

**Lori Erin Andrus**

**Education:** **Duke University School of Law, Durham, North Carolina**  
J.D., 1999, graduated with high honors

**Boston University, Boston, Massachusetts**  
B.S., 1993, Communications, *cum laude*  
College Democrats, Secretary, 1991-92

**Professional Experience:**

- 2007-Present **Andrus Anderson LLP, San Francisco, California**  
*Founding/Managing Partner.* Prosecute class action cases on behalf of those harmed by defective products, consumer fraud, and wage and hour violations. Represent individuals in medical malpractice, personal injury and employment discrimination cases.
- 1999-2007 **Lieff, Cabraser, Heimann & Bernstein, LLP, San Francisco, California**  
*Partner.* Litigated nationwide consumer and product defect class actions and represented individuals harmed by dangerous drugs and medical devices.
- 1994-1996 **Congressman James Hayes, D-Louisiana, U.S. House of Representatives, Washington D.C.**  
*Legislative Assistant.* Managed the Congressman's legislative agenda in the areas of telecommunications, international trade, foreign affairs, education and labor.
- 1993-1994 **Congressman Rick Boucher, D-Virginia, U.S. House of Representatives, Washington D.C.**  
*Office Manager.* Maintained budget, assisted in personnel matters, hired, trained and supervised interns.

**Political Experience:**

- 2012-Present **Oakland Budget Advisory Committee**  
Mayoral Appointee  
Advise Oakland's Mayor and City Council on matters of the City's budget
- 2013-Present **Emerge California**  
*Member, Advisory Board*  
Assist in Emerge California's mission to identify, recruit and train Democratic women to run for office.
- 2005-2011 **Emerge America**  
*Secretary, Board of Directors and Emerge California Graduate (2005).*
- 2011 **Attorney General Kamala Harris' Transition Team**  
*Member, Mortgage Fraud and Consumer Protection Work Group.* Advised the Attorney General on matters relating to consumer fraud protection.

**Professional Associations:**

American Association for Justice, Chair (2013-2014), Women Trial Lawyer's Caucus  
Consumer Attorneys of California, Member, Board of Governors  
California Women Lawyers  
Women Lawyers of Alameda County  
American Constitution Society  
American Bar Association

**Geoffrey S. Johnson** | Community Construction Relations Manager

Mr. Johnson brings more than a decade of experience working in community relations and engagement on transportation issues. His work has spanned policy analysis, project management, community planning and direct constituent engagement. With most of his experience based in the East Bay and Oakland specifically, Geoffrey is well acquainted with many of the area's key stakeholders involved in transportation policy, planning and advocacy. For the past several years he has focused much of his time on the East Bay Bus Rapid Transit Project. He possesses considerable project knowledge and is familiar with the ongoing concerns of BRT corridor businesses, residents and other interested stakeholders. In addition, he has worked on other local projects that include: the MacArthur BART Transit Village mixed use project, the 4<sup>th</sup> bore/Caldecott Tunnel, resolving resident concerns in improving pedestrian safety, as well as contributing to efforts to develop Oakland's transportation hub, citywide safe routes to schools and improving security for transit riders, cyclists and pedestrians.

**REPRESENTATIVE PROJECTS**

**AC Transit East Bay Bus Rapid Transit Project (BRT), Oakland, California Community Construction Relations Manager.** Mr. Johnson serves as the Community Construction Relations Manager for AC Transit's \$178 million Bus Rapid Transit Project that is being constructed along a 9.5 mile corridor from downtown Oakland to the San Leandro BART station. He is responsible for keeping businesses, residents and other project stakeholders informed of construction activities and impacts. He represents the AC Transit BRT project at community meetings and public events; makes presentations regarding BRT project progress. Mr. Johnson also serves as a liaison between businesses/residents and construction managers/contractors to facilitate implementation of the BRT's Construction Impact Mitigation Plan for stations and road improvements. This includes involvement in advance noticing of upcoming construction activities, responding to public inquiries, and providing assistance to BRT stakeholders in resolving construction related issues. Mr. Johnson works with other BRT Community Outreach Team members, AC Transit and Cities of Oakland and San Leandro to keep the wider public informed of project activities. He contributes to the development of outreach collateral, and tracks and documents involvement in all outreach activities.

