

#53

UF 313375

City of Seattle  
Notice of Re-Appointment

<b>Name:</b> Tony Provine		<input checked="" type="checkbox"/> Executive Appointment <input checked="" type="checkbox"/> Reappointment <input type="checkbox"/> Legislative Appointment <input type="checkbox"/> Agency Appointment <input type="checkbox"/> PDA Council <input type="checkbox"/> PDA Constituency	
<b>Residential Neighborhood:</b> Ravenna	<b>Zip Code:</b> 98115	<b>Contact Phone No.:</b> N/A	
<b>Appointed to:</b> Seattle King County Advisory Council on Aging and Disability Services		<b>Date of Appointment:</b> October 29, 2013	
<b>Authority (Ord., Res.):</b> Older Americans Act of 1965. Local authority for appointments is inter-local agreement (5/8/82)/(03/2001)		<b>Term of Office:</b> <b>From:</b> Confirmation <b>To:</b> December 31, 2015	
<p><b>Re-appointment</b></p> <p style="text-align: center;"><b>Background:</b></p> <p><b>Tony Provine</b> Tony earned his B.A. and M.A. in Government &amp; Politics from the University of Maryland. After he finished school he became employed as Assistant Chief of Investigations &amp; Licensing for the Department of Consumer Protection of Fairfax County, Virginia overseeing a broad spectrum of public programs. Then Tony moved to California where he became an executive and a consultant for several nonprofit organizations. Later he worked for Aging Services of California (a group representing more than 400 nonprofit elder care and senior services providers), where he launched a new educational foundation to provide professional development programs for caregivers and a wide range of information for consumers. During that time he served on the Commission on Aging for the City Council of Woodland, in the Sacramento area.</p> <p>Tony moved to the Seattle area to develop a business in Shoreline. He was a small businessman for almost 20 years. Following the sale of that business he became actively involved with nonprofits and community service organizations. He served as a board member for the Friends of the Seattle Public Library, and as an officer for the Northeast District Council. Tony is an active member of the Aging and Disability Services Advisory Council and currently serves as Chair.</p>			
<b>Authorizing Signature:</b> 		<b>Name and Title of Officer Making Appointment:</b> Mayor Michael McGinn	

FILED  
CITY OF SEATTLE  
2013 NOV 20 AM 8:09  
CITY CLERK

# TONY PROVINE

## EXECUTIVE DIRECTOR / SENIOR MANAGER: Nonprofit • Government • Community Organization

Results-oriented leader and organizational development expert with extensive experience and a proven ability to drive performance improvements with operational, marketing and growth strategies. Motivates staff and forges productive relationships with Board members, partners and other key stakeholders. Uses outstanding leadership skills to build consensus. Manages all facets of operations, including multi-million dollar budgets. Develops programs. Leads member base expansion and marketing campaigns.

---

Leadership • Strategic Analysis & Planning • Public Affairs • Administration • Business Development  
Conference & Event Management • Operations • Hiring & Training • Coaching & Mentoring • Networking  
Volunteer Development • Non-Profit Organizations • Partnerships • Board Relations • Team Building  
Community Development • Public Administration • Marketing • Branding • Government Relations  
Funding • Consulting • Entrepreneurship • Performance Management • Customer Service

---

## PROFESSIONAL EXPERIENCE

### **STARBUCKS COFFEE COMPANY, Seattle, Washington • 2006-2009**

*Leading coffee roaster and retail company with global operations, approximately 150K employees and 12K company-operated retail outlets.*

**Store Manager:** Managed all facets of high-volume café store and drive-thru coffee shop operation. Built strong team, hiring, training and mentoring up to 25 employees. Improved performance with goal setting and incentives. Continuously reviewed and improved operations, implementing strategic plans and increasing organizational capabilities. Ensured top quality service and product delivery.

#### **Key Accomplishments:**

- Turned underperforming operation around, increasing sales by 10% with better customer service.
- Significantly reduced staff turnover and improved morale with better management techniques as well as employee coaching and mentoring.
- Cut waste and elevated efficiency, improving inventory management practices.

### **PROVINE MANAGEMENT COMPANY, Seattle, Washington • 1997-2006**

*Retail complex generating \$2.6M annually with a gas station, convenience store and franchise restaurant (doing business as Richmond Beach 76, Richmond Beach Quiznos and Market Express).*

**President:** Created business plan and oversaw development and construction phases before retail complex launch, serving as general contractor. Forged relationships with suppliers and directed all phases of post-launch operations, including staff hiring, training and management. Created and implemented marketing plans. Developed and nurtured customer base.

#### **Key Accomplishments:**

- Built and successfully managed profitable business, increasing sales from \$1.4M to \$2.6M per year and earning multiple 5-star customer service ratings, mystery shop and excellence awards.
- Received recognition for achieving Quiznos franchise highest regional annual growth rate (17%).
- Designed and successfully deployed customer loyalty programs and other successful marketing strategies to build new business.

**AGING SERVICES OF CALIFORNIA, Sacramento, California • 1995-1996**

*Group representing more than 400 nonprofit elder care and senior services providers; delivers member education and communications services to groups meeting the needs of over 100,000 seniors.*

**Executive Director: Consortium for Learning & Research in Aging:** Launched educational foundation to provide professional development and consumer information. Spearheaded organizational planning and membership building activities. Directed operations, managed finances and allocated resources. Designed and implemented strategies to increase awareness and improve member base.

**Key Accomplishments:**

- Played key role in transforming organization during critical period, developing and implementing numerous strategic initiatives, improving financial base and creating superior operational framework.
- Launched new educational foundation, offering programs and exceeding projected revenue by 35%.

