NHCD) Office offers an array of housing, small business development programs, and public services under eight priority categories: Homeless/Special Needs Assistance, Renter Assistance, Homebuyer Assistance, Homeowner Assistance, Housing Developer Assistance, Commercial Revitalization, Small Business Assistance, and Financial Empowerment. All of the activities in these categories propose to serve low- and moderate-income households in order to address obstacles to meet underserved needs.

Renter Assistance

Provides assistance to renters through programs that make rent more affordable; provides tenants' rights services to equip renters with information that may resolve conflicts and improve relationships; and provides financial assistance for necessary rehabilitations to make homes accessible to elderly and disabled renters.



Homebuyer Assistance

Provides counseling to renters who wish to become homeowners and provides financial counseling to current and potential homeowners to assist households to stay in their homes. This category includes the Down Payment Assistance Program, which offers loans to qualifying low- and moderate-income homebuyers to help them buy their first homes.

Homeowner Assistance

Provides services for low- and moderate-income individuals who own their homes but need assistance to make their homes safe, functional, and/or accessible. Programs include Emergency Home Repair, Lead Abatement and Architectural Barrier Removal (ABR).

Housing Developer Assistance

Includes programs that offer assistance to for- and non-profit developers to build or renovate affordable housing. NHCD provides gap financing to assist developers to build rental and home-ownership housing for low- and moderate-income households. To assure the success of the City's non-profit partners, the City also provides operating expenses grants to certified housing development organizations to help increase their capacity to develop affordable housing. In this category, the City also continues to explore ways to encourage the development of affordable housing through developer incentives. These developer incentives include S.M.A.R.T. Housing™, incentives for development in priority areas, and private developer agreements.

Description of Services

Commercial Revitalization

Includes programs related to historic preservation, acquisition and development, public and parking facilities. Historic preservation efforts that were recently completed include the Dedrick-Hamilton House on East 11th Street, which serves as the Visitors Bureau for the African American Cultural and Heritage Facility that opened in March 2013.

Small Business Assistance

Provides a range of services for small businesses—from technical assistance to gap financing—to ensure the success of growing small business in the community and encourage the creation of jobs for low- and moderate-income households.

Number of locations/facilities: 1

Main Office- 1000 E. 11th St. Suite 200
Austin, Texas 78702

Highlights

- 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 16,000 Austin households each year with affordable housing and small business development.
- 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 has produced more than 3,400 units of affordable rental, home ownership and home repair opportunities for low- to moderate-income Austinites.





Planning & Development Review Department



Greg I. Guernsey
Director

Mission Statement

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

Number of Employees

350

Budget

FY 2014- \$35 million

Main Address

One Texas Center
505 Barton Springs Road
Austin, Texas 78704

Main Phone Number

(512) 978-4000





Description of Services

- Works with the Community and the City Council to create and maintain the Comprehensive Plan that contains the City's policies for growth and development. The Austin City Charter further spells out specific items that need to be included in the Comprehensive Plan.
- Produces plans and reports, such as the Downtown Austin Plan, East Riverside Corridor Plan, Airport Blvd., North Burnet/Gateway, Neighborhood Plans, Station Area Plans (SAP), and Corridor Plans which will set the direction ("form and character") for certain areas for years to come.
- Demographics – measures, describes, examines, and predicts the changing vital demographic components of population and housing.
- Annexation plans – process of extending municipal services, regulations, voting privileges, and taxing authority to new territory.
- Responsible for the process to zone or rezone property which establishes the uses and site development regulations allowed on a property within the City limits.
- Oversees historic preservation (conducts historic review).
- Responsible for the subdivision and site plan review process which provides for the division of land into legal lots and the development of sites in accordance with City setback, height, impervious cover, building coverage, parking, landscaping, drainage, and water quality standards.
- Reviews and issues commercial and residential building permits, tree permits, sign permits (building regulation), and outdoor music venue permits.
- Performs building (commercial/residential), site/subdivision, and environmental inspections for compliance with City ordinances.

