

Development Process Team

Supporting homeowners and small businesses through the development process



Development CITY OF AUSTIN
SERVICES DEPARTMENT

Development
Process Team

Small Business Owner Leads – Cole Hubbard & Natalia Rodriguez
Residential Homeowner Leads – Sandra Castillo & Adriana Martinez

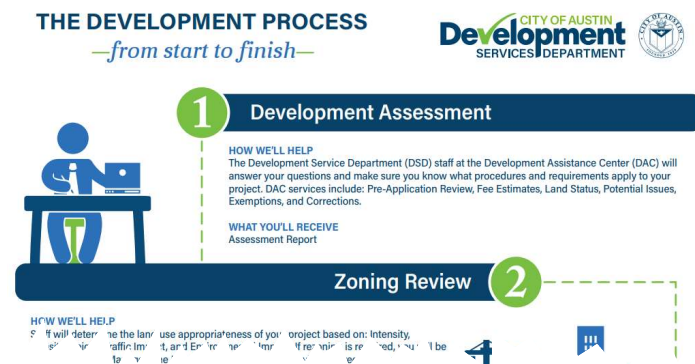
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Who We Are

- Stakeholder and Community Engagement Unit
- Four Development Services Process Coordinator positions (previously referred to as ombudspersons)
 - 2 support homeowners
 - 2 support small businesses
- Provide continuous support and assistance in all matters relating to:
 - Development Regulations
 - Processes & Procedures



Process Team Responsibilities

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



Process Team Services

- Provide optional support for owners navigating:
 - Review Process
 - Permitting Process
 - Inspections Process
- Provide information about the development process
- Offer a single point of contact for the duration of the project
- Connect you with the right resources every step of the way

Customer Base

- Customers are expected to be:
 - Homeowner / Small Business Owner
 - Those that are unfamiliar with the development process
 - This may be the first or second time they submit an development application
 - Going through the development process themselves



Development Process Team Contact Info

- Phone: (512) 974-1040
- Email: DevelopmentProcessTeam@austintexas.gov
- Website: austintexas.gov/DevelopmentProcessTeam



Questions?