



Our People

Originally established as Gunn Communications, Inc. in 1997, GCI specializes in helping government and industry decision-makers inform and engage the public about their proposed projects and programs, and helping potentially impacted stakeholders have a voice in decisions that may affect them. GCI's 12-person team offers proven experience and expertise in the areas of public involvement, bilingual stakeholder engagement, public relations, strategic planning, partnering, and planning and right-of-way acquisition support.



► **Theresa Gunn – President/Owner**

Project Management / Public Engagement / Facilitation / Strategic Planning

As President of GCI, Theresa has led hundreds of projects for government agencies, businesses, and non-profit organizations. She has 30 years of experience in community involvement, community-based planning, meeting facilitation, project management, and government relations. She oversees every project and customizes each one to her clients' specific needs. Theresa has completed specialized training courses in citizen participation, group facilitation, and strategic planning processes, including the International Association for Public Participation (IAP2)

Certificate course. An active member of IAP2 since 1995, Theresa has served as Deputy Presiding Member of the International Board of Directors and past president of IAP2 USA.

► **Project Managers**



► **Debora "Jaye" Jackson, V.P., Construction Phase Services**

Project Management / Public Information / Community Outreach / Marketing

Jaye Jackson has more than 24 years of experience in public relations, marketing, communications, and management, with 18 years as a public information liaison in the transportation industry throughout the greater Phoenix region. Jaye's expertise includes development and implementation of public outreach plans; coordination of project public meetings and groundbreaking/dedication ceremonies; development/distribution of newsletters and press releases; and serving as our clients'

project representative to the public. Jaye's experience includes consensus building between people with varied outlooks and conflict resolution. She has completed more than 300 projects throughout Arizona and brought over 5,000 citizen complaints to resolution without escalation. Her genuine enthusiasm for interpersonal interaction, combined with her skill and experience in supporting a wide variety of projects, helps provide clients with a high level of success on their projects.



► **Alexandra "Alex" Albert**

Project Management / Communications / Public Relations / Public Engagement

Alex brings more than 16 years of experience developing and executing all aspects of community relations programs aimed at consensus building and convening meaningful dialogue around frequently contentious issues. She has extensive experience developing a wide variety of printed materials including outreach plans, fact sheets/updates, reports, newsletters, web content; managing stakeholder outreach and communications; coordinating all aspects of federally-required and other public meetings/open houses/hearings; delivering presentations and on-air interviews in

English and Spanish; and developing technologically advanced electronic materials. She has worked on a wide variety of public infrastructure projects including highways, light rail, modern streetcar, drainage master studies, floodplain Redelineation studies, traffic interchanges and bridges.



▸ **Crystal Eastman**

Project Management / Community Outreach / Public Information

Crystal Eastman has more than 11 years of experience in community outreach and engagement in both the public and private sectors. She specializes in providing coordination on the implementation of public engagement plans as well as providing public outreach and information support for complex projects during construction. Her expertise includes preparing and distributing project materials and notices, coordinating public meetings, managing stakeholder databases, responding to hotline calls, and addressing issues with adjacent community members.

She has also been responsible for developing websites, marketing materials, and press releases. Crystal is particularly adept at keeping the public and clients informed on a regular basis through e-mail and social media. Prior to joining GCI, she worked for a general contractor and local municipalities. Crystal has successfully supported several City of Phoenix construction projects, where she has served as the primary contact with the community, including Avenida Rio Salado/Broadway Road, Lower Buckeye roadway and storm drain improvements and the 35th Avenue and Bethany Home Road Water Main Replacement Project.



▸ **Todd Belzner**

Project Management / Real Estate Acquisition, Relocation, Mediation and Estimating

Todd Belzner is a Certified Appraiser whose career spans more than 28 years in real estate and right-of-way acquisition, relocation, appraisal, cost estimation and litigation support for municipal, county and state government agencies in Arizona. Most recently, he was a Project Manager for the City of Phoenix Real Estate Division, where he provided oversight of real estate/right-of-way acquisitions for 13 city departments on a variety of local and federally-funded projects. Previously, he served as the Transportation Right of Way Urban Acquisition Manager for the Arizona Department of

Transportation, where he managed the Urban Acquisition freeway program for the freeway systems in the Phoenix and Tucson regions, and before that as a Review Appraiser for the Maricopa County Department of Transportation. Todd has helped save taxpayers millions of dollars on projects by coordinating with project design teams to suggest ways to value engineer projects by minimizing right-of-way acquisition and relocation costs. He has a natural ability to diffuse tense situations and put property owners at ease while working toward mutually-acceptable solutions during the property negotiation process.



▸ **Kelly Cairo**

Project Management / Communications / Public Relations

Kelly is a communications consultant offering more than 25 years of experience. She specializes in project management and logistics, strategic communications, and publication writing and design. Her strategy focuses on conveying complex information to specific audiences and anticipating clients' expectations. As a communications consultant, she has worked on numerous projects for the Arizona Department of Transportation, City of Phoenix, and Arizona Department of Environmental Quality. Her past work experience includes serving as Publications Coordinator for ADEQ and Public Information Officer for the Maricopa County Infrastructure Division. Kelly is also a professional fiction writer.



▸ **Albert Granillo**

Project Management / Public Information / Community Outreach (Bilingual)

Albert Granillo's 7 years of experience includes bilingual community outreach and event management. Albert is a native Spanish speaker who was born and raised in Arizona. He is able to quickly build rapport and trust with community stakeholders in addressing construction-related issues. His experience includes providing construction phase public information and outreach support for the METRO Central Mesa Light Rail extension, construction outreach assistance for the Avenida Rio Salado/Broadway Road and Lower Buckeye Road projects, and general support for other GCI projects.

▸ **Project Coordinators and Support Staff**



▶ **Debbie Fink**
Office and Contract Management

Debbie Fink has more than 17 years of experience in office and contract management and has been with Gunn Communications for 11 years. Debbie started her career in the Communications and Marketing Division of a large financial institution where she was responsible for managing the budgets of several departments. She is responsible for GCI's contract management, accounts payable and receivable.