Number of locations/facilities: 3

Main Office - 505 Barton Springs Road
North Austin Service Center-Braker Lane
South Austin Service Center-St. Elmo Road



Description of Services

Highlights

- The Imagine Austin Comprehensive Plan was adopted in June 2012. The first annual report was approved by Planning Commission in October 2013.
- South Austin Combined Neighborhood Plan has been created by the community and is moving through the adoption process.
- A planning process for the North Burnet Road and Anderson Lane Corridors has been initiated.
- Implementation efforts continue on 29 adopted neighborhood plans and other small area plans (Station Area Plans, Corridor Plans, etc.)
- The Urban Design Program has worked on development of a master plan for the South Central Waterfront area and continues work on implementation of the Waller Creek District Master Plan, Downtown Austin Plan, East Riverside Corridor Plan, Transit Oriented Districts/Station Area Plans, and the North Burnet/Gateway Plan.
- Coordinated Downtown Great Streets streetscape improvements for various streets within downtown, including on-going work on 3rd Street and 8th Street Corridors
- Implemented improvements and increased staffing to the residential plan review process to shorten turn-around time.
- Continues to work on technology improvements to improve the development process, and converting to a web-based permit, review and inspection management application (AMANDA 5), and to improve customer service delivery.
- The annexation division continues to process annexation requests, start on new Municipal Annexation Plan areas and continue work on Municipal Utility District (MUD) proposals.





Austin Code Department



Carl Smart
Director

Mission Statement

Provide quality education and enforcement of city codes and ordinances so that Austin will be a more livable city

Number of Employees

108

Budget

FY 2014 \$15.7 million

Main Address

1520 Rutherford Lane
Austin, Texas 78754

Main Phone Number

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



Description of Services

- Austin Code investigates reports of most code violations and ensures that the standards required by City codes and ordinances are met.
- Austin Code has divided the city into four districts (North, South, East and West) with between seven and nine inspectors assigned to each district.
- Some of the most common violations reported are: dangerous structures, substandard living conditions, tall weeds and grass, trash and debris, illegal dumping and illegal signs.
- Austin Code also has a “Commercial Investigation Unit” that focuses exclusively on investigating reports of work being done without the required city permits.
- Austin Code is also responsible for the registration of short-term rentals, private waste & recycling haulers, billboards, hotel and motels and mobile home parks.
- Austin Code works closely with local authorities, contractors and other City departments to bring properties into compliance.
- Once a complaint is filed with Austin 3-1-1, Austin Code inspectors will investigate the complaint to confirm that a code violation exists. Then inspectors, if warranted, will send a Notice of Violation to the property owner or issue a citation. The owners have a set amount of time to correct the violation. If property owners do not comply, Austin Code will begin the enforcement process.

Types of code complaints include:

- Dangerous Structures
- Substandard Living Conditions
- Tall Weeds and Grass (over 12 inches tall)
- Construction or Remodeling Work without a Permit
- Trash and Debris on Private Property
- Illegal(Bandit) Signs in the Right-of-Way
- Illegal Dumping
- Garage Sales
- Garbage Carts Left at the Curb
- Number of People Living in a Residence (Stealth Dorms)
- Running a Business from Home & Adult-Oriented Businesses
- Stagnant Water
- Improper Storage of Recreational Vehicles or Boats
- Reported Violations of the Work Break Ordinance
- Short-Term Rentals Operating without a Permit



Description of Services

Number of Locations/Facilities: 2

1520 Rutherford Lane; 15 Waller Street

Highlights

- ◊ Code by the Numbers : Received and investigated 18,051 complaints on possible code violations.
- ◊ Short-Term Rental (STR) Licenses—Best Practice: Implemented a Short Term Rental (STR) registration and inspection program for Type I (owner occupied) and Type II (non-owner occupied) residential properties. This program resulted in more than 600 STR licenses being issued. Partnered with vacation home representatives and property owners to pass ordinance that expanded the program to include Type III (Multi-Family) properties.
- ◊ Halloween Flood Response and Recovery Efforts: Lead the first-ever damage assessment recovery efforts on more than 1100 properties affected by the historic Halloween floods. Worked with City Departments and FEMA to communicate with impacted property owners. Efforts resulted in a Disaster Declaration for the City of Austin.
- ◊ Inspection Districts—Best Practice: Reassigned inspectors to designated geographic boundaries citywide. This increased focus to neighborhoods, multi-family and commercial properties while providing a proactive approach to public awareness and code enforcement. This effort established a Multi-family Inspection Division consisting of eight Austin Code Department inspectors that will proactively inspect multi-family structures
- ◊ High Profile Case: Resolved the Wood Ridge Apartment Building Standard Commission orders resulting in the City's collection of over \$200,000 in penalties. This case involved the temporary relocation of 48 families. This effort involved coordination with other departments to initiate a temporary Emergency Tenant Response Plan.
- ◊ Community Engagement: Participated in more than 40 community events that included: National Night Out, Blues on the Greens, Juneteenth Celebration, Weed-N-Seed, Safe Routes to School, and the Central East Neighborhood Sweep. Staff also presented at numerous neighborhood associations.
- ◊ Draft Emergency Tenant Response Plan (ETRP) : Provided leadership for a multi-departmental work group assembled to create a tenant response plan that provides support to owners and tenants displaced from their dwellings as a result of dangerous structural conditions. This draft ETRP will be finalized and become a City guideline upon approval from Council.
- ◊ Repeat Offender: Created the repeat offender program through ordinance mandated by council. The program increased fines and includes tougher prosecution on repeat code violators. In addition, it requires mandatory rental registration and inspection for properties that receive two or more health and safety code violations.





