

BEN HARVEY

SUMMARY

Experienced chief executive able to establish and sustain long-term strategic relationships with politically diverse policy boards and key community stakeholders. Independent thinker with both public and private sector experience, drawing from municipal government, investor-owned public utility and software development experience. Veteran public affairs professional. Enthusiastic and encouraging team-builder with proven track record of building high-performing organizations.

PROFESSIONAL EXPERIENCE

City of Pacific Grove

City Manager / April, 2016 – present

Interim City Manager / January, 2016 – April, 2016

Implement policy direction established by the City Council to ensure high quality public service in a cost-effective manner. Serve as the City's professional administrator, with oversight of all City Departments, staff and contracts. Provide the City Council with objective information and recommendations regarding issues and decisions before them. Oversee implementation of the City Code, enforcing and carrying out all municipal ordinances, rules, and regulations. Establish and maintain relationships with key community and regional stakeholders to ensure the City's interests and initiatives are well-represented.

Significant accomplishments:

- Revamped Capital Improvement Program to ensure ongoing and impactful infrastructure investment
- Ensured completion and implementation of local water recycling plant allowing for replacement of potable water with recycled water at City facilities and sale of entitlement water to the community
- Led effort to obtain Local Coastal Plan certification through the California Coastal Commission resulting in greater local control and community benefit
- Allocated resources and built support for Police Department accreditation effort through CALEA – first agency to do so in Monterey County
- Guided effort for City Council implementation of 35% General Fund budget reserve policy, enabling the City to weather the Covid-19 global pandemic and other economic downturns
- Led effort to petition for membership and transition from PARSAC to CJPIA insurance risk pool, thereby better positioning the City for enhanced coverage, improved service, reduced exposure and education opportunities
- Led the City during the Covid-19 global pandemic, working collaboratively with neighboring municipalities for a uniform regional approach and coordinated response during the Covid-19 global pandemic to best protect the community, help local businesses and preserve the municipal organization.

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City of Avalon

City Manager / September, 2013 – November, 2015

Under policy direction, plan, organize, and provide transparency and administrative direction and oversight for all City personnel, departments, and activities in the delivery of public services; provide policy guidance and program evaluation to the City Council and management staff; encourage and facilitate provision of services to City residents, businesses and visitors; foster cooperative working relationships with Federal, State and local intergovernmental and regulatory agencies and various public and private groups; pursue appropriate avenues of economic and community development; enforce and carry out all ordinances, rules, and regulations in the administration of City government; ensure sound fiscal controls; and perform related work as required.

Significant Accomplishments:

- Balanced budget within two years of arrival (budget deficit approx. \$2M in 2013)
- Reorganized Recreation, Public Works, Fire and Finance Departments, leading to more effective, efficient and higher performing teams.
- Led the City's successful bid to host the 2015 Bud Light Whatever, USA event in Avalon, the most successful, large-scale event ever staged on Catalina Island. Ensured comprehensive municipal cost recovery in addition to a \$500k honorarium from Anheuser-Busch that allowed for the returfing of the municipal ballfield.
- Partnered with Southern California Edison to jointly purchase an additional desalination unit, thereby avoiding mandatory 50% water rationing while allowing for continuing increased visitor counts and corresponding economic growth trends.

Southern California Edison (SCE)

Region Manager for Local Public Affairs / December, 2006 – August, 2013

Served as SCE's relationship manager and primary liaison to the City and Port of Long Beach (POLB), the City of Avalon and unincorporated Catalina Island. Developed and fostered productive and mutually beneficial relationships with local elected officials and key City staff, including Mayors/City Council Members, Harbor Commissioners, City Managers, and City Department Heads, among others. Formed productive partnerships within the community with a diverse array of stakeholders, including community-based organizations, business associations and local/regional leaders. Developed and implemented Southern California Edison's regional charitable contribution strategy and effort, donating over \$500,000 annually to non-profit organizations. Managed cross-functional projects and teams for the company that were project-based, issue-based, or both, in a broad range of areas, including public works, public safety, real estate and the environment. Strived to resolve challenges and issues involving the company and the community by working towards common ground and mutually beneficial compromise solutions. Lobbied on behalf of the company on key corporate initiatives, important legislation or local issues of significance. Served as a company spokesman.