**ADDITIONAL POSITIONS**

**PROVINE MANAGEMENT SERVICES • 1993-1995 • President:** Delivered strategic and operational consulting services to a variety of clients. Conducted in-depth analyses and created recommendations to improve governance, operating systems, staffing and facilities. Developed and deployed more effective policies and procedures. Facilitated meetings and planning sessions. Played key role in managing client organizations undergoing transformations, including major relocations and technology deployments. Provided guidance on compliant HR practices and risk management techniques.

**CALIFORNIA SOCIETY OF ANESTHESIOLOGISTS • 1985-1993 • Executive Director:** Directed all facets of operations for 3,500-member statewide medical association, managing a \$1.7M budget. Guided public affairs and public relations initiatives. Forged and maintained productive relations with Board, executives, members, partner organizations and the public. Increased net profits 100% with operational, budgeting, marketing and educational program innovations. Managed large technology deployment.

**FAIRFAX COUNTY DEPARTMENT OF CONSUMER PROTECTION • 1979-1984 • Assistant Chief – Investigations & Licensing Division:** Supervised operations of the Division. Prepared and reviewed budget forecasts and analyzed program effectiveness for the County Executive, Board of Supervisors and various commissions. Developed and implemented new public policies. Initiated and managed major investigations. Prepared cases for County and Commonwealth Attorneys. Arranged and administered arbitration hearings and negotiated settlements. Represented the County and Department on consumer issues before legislative and other governmental bodies. Initiated news releases and responded to media interview requests. Organized and conducted meetings with business and community groups.

**CURRENT VOLUNTEER ACTIVITIES:** Active in the Mayor's Engage Seattle Organizing Training and Youth & Families Initiative for Seattle, representing the community as a delegate and identifying action items and priorities. Also serve as a Board Trustee for the Friends of the Seattle Public Library and was instrumental in restoring \$2M+ in funds slated to be cut. Received numerous awards as a volunteer.

**EDUCATION & PROFESSIONAL TRAINING**

**Master of Arts in Government & Politics • Bachelor of Arts in Government & Politics**

University of Maryland, College Park, Maryland

Institute for Organization Management at Stanford University

**TECHNOLOGY SKILLS**

Microsoft Office Suite • Adobe Photoshop

**2013 SEATTLE-KING COUNTY ADVISORY COUNCIL ON AGING and DISABILITY SERVICES**

November 2013

27 members: Per Interlocal Agreement, Mayoral appointments subject to City Council confirmation, 2-year terms, eligible for reappointment to serve up to 3 terms.

\*Includes one elected official for City and one for County

- 9 Appointed by Mayor, confirmed by City Council
- 9 Appointed by County Executive, confirmed by County Council
- 9 Appointed by United Way Board Chair, confirmed by Board

D*	G	Name	Ap-pointed	Term Ends	Term #	Position	Appointed By
F	6	Diane Snell	1/1/13	12/31/14	3	60+	Mayor, Seattle
M	6	Councilmember Nick Licata*	1/1/13	12/31/14	3		Mayor, Seattle
F	6	Claire Brannan	1/1/13	12/31/14	2		Mayor, Seattle
F	6	Molly Holmes	1/1/13	12/31/14	2	60+	Mayor, Seattle
M	6	Tony Provine	1/1/14	12/31/15	2	60+	Mayor, Seattle
F	6	Kathe Matrone	1/1/13	12/14/14	1		Mayor, Seattle
F	6	Daphne Tomchak	1/1/13	12/14/14	1		Mayor, Seattle
M	6	Bruce McIntosh	1/1/13	12/14/14	1	60+	Mayor, Seattle
F	6	Sue Shaw	1/1/14	12/31/15	1	60+	Mayor, Seattle
F	6	Ava Frisinger, Mayor Issaquah*	1/1/13	12/31/14	2	60+	County Exec
F	6	Berta Seltzer	1/1/13	12/31/14	2	60+	County Exec
M	6	Dave Rogers	1/1/13	12/31/14	2	60+	County Exec
F	6	Kris Fredrickson	1/1/13	12/31/14	2		County Exec
F	2	Dr. Natalie Ellington	1/1/13	12/31/14	2	60+	County Exec
F	6	Kaylene Moon	1/1/13	12/31/14	1	60+	County Exec
F	6	Cathy Von Wald	1/1/13	12/31/14	1	60+	County Exec
F	1	Suzanne Pak	1/1/13	12/31/14	1		County Exec
F	6	Bev Heyden	1/1/13	12/31/14	1	60+	County Exec
F	6	Mary Anderson	1/1/13	12/31/14	1	60+	United Way
F	6	Dr. Elizabeth Phelan	7/9/09	12/31/14	2		United Way
M	6	Timmie Faghin	1/1/13	12/31/14	2	60+	United Way
F	1	Katty Chow	5/1/12	12/31/13	2	60+	United Way
M	2	George Dicks	1/1/12	12/31/13	2	60+	United Way
M	6	Tom Minty	1/1//12	12/31/13	2		United Way
F	6	Lorna Stone	1/1//13	12/31/14	1	60+	United Way
		Vacancy					United Way
		Vacancy					United Way

Diversity	Men	Women	Vacant	Minority	(1)	(2)	(3)	(4)	(5)	(6)
					Asian-American	African-American	Hispanic Latin@	Native-American	Other	Caucasian
Seattle Mayor	3	6	0							9
King County Executive	1	8	0	2	1	1				7
United Way	3	4	2	2	1	1				5
<b>Total</b>	<b>7</b>	<b>18</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>				<b>21</b>