Animal Services Office



Abigail Smith
Chief Animal
Services Officer

Mission Statement

Prevents animal homelessness and promotes 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

Number of Employees

95 Full-time employees
1 Part-time employee

Budget

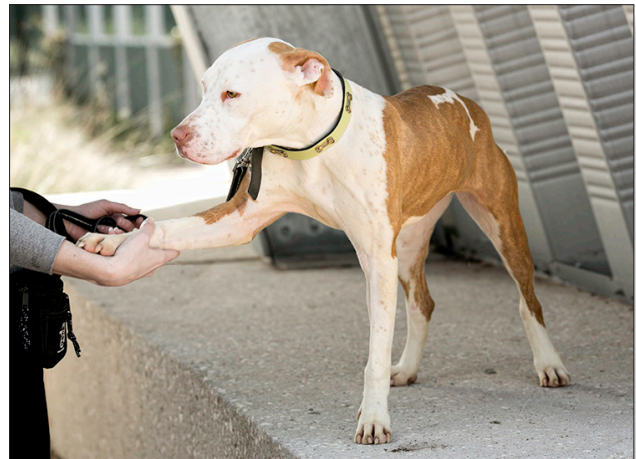
FY 2014 \$8.6 million

Main Address

Austin Animal Center
7201 Levander Loop, Bldg. A
Austin, TX 78702

Main Phone Number

3-1-1 or (512) 978-0500



Description of Services

- **Animal Protection and Control:** Responding to over 21,000 calls a year, Animal Protection defends threatened animals from abuse or neglect while working closely with law enforcement to contain or help aggressive animals.
- **Outreach, Education and Prevention:** Austin Animal Center's outreach program provides humane education, free spay/neuter services and prevention based intervention through partnership building, community events, classes and presentations. Our Spay Street program partners with local not for profit veterinary services providers to offer low and no-cost services such as spay/neuter, vaccinations, surgery and wellness services.
- **Pet Lost and Found:** Through the online database and dedicated staff, Austin Animal Center works to reunite lost pets with their owners.
- **Pet Adoption:** AAC seeks to adopt out all adoptable animals to approved applicants. Adoptions are available at the Austin Animal Center, Town Lake Animal Center (the overflow animal adoption location) and at regularly scheduled, off-site adoption events in the Austin Area.
- **Pet Rescue Placement:** Austin Animal Center manages the placement of animals with rescue partners by transferring pets out of the center and into their programs. Currently, there are 132 rescue organizations partnering with AAC.
- **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:** In 2013, Austin Animal Center provided volunteer opportunities for over 400 people, who, in-turn, provided more than 45,000 hours of support for Austin's homeless animals.



Highlights

- ◇ Provided shelter and basic veterinary care to over 18,000 stray or homeless dogs and cats.
- ◇ Sustained the City's live outcome goal of 90% live outcomes since February 2010, eventually achieving a live outcome rate of 92.3%.
- ◇ Adopted more than 7,400 pets into new homes.
- ◇ Transferred more than 5,700 pets to Rescue Partners for placement into permanent homes.
- ◇ Returned more than 2,700 lost pets to their families.
- ◇ Received 43,000 hours of volunteer service to help take care of animals and get them adopted.
- ◇ More than 1,400 foster homes provided temporary housing for more than 2,100 pets in need.
- ◇ Performed over 6,400 spay/neuter surgeries for sheltered animals.
- ◇ Performed nearly 446 special surgeries for ill and injured shelter animals.
- ◇ Conducted 5 free rabies vaccination clinics in communities across Travis County, providing service to over 1,500 pets and their owners.





