

BOARD OF ADJUSTMENT

***One (1) vacancy with term to 4-4-20, representing the following category: 1 - Alternate.**

Duties

The Board of Adjustment hears appeals for interpretations of the zoning ordinance; for special exceptions authorized by the zoning ordinance, subject to safeguards to protect the public interest; and for variances where, owing to special conditions, the literal enforcement of the provisions of the zoning ordinance results in unnecessary hardship, so that the spirit of the ordinance shall be observed and substantial justice done. An appeal may be made to District Court if dissatisfied with the decision of the Board. Written notice of public hearing on each appeal is sent to the applicant and owners within 200 feet 10 days before the hearing date.

Composition

Seven (7) members appointed by the City Council. The membership must include two (2) alternates; be residents of the City. Only five (5) members may vote, and four (4) must concur to grant an appeal.

Name	District	Term	Start date	End date	Appointing Authority	Position	Status	Category
*Ryan Armstrong		1	N/A	4/4/2020	City Council		Resigned	Alternate
Robert Bryan Johnson	District 4	1	4/10/2018	4/4/2020	City Council		Active	Alternate
Shawn Karaca	District 5	2	3/24/2015	4/4/2020	City Council		Active	
Burris McRee	District 5	2	3/24/2015	4/4/2020	City Council		Active	
Tim Voorkamp	District 5	2	3/24/2015	4/4/2020	City Council		Active	
David Lee Walker	District 4	2	8/16/2016	4/4/2020	City Council		Active	
Michael C York	District 4	1	4/10/2018	4/4/2020	City Council		Active	

BOARD OF ADJUSTMENT

Applicants

Name	District	Category
William K Dooley	District 4	Alternate
Gordon Robinson	District 4	Alternate

Application for a City Board, Commission, Committee or Corporation

Profile

William

First Name

K

Middle Initial

Dooley

Last Name


Email Address

453 Troy Dr

Street Address

Corpus Christi

City

TX

State

78412

Postal Code

What district do you live in? *☒ District 4**Current resident of the city?**☒ Yes ☐ No**If yes, how many years?**

1

Mobile: (806) 928-2582

Primary Phone

Business: (361) 792-7932

Alternate Phone

Humana

Employer

Senior Market Manager

Job Title

Work Address - Street Address and Suite Number

4117 S Staples Suite 260

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78411

Work Phone

(361) 792-7932

Work E-mail address

wdooley@humana.com

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

BOARD OF ADJUSTMENT: Submitted

Interests & Experiences**Are you a registered voter?**

☐ Yes ☒ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

Moved to Corpus Christi in August, 2018. I do not currently serve on any boards or commissions

Education, Professional and/or Community Activity (Present)

Bachelor of Science Degree Past Member of Leon Valley Texas Zoning Commission Past Member and Chairman of Odessa Texas Zoning Board of Adjustment

Why are you interested in serving on a City board, commission or committee?

I enjoy serving the community and have found the work of this type of board to be very interesting in my past experiences.

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

Demographics**Gender**

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☐ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☐ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☐ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☐ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☐ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☐ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department.

NA

Board-specific questions (if applicable)

Verification**City Code Requirement - Residency**

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

☒ I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application or in any attachment (e.g. resume or supporting documentation) for appointment it is subject to and must be disclosed under the Texas Public Information Act. I understand that under the Texas Public Information Act, my home address and home telephone number is subject to public disclosure unless I am elected or appointed to the position which I seek. I hereby consent to the release of my home address and home telephone number should it be requested under the Texas Public Information Act prior to my possible appointment or election. I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Texas Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

William Kent Dooley
6539 Sally Agee, San Antonio TX 78238
(806) 341-1862 /wdooley@humana.com

Retail Manager/General Manager / Vice President, Operations/Insurance Sales/Sales and Marketing Support

P&L / Budgets / Multi-site Operations / Revenue Growth / Cost Control / CRM
Leadership /Strategic Partnerships / Business Process Re-engineering / Contract
Negotiations / Recruiting

Senior executive with entrepreneurial career foundation as restaurant owner/operator combined with progressively responsible leadership roles at Humana, Inc., Odessa American, Sears Roebuck & Co. and OneTravel.com Inc. Proven record of accomplishments in multi-site operations driving double-digit revenue growth, improving customer service, forging strategic partnerships with key customers, managing inventory control, and re-engineering business processes in the health insurance sales, food service, publications, retail sales and travel industries. Proven record of accomplishments in community involvement.