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Significant Accomplishments:

- Oversaw SCE's effort to coordinate with City of Lakewood and impacted residential customers for so-called "Franken pole" transmission utility pole relocation project.
- Marshaled company resources to allow for the successful approval and construction of the City of Paramount's Salud Fitness Park on SCE transmission right-of-way property
- Served on the SCE/POLB rate negotiation team, and worked to provide the POLB with an advantage over competitors via a special discounted electricity rate for industrial load within the port.

American Honda Motor Company (contracted through APR Consulting)

Senior Business Systems Analyst / December, 2004 – December, 2006

Created all written documentation – both technical and non-technical - pertaining to the eEnrollment software application, an enterprise-wide training enrollment and registration software serving seven internal clients across all American Honda Motor Company product and division lines. Documentation included technical specifications, scope documents, white papers, user manuals, promotional materials, new release/functionality presentations, application help files, quality assurance test plans, and enhancement proposals. Led focus group, user acceptance and implementation efforts. Designed and implemented ongoing user training programs. Provided complex analysis in response to enhancement requests and reported system issues. Led quality assurance and issue resolution efforts.

Toyota Financial Services (contracted through Partners Consulting)

Production Support Lead / August, 2003 – December, 2004

Managed the OSCAR loan origination software Help Desk, including supervision of production support analysts providing 24-hour support for internal customers throughout the continental United States and Puerto Rico. Joined project at onset of national thirty-one office deployment effort – created infrastructure, process and policies to ensure exemplary support of loan origination system. Served as project manager to oversee the identification of software issues, and the corresponding resolution deployment effort (including scheduling). Implemented a major software overhaul project at the request of the Chief Technology Officer. Led selected hot fix and patch testing efforts. Drafted new requirement documents based upon user-reported issues. Identified and implemented production support process improvements.

V-Tek Systems Corporation

Manager, Client Technical Support Group / March, 1999 – August, 2003

Managed all functions and responsibilities of the Client Technical Support Group, including issue tracking and problem resolution, and the supervision of technical support analysts providing 24-hour technical support and release management to four national student loan industry clients. Managed deployment effort and all enhancements for the Bank of America Apply Online system project, including needs assessment, functionality design and scope of work, formulation of estimates, submittal/approval of proposals, coordination of internal and external project partners, user acceptance testing, and prioritization /scheduling of releases. Designed and presented external and internal user training programs.

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City of Newport Beach

Management Analyst / May, 1997 – March, 1999

Interpreted, reviewed, and evaluated personnel and risk management programs and policies for the Human Resource and Risk Managers, and supervised office staff. Designed and managed recruitment and assessment centers/processes for all City departments, including public safety. Assisted in administration of key City programs, including employee compensation, job classification, employee benefits, recruitment, general liability, workers' compensation, and labor relations.

City of Bellflower

Assistant to the City Administrator / September, 1992 – May, 1997

Oversaw all components of the City's personnel function and served as primary liaison to the City's third-party administrator for general liability and workers' compensation. Supervised office staff. Drafted speeches created public service announcements and designed video presentations. Served as the City's first Administrative Parking Citation Hearing Officer. Represented City management in labor negotiations with collective bargaining unit. Monitored, analyzed and offered recommendations regarding proposed state legislation with potential municipal impact. Oversaw and implemented purchase process for specified City acquisitions, including the City Hall telephone systems.

EDUCATION

Master of Public Administration, California State University at Long Beach - Graduated with honors, 1998

Bachelor of Arts, Political Science and French, University of California at Davis, 1992 / Student Internship with City of West Sacramento City Manager's Office 1990-1992

AWARDS

City of Paramount Mayor's Award, 2011

CERTIFICATES

Incident Command System (ICS), 100, 200 and 700

PROFESSIONAL MEMBERSHIPS

Member, International City/County Management Association (ICMA)
Chair, Monterey Bay Area Managers' Group