Austin/Travis County Health & Human Services



Carlos Rivera
Director

Mission Statement

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

Number of Employees

414 Full-time employees
1 Part-time employee

Budget

FY 2014 \$64.6 million

Main Address

7201 Levander Loop
Austin, Texas 78702

Main Phone Number

(512) 972-5010





Description of Services

- Develops and funds programs for maternal, child and adolescent health.
- Funds mental health/substance abuse services.
- Funds homeless assistance, day labor and employment programs.
- Funds programs for at-risk youth and basic needs services through Healthy Neighborhood Centers.
- Protects the community from infectious diseases, environmental hazards, and epidemics.
- Responsible for directing and coordinating the Austin/Travis County public health strategic response to events including incidents of bio-terrorism and catastrophic infectious diseases such as pandemic influenza and other disease outbreaks, whether natural, accidental or intentional.
- Provides STD testing and information programs.
- Maintains birth and death records.
- Provides restaurant permitting and sanitation scoring.
- Operates mental health/substance abuse services.
- Provides homeless assistance, day labor and employment programs; programs for at-risk youth and basic needs services through Healthy Neighborhood Centers.
- Operates women, Infants and Children (WIC) supplemental nutrition clinics and program.

Number of Locations/Facilities: 8

- ◇ Main Campus - 7201 Levander Loop
- ◇ Chavez St. 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

Description of Services

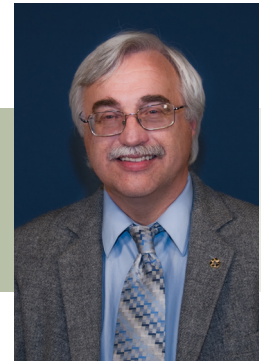
Highlights

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





Austin Resource Recovery



Bob Gedert
Director

Mission Statement

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.

Number of Employees

415

Budget

FY 2013 \$82 million

Main Address

1520 Rutherford Lane
Austin, Texas 78754

Main Phone Number

3-1-1





Description of Services

Collections Services

Austin Resource Recovery provides a wide range of services designed to transform waste into resources while keeping our community clean. Austin residents living in single-family and multifamily homes with four units or fewer receive core services, including curbside collection of recycling, trash, yard trimmings, large brush and bulk items. Austin Resource Recovery also provides cart-based trash and recycling collection services for some small businesses that do not require dumpsters.

Household Hazardous Waste Residential Drop-off Facility:

Household Hazardous Waste (HHW) represents about one percent of materials disposed in landfills, yet it presents a significant risk to landfill containment and possible environmental contamination. HHW includes leftover household products that contain corrosive, toxic, ignitable or reactive ingredients, such as paints, cleaners, oils, batteries and pesticides that contain potentially hazardous ingredients and require special care when discarded.

Litter Control:

Litter control services provided by the Department's Litter Abatement Division include litter pick up, litter container management, dead animal pick up, and illegal dump cleanups. These services ensure cleaner streets, limit the amount of discarded materials that enter storm water systems, and present a cleaner image of the City to millions of visitors annually.

Zero Waste Program Development and Services:

Everyone has a role in achieving Zero Waste in Austin, so the department uses a variety of strategies to reach different target audiences and communicate targeted messages. Austin Resource Recovery's public outreach and education efforts are comprehensive, including attending community events, presenting to various organizations, engaging in conversations on Facebook, maintaining the departmental website and educating children.

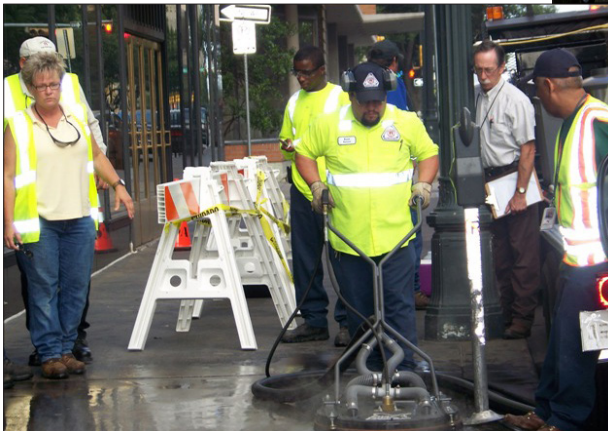
Number of Locations/Facilities: 4

- Administrative offices, 1520 Rutherford Lane
- Kenneth Gardner Service Center, 4108 Todd Lane
- Household Hazardous Waste Facility, 2514 Business Center Drive
- Resource Recovery Center, 3810 Todd Lane