Developed improved relationship with Veterans of Foreign Wars
Created New Agent Onboarding Program being adopted at regional and corporate level.
Achieved 99.7% customer satisfaction by developing customer support center at OneTravel.com
Negotiated travel service contracts with Sam's Club.com, MBNA, and SideStep.com
Grew airline ticket fulfillment by 67% from 1,200 to 2,000 per day
Bachelor of Science, Journalism, University of Central Missouri

Highlighted Accomplishments

2016 Top OSB Sales, Top Closer, 100+ New Sales, 2015 Top 10% Producer, 2014 and 2013 West Texas Medicare Advantage Agent of the Year, Top 5 Sales in 2009 Annual Enrollment Period. President's Club Qualifier in 2009.

Achieved 99.7% customer satisfaction by developing customer support center at OneTravel.com. Recruited and trained customer support staff. Increased capacity to 800 calls per day maintaining 2% abandoned call rate. Managed up to 300 emails per day maintaining two-hour response time.

Launched online, pre-paid, hotel reservation application with complementary telephone sales division. Reviewed and approved user interface applications for consumers and customer service for booking airline, car and hotel reservations. Call center team closed 24% of monthly sales calls. Conducted market research and competitor analysis. Designed sales team training curriculum and sales floor plan. Wrote job descriptions and conducted new hire orientation and training programs. Telephone sales generated 15% of total pre-paid hotel sales for OneTravel.com.

Negotiated travel service contracts with Sam's Club.com, MBNA, and SideStep.com.

Provided major companies with co-branded and private label versions of OneTravel.com's online booking systems. Potential clients were invited for onsite operations center tour and meetings with key executives.

Positioned OneTravel.com for capital investment by Amadeus, new majority shareholder.

Led team that seamlessly switched Global Distribution System (GDS) vendors from Sabre to Amadeus in thirty-day period. Replaced hardware, opened new telephone circuits that enhanced network access to main system in Erding, Germany. Trained fulfillment staff, partnered with programmers and aligned online booking systems with new GDS. Completed project on time and on budget. Amadeus made decision to become majority shareholder.

Grew airline ticket fulfillment by 67% from 1,200 to 2,000 per day. Re-organized customer service department and split off airline ticket fulfillment operation as independent department. Refined processes and improved efficiency by implementing improved macros. Staffing re-alignment allowed customer support staff more time for customer service and contributed to achieving 99.7% customer satisfaction rating.

Career Summary

Humana, Inc., Fortune 100 Health Insurance Company, Health Insurance, Life Insurance, Indemnity Insurance Sales) 2005 to present

Sales and Marketing Support Executive 2017 to present

Responsible for supporting career and external sales agents, developing better community engagement activities with community organizations including Veterans of Foreign Wars. Recognized for excellent relationship building with VFW. Currently leading a SMSE team to develop corporate wide standards to train new agents in community engagement.

Sales Representative 2005 to 2017

Responsible for sales and service of Humana MarketPOINT products focused in the Medicare sector but also including sales to all age groups. Sales efforts include seminar and in-home selling. 2016 Top Closer, Top OSB Sales, Exceeded 100 new enrollments, 2015 Top 10% Producer, 2014 and 2013 West Texas Medicare Advantage Agent of the Year, Top 5 Sales in 2009 Annual Enrollment Period. President's Club Qualifier in 2009. Consistently meet or exceed all sales goals.

Knights of Columbus (\$54 Billion Fraternal Benefit Society, Life Insurance Sales) 2003 to 2005

Field Agent

Responsible for sales and service of life insurance for over 900 members. Over \$5 million in insurance issued from personal production.

OneTravel.com, Inc. (\$96M revenue, 98 employees, online travel services) 1995 to 2002

Vice President, Operations

P&L \$6M. Managed 30 staff. Developed strategic plan, led rapid growth which at times was as much as double growth month over month and managed employment growth including recruiting, hiring and

training from six employees to 100 in 5 years. Recruited Regional HR Director / Strategic Senior Staff Advisor for regional offices in TX, PA, and SC.

Sears, Roebuck & Co. (Fortune 32, \$41B revenue, retail department stores) 1992 to 1995

Sales Manager, Brand Central / Sales Manager, Home Fashions Department

\$6M budget responsibility. Managed 22 staff. Grew retail sales by 30%. Reduced inactive inventory to acceptable level within 45 days. Re-designed show room displays, showcased inactive merchandise and trained sales associates in add-on sales techniques and loss prevention. Maintained 100%+ physical department inventory after loss adjustments.

