2.1 CUSTOMER AND EMPLOYEE EXPERIENCE (CX/EX)

Stakeholder and Community Engagement

- Stakeholder and Community Engagement
  - Angela Means
    - Director
  - Janet McNiel
    - Business Process Consultant Sr
  - Robyn Diaz
    - Business Process Consultant

- Marketing and Outreach
  - Todd Czaplicki
    - Community Engagement Spec

- Neighborhood Assistance
  - Robby Searcy
    - Public Information Spec Sr
  - Juan Rodriguez
    - Digital Graphic Designer
  - Brett Buchanan
    - Content Strategist/Designer

- Customer Assistance
  - Residential
    - Carol Gibbs
      - Development Svcs Process Coord
    - Mary Helen McCarthy
      - Development Svcs Process Coord
    - Sandra Castillo
      - Development Svcs Process Coord
    - Mary Helen McCarthy
      - Development Svcs Process Coord
  - Small Business
    - Natalia Rodriguez
      - Development Svcs Process Coord
    - Sandra Castillo
      - Development Svcs Process Coord
    - Adriana Martinez
      - Development Svcs Process Coord
    - Cole Hubbard
      - Development Svcs Process Coord

- Customer Solutions Coord
  - Vacant

- Consumer Services Manager
  - Vacant

- Content Strategist/Designer
  - Angela Means
    - Assistant Director
  - Vacant
  - Denise Lucas
    - Director
  - Vacant

- Digital Graphic Designer
  - Juan Rodriguez
    - Vacant

- Consumer Services Manager
  - Vacant

- Marketing and Outreach
  - Vacant

- Business Process Consultant Sr
  - Vacant

- Community Engagement Spec
  - Vacant

- Community Engagement Spec
  - Vacant

- Customer Solutions Coord
  - Vacant

- Content Strategist/Designer
  - Vacant

July 19, 2021
3.2 | BUILDING PLAN REVIEW

✓ Expedited Building Plan Review

Denise Lucas
Director
Beth Culver
Assistant Director/Building Official

Jennifer Verhulst, PE
Chief Plans Examiner

Brenda de la Garza
Consumer Services Manager

Nicolette Lange
Planner II

Vacant
Customer Solutions Coord

Expedited Team 1
Expedited Team 2
Expedited Team 3

Adam Smith
Plans Examiner Supervisor

Armand Daigle
Plans Examiner Supervisor

Vacant
Plans Examiner Supervisor

Expedited Team 1
Expedited Team 2
Expedited Team 3

Susan Hagerby
Plans Examiner C - Building

Robert Mende
Plans Examiner C - Building

Vacant
Plans Examiner C - Building

Travis Burgess
Plans Examiner C - Plumbing

Christopher Perez
Plans Examiner C - Plumbing

Vacant
Plans Examiner C - Plumbing

Jhermaine McVea
Plans Examiner C - Zoning

Alyssa Mayfield
Plans Examiner C - Zoning

Vacant
Plans Examiner C - Zoning

David Michael
Environmental Review Spec Sr

Cody Goldman
Environmental Review Spec Sr

Vacant
Environmental Review Spec Sr

James Miller, PE
Engineer C – Structural

Vacant
Engineer C – Structural

Matthew Dowd
Health

Vacant
Health

Jacob Bradley
Industrial Waste

Vacant
Industrial Waste

Colin Crawford, PE
Fire

Vacant
Fire

Vacant

July 19, 2021

Other Dept
DSD Employee
DSD Vacancy
Temp Employee
Vacant Temporary

Denise Lucas
Director
Beth Culver
Assistant Director/Building Official

Jennifer Verhulst, PE
Chief Plans Examiner

Brenda de la Garza
Consumer Services Manager

Nicolette Lange
Planner II

Vacant
Customer Solutions Coord

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Vacant
Engineer C – Structural

