



Development CITY OF AUSTIN
SERVICES DEPARTMENT

Building a Better and Safer Austin Together

Development Process Team and Neighborhood Assistance Center

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Presented by:
Josh Rudow
Sandra Castillo
Adriana Martinez
Carol Gibbs
Mary Helen McCarthy

Purpose

- **2009** - Neighborhood Assistance Center established to provide educational resources and information about the City of Austin's operations to neighborhood stakeholders and community groups.
- **2019** - Development Process Team created to help homeowners and small business owners navigate the development process.
- **2020** - Both teams joined under umbrella of Development Services Process Coordinators to also assist with process improvements for Development Services Department (DSD).

Who We Are

- Stakeholder and Community Engagement Unit (Marie Sandoval)
- Development Services Manager (Josh Rudow)
- Six Development Services Process Coordinator positions
 - 2 support homeowners (Sandra Castillo & Adriana Martinez)
 - 2 support small businesses (Cole Hubbard & Natalia Rodriguez)
 - 2 support neighborhoods and community groups (Carol Gibbs & Mary Helen McCarthy)



Team Responsibilities

- Provide support and function as a resource for:
 - Homeowners
 - Small Businesses
 - Neighborhoods, Residents
 - Elected Officials
 - City Staff
- Host community and stakeholder engagement activities and receive feedback
- Recommend, initiate, and lead department-wide process improvements based on feedback





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Development Process Team

Supporting homeowners and small businesses through the development process

Customers

- Residential homeowners and small business owner applicants who are:
 - Unfamiliar with the development process
 - Going through the development process themselves for their home or business improvement



Services

- An option for qualified customers navigating:
 - Review Process
 - Permitting Process
 - Inspections Process
- Be a single point of contact throughout the development process
- Provide support materials (e.g. handouts, flowcharts) for each process
- Connect customers to the right resources

Contact Information

- Phone: (512) 974-1040
- Email: DevelopmentProcessTeam@austintexas.gov
- Appointments: <https://austintexas.gov/page/schedule-appointment-development-services>
- Website: austintexas.gov/DevelopmentProcessTeam



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Neighborhood Assistance Center



Customers

- Anyone with general process questions about development projects
 - Neighborhood organizations
 - Residents
 - Referrals from Council offices
 - Council aides
 - Escalations within the DSD

Services

- Provide consultation and navigation assistance for residents understanding development process and using online tools, including:
 - [Austin Build + Connect \(AB+C\)](#)
 - Public Search
 - Demolition Notification
 - [Property Profile Tool](#)
 - Property Profile Report
 - Zoning Petition Buffer
 - Identify Neighborhood Association boundaries
 - [Community Registry](#)
 - Contact information for registered organizations
 - Data Portal - filter, sort, export Registry information



Contact Information

- Phone: Carol Gibbs: (512) 974-7219
Mary Helen McCarthy: (512) 974-7117
- Email: NeighborhoodAssistanceCenter@austintexas.gov
- Appointments: <https://austintexas.gov/page/schedule-appointment-development-services>
- Website: austintexas.gov/Neighbor

An aerial, grayscale photograph of Austin, Texas, showing the city skyline, the Colorado River, and a bridge. The word "Questions?" is overlaid in the center in a bold, dark blue font.

Questions?



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