Earlier Career History: Assistant Director of Circulation, Odessa American, 1984 to 1991. Manager, Water Wonderland, (150 employees) 1983 to 1984. Owner/Operator, Townsman Restaurant, (\$180K revenue, 12 staff, full service restaurant), 1980 to 1983

Application for a City Board, Commission, Committee or Corporation

Profile

Gordon

First Name

Robinson

Last Name

grobinson@ccrta.org

Email Address

3326 Bali Drive

Street Address

Corpus Christi

City

TX

State

78418

Postal Code

What district do you live in? *☒ District 4**Current resident of the city?**☒ Yes ☐ No**If yes, how many years?**

5.5

Business: (361) 903-3483

Primary Phone

Mobile: (361) 446-7354

Alternate Phone

Corpus Christi Regional
Transportation Authority

Employer

Director of Planning

Job Title

Work Address - Street Address and Suite Number

602 N. Staples St.

Work Address - City

Corpus Christi

Work Address - State

TX

Work Address - Zip Code

78401

Work Phone

361-903-3483

Work E-mail address

grobinson@ccrta.org

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

BOARD OF ADJUSTMENT: Submitted

CORPUS CHRISTI REGIONAL ECONOMIC DEVELOPMENT CORPORATION: Submitted

PARKS AND RECREATION ADVISORY COMMITTEE: Submitted

PLANNING COMMISSION: Submitted

REGIONAL HEALTH AWARENESS BOARD: Submitted

Interests & Experiences**Are you a registered voter?**

☒ Yes ☐ No

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No, I do not serve on any other City board, commission or committee.

Education, Professional and/or Community Activity (Present)

University of California, Davis, Bachelor of Science degree in Physical Geography. Certified Project Management Professional (PMP), Project Management Institute Leadership Corpus Christi Class 46 American Planning Association American Public Transportation Association Planning, Policy, & Program Development Committee

If you applied for multiple boards, which boards are you most interested in serving on, in order of preference? (Limit to top three)

Planning Commission Parks and Recreation Advisory Committee Board of Adjustment

Why are you interested in serving on a City board, commission or committee?

I want to better serve this community by advancing improvements through the contribution of my time, professional knowledge, skills, and experience. As this is the city I live, work, and play in, I want to be a part of the strategy, decisions, and actions that will benefit residents and visitors for years to come.

[Upload a Resume](#)

Are you an ex-Officio member of a City Board, commission or committee?

☐ Yes ☒ No

No person shall be appointed by the Mayor or Council Members to serve on more than one board, commission, committee or corporation at the same time. If you currently serve as a voting member for a board, commission, committee or corporation are you willing to resign your current seat to serve on another board, commission, committee or corporation?

☒ Yes ☐ No

Demographics

Gender

☒ Male

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department.

I answered "No" on all of the questions above.

Board-specific questions (if applicable)

Question applies to multiple boards

Are you willing to provide an Annual Report of Financial Information as required by the Code of Ethics?

☒ Yes ☐ No

Question applies to PLANNING COMMISSION

Are you a registered voter?

☐ Yes ☐ No

Verification

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☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

Gordon Robinson, PMP

3326 Bali Drive | Corpus Christi, TX 78418
[REDACTED] | (949) 933-1836

SUMMARY: Experienced executive planning professional, certified project management professional (PMP), innovative and motivated leader, and effective communicator in the areas of:

- Strategic Planning
- Innovative Transit Service Design and Implementation
- Service Planning for Fixed Route, On-Demand, and Paratransit Operations including Scheduling, Run-cutting, Rostering and Intelligent Transportation Systems
- Capital Program Improvements
- Vanpool Program Administration and Contract Management
- Active Transportation Integration Including Bicycle Sharing
- University/College Transit Pass Programs
- Operations, Maintenance, Ridership, and Performance Reporting
- Bus Stop Management and Detours
- Trip Planning and Next Bus Technology
- Title VI of the Civil Rights Act of 1964
- Budgeting and Reporting
- Contract Management and Negotiation
- Grant and Fleet Management
- Emergency Management
- National Transit Database Reporting
- Customer Service and Outreach

EDUCATION: Bachelor of Science, Physical Geography; University of California at Davis.