**TransForm, Oakland, California Community Planner.** In his role at Transform, Mr. Johnson was involved in several critical transportation planning and policy efforts. He also provided outreach on key transportation projects. Mr. Johnson co-chaired the Oakland Sustainable Neighborhood Initiative (OSNI) Transportation Work Group and facilitated a \$2.5 million dollar California Active Transportation Grant for East Oakland sidewalk and pedestrian improvements. He represented

**KEY FACTS**

- ✓ 11+ years of community relations work
- ✓ Transportation policy and engagement experience
- ✓ Knowledgeable of Oakland and BRT corridor
- ✓ Established relationships with East Bay transportation advocates & stakeholders
- ✓ Strong commitment to equity, social justice and community engagement

**EDUCATION**  
 BA, African American Studies, University of California, Davis

TransForm with the City of Oakland and AC Transit regarding East Bay Bus Rapid Transit project. He also performed outreach for AC Transit's Major Corridor Study/Service Expansion Plan. Mr. Johnson successfully advocated for the BART budget prioritization of maintenance and repairs, as well as for inclusive youth passes as a member of BART Title VI Environmental Justice Advisory Committee. He was also responsible for coordinating outreach and forums on the City of Oakland's Impact Fee Nexus & Economic Feasibility Study. He facilitated Oakland Planning Commission and City Council policy amendments to the Lake Merritt Station Area Plan, and led outreach efforts for Measure BB, the Alameda County voter approved transportation funding initiative.

**Office of Oakland City Council President, Oakland, California Council Staff.** As a staff member to the City of Oakland's City Council President, Mr. Johnson worked closely with the councilmember on promoting the \$350 million dollar MacArthur BART Transit Village mixed use project. He aided the councilmember in 4<sup>th</sup> bore/Caldecott Tunnel mitigation process that secured \$8 million dollars for local transportation projects. Mr. Johnson represented the councilmember with community based organizations, advocacy groups and local businesses; resolved over 2000 constituent cases; and solved constituent cases focused on improving pedestrian safety through traffic calming measures.

**Oakland Mayoral Transportation Taskforce, Oakland, CA Policy Analyst.** Mr. Johnson was responsible for researching and studying transportation issues throughout the United States in context of Oakland's transportation needs. He co-developed key proposals submitted to the City of Oakland Mayor's office that included developing Oakland transportation hub, citywide safe route to schools, and security improvements for transit riders, cyclists and pedestrians.

### **Professional Affiliations**

Member (Appointed by Mayor Libby Schaaf) - City of Oakland's Budget Advisory Committee; currently working on recommendations to the City Council regarding Measure KK Infrastructure & Affordable Housing Bond.

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Ken Benson

**PROFESSIONAL SUMMARY**

Professional and Consulting Services executive with an MBA and over 15 years of responsible leadership experience passionate about customer satisfaction but understands how to balance customer needs with the goals and needs of a services company. Seasoned Professional Services executive grounded with high ethical management and an excellent communicator that can collaborate across the enterprise to identify opportunities and deliver internal and external customer experience solutions. Passionate about building a culture of continuous improvement by inspiring and motivating team members to eliminate barriers to achieving success and crafted the strategy for and started several consulting and professional services and managed services companies, scaled staff and consultants, and contributed to overall financial success. An innovative and analytical thinker, with proven operational and budget execution that can navigate the C-suite and partner across all levels of the enterprise with the ability to effectively and professionally interact with internal and external customers to meet and exceed expectations. Demonstrates the leadership necessary to make the customer experience services mission a success and assists the customer services team to become thought leaders and partners to the customer and its organization. Proven executive presence with experience leading clients and engagement teams and an action oriented leader that manages project expectation and customer satisfaction inclusive of problem escalation that enjoys working hard, is full of energy for challenges and can multi-task and enjoys work in a fast paced environment.