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Health

Vacant
Health

Jacob Bradley
Industrial Waste

Vacant
Industrial Waste

Colin Crawford, PE
Fire

Vacant
Fire

Vacant

July 19, 2021

Other Dept
DSD Employee
DSD Vacancy
Temp Employee
Vacant Temporary
3.3 | BUILDING PLAN REVIEW

✓ Austin Center for Events (ACE)

Denise Lucas
Director

Beth Culver
Assistant Director/Building Official

Austin Center for Events
(ACE)

William Marone
Spec Event Corp Pgrm Mgr

Brydan Summers
Consumer Services Manager

Leslie Yello
Administrative Specialist

Austin Fire Department

Quentin Prior
Fire Battalion Chief

John Marney
Fire Captain

Austin Police Department

Arthur Fortune
Police Commander

Steven Jones
Police Lieutenant

Austin/Travis County EMS

Kevin Parker
EMS Field Commander

Randy Vickers
EMS Field Captain

Parks & Recreation

Jason Maurer
Sales & Event Manager

Music & Entertainment

Brian Block
Program Manager II

Austin Resource Recovery

Iby Setzer
Planner Senior

Austin Code Department

Elaine Garrett
Division Manager

Austin Code Department

Elaine Garrett
Division Manager

Austin Public Health

Marcel Elizondo
Public Health Program Mgr II

Building Inspections

Tony Hernandez
Const & Insp Svcs Pgrm Mgr

Austin Transportation

Frances Hargrove
Division Manager

July 19, 2021
4.3 LAND DEVELOPMENT REVIEW
- Land Development Engineering
- General Permit Program
- Land Management
- Small Cell Program
- Entertainment Service Group
- CIP Permit Review

Denise Lucas
Director

Jennifer Verhulst, PE
Acting Assistant Director

Elizabeth Boswell, PE
Managing Engineer

Jennifer Turnbow
Business Process Consultant Sr

Gregory J Casey, PE
Supervising Engineer

Vacant
Project Coordinator - AE

Ivan Naranjo
Planning Officer

Tera Villaret
Capital Program Consultant

July 19, 2021

Jennifer Turnbow
Business Process Consultant Sr
5.1 CONSTRUCTION & ENVIRONMENTAL INSPECTIONS

Site and Subdivision Inspections

- Taps Inspections
  - Robari Munlo, Inspector C
  - Perkins Sexton, Inspector C
  - Randy Maze, Inspector C

Kat Anderson, Business Process Specialist

Julie Lipton, Business Process Consultant Sr

Rick Holloway, Assistant Director

Denise Lucas, Director

John Paul Cruz, Const & Insp Svcs Pgm Mgr

Mariya Becker, Customer Service Rep

- Joe Campos, Inspection Supervisor
  - Tom Darity, Inspector C
  - Alfredo Govea, Inspector C
  - Gary Darity, Inspector C
  - Kevin Ray, Inspector C
  - Terry Faz, Inspector C
  - Roy Govea, Inspector C
  - Christopher Davis, Inspector C

- Ken Brewer, Inspection Supervisor
  - Douglas Williams, Inspector C
  - Alissa Weller, Inspector C
  - Kevin Barker, Inspector C
  - Jimmie Rose, Inspector C
  - Kevin Brooks, Inspector C
  - Darrell Meuth, Inspector C
  - Israel Nanero, Inspector C

- Stephen Ramirez, Inspection Supervisor
  - Roger McMillan, Inspector C
  - Patrick Codel, Inspector C
  - Phillip Ellison, Inspector C
  - Adam Cabello, Inspector C
  - Drake Harvey, Inspector C
  - Roberto Torres, Inspector C
  - Neal Anderson, Inspector C
  - Mario Ochoa, Inspector C

Julie Lipton, Business Process Consultant Sr

July 19, 2021
5.2 | CONSTRUCTION & ENVIRONMENTAL INSPECTIONS

- Environmental Inspections
- Tree Inspections & Enforcement
- General Permits and Telecom