PROFESSIONAL EXPERIENCE:

11/2013-Present: **Director of Planning**, Corpus Christi Regional Transportation Authority (CCRTA), Service Development Department, Corpus Christi, Texas.

- Direct the Authority's Service Development Department activities including the development of short and long range transportation plans, bus operator sign-ups, and contract management actions within timelines and budgets.
- Manage, monitor, and support an annual budget of approximately \$3,500,000 involving two departments, multiple service modes including bicycle sharing and amenities within a 841 square mile service area.
- Supervise fixed route, on-demand taxi, and vanpool contracted services to complete contract amendments, release solicitations, and provide presentations regarding performance.
- Manage on-demand taxi, paratransit, and vanpool contracted services to complete contract amendments, release solicitations, and provide presentations regarding performance.
- Serve as lead Emergency Operations Coordinator with City of Corpus Christi
- Serve as Title VI Officer in alignment with Federal Transit Administration (FTA) guidelines.
- Administer University/College Transit Pass program. Successfully negotiated and secured additional revenue of \$81,376 for 2018-19 academic year.
- Direct agency-wide National Transit Database (NTD) reporting including required passenger sampling.
- Lead the analyzing, monitoring, and reporting of ridership results and performance metrics.
- Support operational and customer focused transit technology products utilizing Clever Devices, Trapeze FX and Blockbuster, Geographic Information Systems, Remix, Google Transit, and TransLoc software.
- Support submission of federal grant applications and completion of FTA Triennial and Management Reviews, and Texas Quadrennial Performance Audit.
- Conduct customer outreach to inform public and other stakeholders of service improvements and changes.
- Regularly prepare and present reports to the Board of Directors, public, and other local and regional stakeholders.

PROFESSIONAL EXPERIENCE (CONTINUED):

11/2011-11/2013: **Director of Planning**, Riverside Transit Agency (RTA), Planning Department, Riverside, California.

- Developed the Planning Department's annual budget of \$1,200,000, managed projects, consultant contracts, service agreements, and implemented service changes within 2,500 square mile service area.
- Directed and managed the Agency's planning and programming functions to support short and long range transportation plans. Led NTD reporting and passenger sampling efforts.
- Served as Project Manager for the 10-year RTA Forward Transit Plan to develop service improvements.
- Regularly analyzed, monitored, and reported ridership results and performance metrics using GIRO's HASTUS, Genfare data, automated passenger counters, and TransitMaster CAD/AVL.
- Served as Project Manager for a scheduling services three year contract totaling approximately \$536,000.
- Developed and submitted state and federal grant applications.
- Regularly prepared and presented reports to the Board of Directors, public, and other local and regional stakeholders.

07/2010-10/2011: **Transit Planning Manager**, Orange County Transportation Authority (OCTA), Strategic Planning Department, Planning Division. Orange, California.

- Managed new transit planning section under the Planning Division responsible for completing a \$500,000 comprehensive system-wide fixed route and paratransit bus system restructuring study, branded the "Transit System Study", with extensive public outreach with approximately 50 stakeholders including all 34 cities in Orange County, the public, transit advocates, major employers, major colleges and universities, and the Board of Directors.
- Effectively led a team to develop work plans for prioritized annual and short range transit plans, completed transit initiatives including OCTA's Go Local Program and other planning studies, and submitted a planning grant application for a regional park and ride study in partnership with Caltrans.
- Developed a 20-year bus capital plan focused on revenue vehicle needs and facility infrastructure status.
- Conducted focused transit planning studies to improve service delivery at the Brea Mall Transit Point, Laguna Hills Transportation Center, and Anaheim Regional Transportation Intermodal Center to improve service design.
- Regularly analyzed, monitored, and reported ridership results and performance metrics using Genfare data, automated passenger counters, and Orbital CAD/AVL.
- Prepared and presented action items, progress updates, and reports to executive management, Board of Directors, and other stakeholder groups.

12/2007-06/2010: **Bus Rapid Transit Project Manager**, Orange County Transportation Authority (OCTA), Service Planning and Customer Advocacy Department, Transit Division. Orange, California.