Description of Services

Highlights

- ♦ 185,540 households in Austin serviced by Austin Resource Recovery.
- ♦ 39.58 percent of City-collected materials diverted from the landfills.
- ♦ 16,260 gallons of Austin ReBlend paint produced.
- ♦ 50 composting classes presented to the community, City of Austin employees, religious groups, nonprofits and others.
- ♦ 264 tons of appliances, car batteries, metals, motor fluids and other materials recycled at the Resource Recovery Center.
- ♦ 54,206 tons of recycling collected, an increase from 2012.
- ♦ 22.35 average pounds of recyclable materials collected per household (every two weeks).
- ♦ 85 percent satisfaction rate by City of Austin customers for Austin Resource Recovery collection services.
- ♦ 18,930 reusable bags distributed to Austin residents.
- ♦ Launched 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.





Austin Water



Greg Meszaros
Director

Mission Statement

Provide safe, reliable and high quality water services to our customers

Number of Employees

1,038

Budget

Enterprise Fund
FY 2014 - \$545 million

Main Address

625 E. 10th St.
Eighth Floor, Suite 800
Austin, Texas 78701

Main Phone Number

(512) 972-0101



Description of Services

- Treat and distribute millions of gallons daily of clean water for drinking and fire protection to almost 900,000 customers. Austin Water is consistently ranked in the top ten nationally for clean and good tasting drinking water.
- Maintain over 3,600-mile water distribution system, 37 reservoirs and 23 pump stations.
- Collects Austin's wastewater in over 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.
- Water conservation programs for residential, institutional and commercial customers to protect and preserve Austin drinking water supply
- Reclaimed water program provides non-potable water for primarily commercial and industrial uses which conserves drinking water supply
- Wildland Conservation Division which includes the Balcones Canyonlands Preserve and the Austin Water Quality Lands—almost 40,000 acres of land that improve Austin's environment
- Center for Environmental Research at Hornsby Bend—a partnership with UT Austin and Texas A&M to support urban ecology and sustainability studies for Austin.

Number of Locations/Facilities: 12

Austin Water Main Office

Waller Creek Center- E. 10th St.

Water Treatment Plants

Davis Water Treatment Plant- 3500 W. 35th St.

Ullrich Water Treatment Plant- 1000 Forest View Drive

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





Description of Services

Service Centers:

Glen Bell Service Center, 3907 S. Industrial Drive
Weberville 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

Highlights

- ◊ Continued the Renewing Austin Program, a five-year to upgrade aging water lines and to keep pace with the infrastructure demands of a growing city.
- ◊ New digesters installed with an America Recovery Act funds now produce clean methane that power a generator that supplies enough electricity to power the plant.
- ◊ Blue Legacy Award for conservation at a Metropolis level (Greater than 500,000 in the population).
American Water Works Association (AWWA) Water Conservation and Reuse Award for partnership with Austin Energy and Texas Gas Service under the city's Home Efficiency Assistance Program for low income residents.
- ◊ Austin Water's South Austin Regional (SAR) Wastewater Treatment Plant received the NACWA Gold Awards in Peak Performance for four consecutive years.
- ◊ Ullrich and Davis Water Treatment Plants received the Partnership for Safe Water Director's Award.
- ◊ Water Treatment Plant #4 will be completed in 2014.
- ◊ Completed work with the Joint Committee on Austin Water's Financial Plan and the Water Resource Planning Task Force.
- ◊ Completed an impact fee update which increases revenue collected from new development.



Austin Energy

Vision Statement

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

Number of Employee

1,700

Budget

Enterprise Fund
FY 2013 \$1.3 billion

Main Address

721 Barton Springs Road
Austin, Texas 78704

Main Phone Number

(512) 322-6514



Larry Weis
General Manager

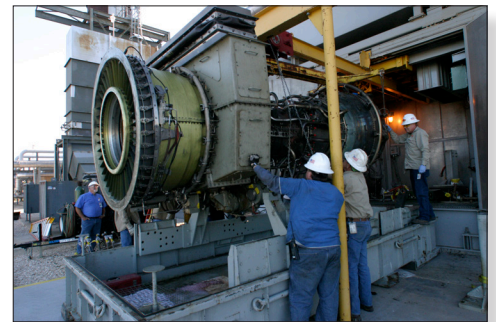


Description of Services

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

Number of Locations/Facilities: 6

Austin Energy Main Office - 721 Barton Springs Road
 Decker Power Plant - Northeast Austin (natural gas)
 Sand Hill Energy Center - Del Valle (natural gas)
 Fayette Power Project - La Grange (coal)
 South Texas Project - Bay City (nuclear)
 Solar Energy- Webberville Solar Project and rooftop solar
 Wind Energy- West Texas and South Texas wind farms

