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CITY CLERK

City of Seattle

Notice of Appointment

Name: <i>Tony Provine</i>		<input checked="" type="checkbox"/> Executive Appointment <input type="checkbox"/> Legislative Appointment <input type="checkbox"/> Agency Appointment <input type="checkbox"/> PDA Council <input type="checkbox"/> PDA Constituency
Residential Neighborhood: <i>Ravenna</i>	Zip Code: <i>98115</i>	Contact Phone No.: <i>206-684-0652</i>
Appointed to: <i>Aging & Disability Service Advisory Council</i>		Date of Appointment: <i>August 1, 2011</i>
Authority (Ord., Res.): <i>Per Older Americans Act (Pub.L. 89-73, 79 Stat. 218, July 14, 1965)</i>		Term of Office From: <i>September 1, 2011</i> To: <i>December 31, 2013</i>
Comments: <i>New Appointment</i> <i>Tony earned his B.A. and M.A. in Government & Politics from the University of Maryland. As Assistant Chief of Investigations & Licensing for the Department of Consumer Protection of Fairfax County, Virginia, he oversaw a broad spectrum of public programs. Moving to California, Tony became an executive and a consultant for nonprofit organizations. While with Aging Services of California (a group representing more than 400 nonprofit elder care and senior services providers), he launched a new educational foundation to provide professional development programs for caregivers and a wide range of information for consumers. He also served on the Commission on Aging for the City Council of Woodland, in the Sacramento area.</i> <i>Tony moved to the Seattle area to develop and construct a business in Shoreline. Following the sale of that business and a management position with Starbucks, he became more actively involved in the community. Tony was a seminar presenter for the Seattle Nonprofit Leadership Series sponsored by the Center for Nonprofit Success. He currently serves on the Board of the Friends of the Seattle Public Library and his neighborhood community association and is their NE District Council representative. Tony is active in the Mayor's Engage Seattle Organizing Training and served as a delegate for the Youth & Families Initiative for Seattle.</i>		
Authorizing Signature: <i>Michael M'N</i>		Name and Title of Officer Making Appointments: Mayor Mike McGinn



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

Seattle-King County Advisory Council on Aging and Disability Services

July 2011

27 members (including one elected official for City and one for County); Per Older Americans Act (Pub.L. 89-73, 79 Stat. 218, July 14, 1965), 2-year terms (maximums below):

- 51% of whom must be 55 years of age and older
- 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

Council Member Name

D	City of Seattle: 3 terms	Term Begins	Ends	Term	Officers	Appointed By	60+
(0)	Vacant	-	-	-		Mayor, Seattle	
(6) M	Tony Provine	09-01-11	12-31-13	1st		Mayor, Seattle	
(6) F	Claire Brannan	01-01-11	12-31-12	1st		Mayor, Seattle	
(6) F	Molly Holmes	01-01-11	12-31-12	1st		Mayor, Seattle	60+
(0) F	Beverly Clark	01-01-10	12-31-11	1st	Secretary	Mayor, Seattle	60+
(6) M	Councilmember Nick Licata	01-01-10	12-31-11	1st	Sea City Council	Mayor, Seattle	
(6) F	Jacqueline Deerr-Lord	01-01-10	12-31-11	2nd		Mayor, Seattle	
(6) F	Diane Snell	01-01-11	12-31-12	3rd	Prev. Chair O&A	Mayor, Seattle	60+
(1) M	Duong Nguyen	01-01-11	12-31-12	2nd		Mayor, Seattle	60+
	King County: 2 terms	Term Begins	Ends	Term	Officers	Appointed By	60+
(2) F	Natalie Ellington	pending				County Executive	
(6) F	Ava Frisinger	1-1-2010	12-31-11	1st	At Large, Mayor Issaquah	County Executive	60+
(6) F	Berta Seltzer	1-1-2010	12-31-11	1st		County Executive	60+
(6) M	Dave Rogers	1-1-2010	12-31-11	1st	Chair O&A	County Executive	60+
(6) F	Kris Fredrickson	1-1-2010	12-31-11	1st		County Executive	
(6) F	Kaylene Moon	1-1-10	12-31-11	3rd	Chair Adv C.	County Executive	60+
(6) F	Marsha King	1-1-10	12-31-11	1st	Chair Communication	County Executive	60+
(6) M	Art Mussman	1-1-10	12-31-11	3rd	Chair P&A	County Executive	60+
(6) F	Cathy VonWald	1-1-10	12-31-11	3rd	State CO Aging Rep	County Executive	
	United Way: 3 terms	Term Begins	Ends	Term	Officers	Appointed By	60+
(6) F	Dr. Elizabeth Phelan	1-1-11	12-31-12	2nd		United Way	
(1) F	Katty Chow	5-1-11	12-31-12	2nd		United Way	60+
(6) F	Timmie Faghin	1-1-011	12-31-12	2nd	Pre Chair Adv C	United Way	60+
(6) F	Amy Astle-Raaen	1-1-10	12-31-11	3rd		United Way	
(2) M	George Dicks	1-1-10	12-31-11	1st		United Way	60+
(1) F	Lillian Tang	1-1-10	12-31-11	1st		United Way	60+
(6) M	Michael Miller	1-1-10	12-31-11	3rd		United Way	
(6) M	Tom Minty	1-1-10	12-31-11	1st	V Chair, Adv C	United Way	60+
(6) M	Don Moreland	1/1/11	12-31-12	1st	State CO Aging Rep	United Way	60+

Diversity Chart

Appt Authority	Men	Women	Vacant	Minority	(1)	(2)	(3)	(4)	(5)	(6)
					Asian American	African American	Hispanic	Native American	Other	Caucasian
Mayor	2	5	1	1	1	0	0	0	0	7
County Executive	2	7	0	1	0	1	0	0	0	8
United Way	4	5	0	3	2	1	0	0	0	6
Total	8	17	1	4	3	2	0	0	0	21