- Served as project manager in charge of OCTA's federally and state funded \$28,110,000 Bravo! BRT program responsible for completing the design, construction, and implementation phases of three planned arterial based mixed-flow BRT corridors in Orange County.
- Under BRT program, led and coordinated multiple consultant team contracts for the civil and architectural design of approximately 110 BRT station stops including the preliminary design of a real-time passenger information system, traffic signal synchronization design and implementation, and preliminary concept design of transit signal priority elements for 252 intersections within the BRT corridors.
- Served as contract manager to oversee 15 firms under the Program Management Consultant multi-year contract to support the \$126,600,000 Five-Year Rapid Transit Program involving the Bus Rapid Transit (BRT) program, Go Local and Measure M community circulator programs, and the planning and design for the Anaheim Regional Transportation Intermodal Center.
- Participated in contract negotiations with Procurement Department and legal counsel to resolve consultant performance and invoicing issues.
- Researched fare collection methods and travel time delays to reduce anticipated dwell times.
- Led grant application efforts to obtain funding to implement traffic signal synchronization.
- Conducted and coordinated stakeholder outreach efforts throughout the design of the BRT program.
- Prepared and presented action items, progress updates, and reports to executive management, Board of Directors, and other stakeholder groups.

PROFESSIONAL EXPERIENCE (CONTINUED):

03/2002-11/2007: **Senior Transportation Analyst**, Orange County Transportation Authority (OCTA), Service Planning and Customer Advocacy and Strategic Planning Departments in the Transit and Planning Divisions. Orange, California.

- Managed and coordinated the planning and implementation of new bus services and other bus service improvements and recommendations for each service change using field work and data analysis tactics.
- Developed specific work plans for small contracts, analyze data to support transit planning studies, assess ridership projections, and support routing and stop improvements.
- Conducted analysis using GIRO's HASTUS scheduling databases, GFI fare box data, and Geographic Information Systems (GIS) methods and applications to assess travel speeds and service levels throughout city and unincorporated areas within the service area.
- Prepared and presented reports to Board of Directors and coordinated with stakeholder groups to implement improvements.

07/2000-03/2002: **Systems Manager**, FORMA. Irvine, California.

- Under the Planning Division, managed GIS staff assigning tasks, monitoring budgets, schedules, and project deadlines while performing external and internal marketing responsibilities including proposal writing, proposal interviews, demonstrations, conference presentations, developing business relationships, and completing marketing brochures and posters.
- Served as project manager for the \$170,000 Rivers and Mountains Conservancy Open Space Plan which included the data collection and GIS system development of over 650 data sets containing aerial imagery, historical, infrastructural, biological, demographical, transportation, and other planning related data. Coordinated and authored responses to request for proposals for GIS projects and built product demonstrations and brochures for presentations, meetings, and clients using ESRI software products.
- Provided private and public sector clients with GIS analysis results, reports, maps, and modeled visualizations, AutoCAD drawing modifications, and Microsoft Access software to support projects and related tasks.

11/1994-06/2000: **Senior GIS Analyst**, RBF Consulting, Information Systems Services Department. Irvine, California.

- In support of planning and engineering projects, supervised a team of Geographic Information System (GIS) employees assigning tasks, monitoring budgets, and schedules to meet project milestones.
- Provided on-site GIS support for the OCTA to build and edit spatial and tabular routing data for transit and master plan of arterial highway applications. Served as data conversion manager for the City of Santa Barbara Automated Mapping Services project responsible for the data collection and conversion of over 330 water and wastewater atlas sheets containing over 18,000 facilities.
- Served as deputy project manager for the completion of the Natural Communities Conservation Plan (Orange County Central-Coastal NCCP/HCP) planning effort in collaboration with the Irvine Company and other organizations to preserve open space, multiple species, and habitat areas in Orange County.
- Served as lead analyst to develop a transportation travel time model in order to determine the best location of new fire station to serve new development in Orange County.

HONORS, AWARDS, AND ACCOMPLISHMENTS:

- 2017-18 Leadership Corpus Christi Class 46 Graduate
- 2016-17 Texas Transit Leadership Initiative Graduate
- Presenter at the 2015-2018 APTA Sustainability and Multimodal Planning Workshops
- Presenter at the 2016 APTA Bus and Paratransit Conference
- 2015 American Public Transportation Association (APTA) Peer Review, Pierce Transit, Lakewood, WA
- Member of the American Planning Association
- Member of the APTA Policy and Planning Committee, APTA Major Capital Investment Planning Subcommittee, and the APTA EJ/Title VI Subcommittee
- Member of Metropolitan Planning Organization (MPO) Technical Advisory Committee
- 2011 Certified Project Management Professional (PMP), License 1436980, and member of the Project Management Institute