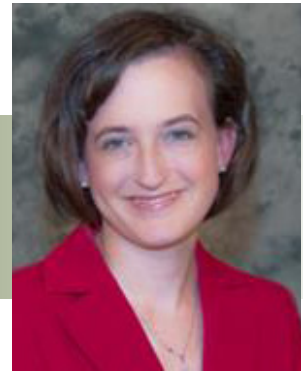


Highlights

- ◇ Awarded the top designation from the American Public Power Association (APPA) for delivering customers the highest level of reliable and safe electric service.
- ◇ Austin Energy was one of only six public power utilities out of more than 2,000 in the country to be recognized with a Reliable Public Power Provider Diamond Level designation this past year from APPA.
- ◇ Implemented a new Council-approved rate structure in October 2012 which the rating agencies saw as a positive sign resulting in an increase of the bond ratings to AA-.
- ◇ Added 293 MW of wind-purchased power contracts, bringing the total renewable energy to 22.9%.
- ◇ In FY 2013, the utility was able to achieve the highest peak demand savings in the past five years with 57 MW of savings through energy efficiency programs and practices.
- ◇ The Green Building program measured 18 MW of savings in FY 2013.



Contract Management



Rosie Truelove
Director

Mission Statement

The mission of the Contract Management Department is to administer the procurement of professional and construction services and to execute and manage contracts essential for the delivery of efficient capital improvements resulting in improved quality of life for all city of Austin residents.

Number of Employees

44

Budget

Proposed FY 2015 \$5.2 Million

Main Address

105 W. Riverside Drive, Suite 205
Austin, Texas 78704

Main Phone Number

(512) 974-7141





Description of Services

- Requests for Council Action (RCAs) and Council award of Construction and Professional Service contracts
- Procurement of Construction and Professional Services
- Cooperative Purchase Program and Job Order Contract Program
- Small Business Construction Procurement Program
- Professional Services Contract Development & Amendments
- Construction Contract Development & Change Orders
- Records Management
- Review of financial requests and processing of encumbrances for all contracts
- Prevailing Wage compliance for federal and non-federal construction projects
- Contract Compliance
- Contract Management for all Alternative Delivery Method projects
- Rotation List Management Program
- Manage the Consultant and Contractor Performance Evaluations
- Provide oversight of Change Control Committee for review of all CMD contract changes for construction and professional services

Number of Locations/Facilities: 2

105 W. Riverside Drive

One Texas Center-505 Barton Springs Road





Human Resources Department



Mark Washington
Director

Mission Statement

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

Number of Employees

103

Budget

FY 2014 \$11.2 million

Main Address

One Texas Center
505 Barton Springs Road
Suite 600
Austin, Texas 78704

Main Phone Number

(512) 974-3284





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.
- 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 HR practices and processes throughout the City. Quality Assurance is strengthening centralized control of HR services by expanding the quality assessment function and gradually expanding matrix reporting of departmental human resources staff into HRD.
- Citywide Youth and Family Services support the development and coordination of a comprehensive strategy for the delivery and marketing of youth & 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 rules approved by City Council.





Description of Services

Number of Locations/Facilities: 6

- One Texas Center -505 Barton Springs Road, Suite 600
- Learning Research Center -2800 Spirit of Texas Drive
- DeWitty Center -2209 Rosewood Avenue, Suite 210
- Workforce Solutions North Center -6505 Airport Blvd.
- Workforce Solutions South Center - 6505 Burleson Road
- African-American Youth Harvest Foundation - 6633 Highway 290 E.; Suite 100
(Mondays only)

Highlights

The ethnicity representation of City of Austin employees closely aligns with the Austin community.

Ethnicity	City of Austin organization	Austin, TX 2007 Census
White	56%	48.7%
Hispanic	28%	35.1%
Black	13%	7.7%
Asian	3%	6.3%

