2.1 | CUSTOMER AND EMPLOYEE EXPERIENCE (CX/EX)

- Stakeholder and Community Engagement
  - Denise Lucas
    - Director
  - Angela Means
    - Assistant Director
  - Janet McNiel
    - Business Process Consultant Sr.
  - Maria Jaramillo
    - Customer Solutions Coord
  - Robbie Searcy
    - Public Information Specialist Sr.
  - Vacant
    - Content Strategist / Designer
  - Juan Rodriguez
    - Digital Graphic Designer
  - Todd Czaplicki
    - Community Engagement Spec
  - Sara Henry
    - Public Info & Marketing Pgrm Mgr
  - Joshua Rudow
    - Development Services Manager
  - Vacant
    - Dev Svcs Process Coord
  - Carol Gibbs
    - Dev Svcs Process Coord
  - Vacant
    - Dev Svcs Process Coord
  - Sandra Castillo
    - Dev Svcs Process Coord
  - Cole Hubbard
    - Dev Svcs Process Coord
  - Vacant
    - Dev Svcs Process Coord

- Marketing and Outreach
- Neighborhood Assistance
- Customer Assistance
- Small Business
- Affordable Housing
2.2 | CUSTOMER AND EMPLOYEE EXPERIENCE (CX/EX)

- Customer Experience
- Plan Review Intake
- Service Center
- Land Use/ Exemption/ Correction Consultations

Plan Review Intake
- Residential Intake
  - Emma DeLeon Planner I
  - Kyle Kampe Planner I
  - Almira Baranovicht Planner I
  - Nathan Sears Planner I
  - Brenda Moran-Villaflor Planner I
- Volume Builder Intake
  - Sophia Dana Permit Review Specialist
- Commercial & Expedited Intake
  - Betty Balantran Planner I
  - Rene Lopez Planner I
  - Beverly Villela Planner I
- Site and Sub Intake
  - Stephen Castleberry Engineering Associate C
  - Greg Alvarez Engineering Technician C

Plan Review Intake
- Mack O’Neill Customer Service Supervisor
- Roderick Burns Customer Service Supervisor

Plan Review Intake
- Land Review Intake
  - Zachary Whitaker Customer Service Rep
  - Andra Brit Customer Service Rep
  - Jacob Ramos Customer Service Rep
- Notifications
  - Angelo Perez Administrative Assistant
  - Angela Perez Administrative Assistant
  - Debra Sustaita Administrative Assistant

Service Center
- Jennifer Everett Customer Service Supervisor
- Tera Villaret Dev Svcs Div Mgr
- Roderick Burns Acting

Permitting and Licensing
- Front Desk Reception
  - Krishana Customer Service Rep Sr
  - Blake Durst Permit Review Specialist
  - Jose Franco Permit Review Specialist
  - Jessica Ramos Permit Review Specialist

Development Assistance Services Front Desk Reception
- Pamela Preston Administrative Assistant
- Ross K. Kervin Administrative Assistant
- Sonya Dodson Administrative Assistant

Front Desk Reception
- Chelsea Azille Administrative Assistant
- Mary Ellen Mata Customer Service Rep
- Amanda Dominguez Customer Service Rep
- Jessica Ramos Customer Service Rep

Customer Service Requests
- Brittanie Jackson-Garcia Customer Service Rep Sr
- Gabriella Saery Permit Review Specialist
4.3 | LAND DEVELOPMENT REVIEW
- Land Development Planning & Engineering
- General Permit Program
- Land Management & Closing
- Small Cell Program
- Entertainment Service Group
- CIP Permit Review

Denise Lucas
Director

Andrew Linseisen
Assistant Director

Elizabeth Boswell, PE
Managing Engineer

Jacqueline Lobato
Permit Review Specialist

Heather Parajuli
Permit Review Specialist

Jennifer Turnbow
Business Process Consultant Sr

Vacant
Supervising Engineer

Updated February 1, 2021

OTHER DEPT
EMPLOYEE
DSD EMPLOYEE
DSD VACANCY
TEMP EMPLOYEE
VACANT TEMPORARY