**AREAS OF EXPERTISE**

- Services and Consulting budgets
- KPI's, metrics, and performance monitoring
- Works across departments and builds bridges
- Excellent communication skills
- Creative and technically savvy
- Customer focused and translates customer needs into project plans and deliverables
- Managing project budgets and scope
- Work with sales, customer service teams, and troubleshoots customer service issues
- Thought leader
- Professional Services, Pre-sales, Consulting, and Operational Support
- Team player
- Quality assurance
- Resource and staff management
- CRM Strategy
- Strategic Vision and Leadership
- VOC, data collections, feedback and reporting/dashboards, and key customer experience metrics
- Technology Industry knowledge
- Implementation management
- Sales and professional services delivery forecasting
- SaaS and Cloud
- Managed PMO and project delivery
- Managed online support

## PROFESSIONAL HIGHLIGHTS

- Motivating others by creating a climate in which people want to do their best; can motivate many kinds of direct reports and team members and uses ethical considerations to guide decisions and actions.
- Accountable and excellent with communications and partnered with other peers to best communicate with employees, leadership, The Board and with customers. Credible proven track record of building relationships with these groups, inspiring confidence and trust in the process.
- Met and exceeded professional and managed services business metrics, sales and revenue, and profit quotas.
- Ensured management, customer communications, and expectation setting for all customer deployments and customer deliverables.
- Experienced in selling complex professional and managed services offerings and in closing professional and customer services deals.
- Acted as an executive level customer escalation contact for all technical support and service issues, representing the company and customer needs professionally, while supporting and championing the staff.
- Developed an internal knowledge management system and process to facilitate internal training and support models and ongoing staff and customer service support staff training and ensure all staff develops deep business and product expertise.
- Provided training and consultation to customers and service delivery partners.
- Helped found a CRM and professional services business as well as an IT Services integration consulting firm and led all pre-sales and business development.
- Designed, implemented and ran a consultant certification training program that transferred common methods, practices, and tools for a global Professional Services organization.

## CAREER SUMMARY

### **Business Performance Partners | Oakland, CA Managing Partner Professional Services**

**2013 – Present**

Built this consulting firm and delivered IT strategy consulting advice and application upgrade project management services. Led IT Strategy and technology Roadmapping engagements. Own the overall prospecting, sales, delivery, and execution of all services. Clients included public sector clients, public utilities, and commercial clients.

- Partnered with hardware and software third parties to meet and exceed customer application and integration services expectations.
- Responsible for all project and assignment budgets, proposals, costs, and final acceptance.
- Led software and application development efforts that encompassed development teams and independent contractors and spanned multiple continents.

**Sandpiper Data Systems | Encinitas, CA**  
**Senior Director, IT Professional Services**

**2010-2012**

Sold and project managed complex IT systems projects, Cloud and SaaS evaluations, and large multi-data center consolidations. Clients included public sector clients, public utilities, public health providers and facilities, as well as commercial clients.

- Supervised client engagements and project managed data and networking infrastructure redesign and consolidation teams from the customer, the hardware and software vendors, and third party technical contractors.
- Project managed complex engagements from pre-sales through delivery and final customer acceptance and sign-off.

**The East Bay Group | Oakland, CA**  
**Director, Consulting Services**

**2003-2009**

Helped start this CRM consulting firm, led the business development activities, and project managed client engagements.

- Project managed and facilitated CRM systems planning, Customer and market strategy, and service for clients.
- Led pre-sales, sales, and business development activities and ran special projects.

**PricewaterhouseCoopers | San Jose, CA**  
**Director of Technology Marketing**

**1997-2002**

Managed services marketing unit created and ran marketing campaigns, partnership marketing programs, and provided pre-sales and sales support. Fully responsible for a territory of assigned key high technology accounts and accountable for direct sales of managed services and solutions within those accounts.

- Managed all firm marketing initiatives in Technology Industry Group.
- Provided training and development to all marketing managers and staff.

**StorageTek (now Oracle) | Denver, CO**  
**Vice President Teris Consulting and Services Division**

**1995-1997**

Started and built professional services unit into \$100 million global firm in two years.

- Attracted the leadership team and led the growth and development of this managed services and consulting division.
- Developed offered managed services, outsourcing services, and services products.
- Member of the Executive Strategic Planning team and led key alliances and partnerships with several hardware and software partners and built and ran a collaborative application development center of excellence.

**EDUCATION/CERTIFICATIONS**

**MBA (Finance and Quantitative Methods), University of California at Irvine**  
**BA (American Studies), Whitman College**

**Member of the International Institute of Internal Auditors**

**Profile**

Margurite

First Name

Fuller

Last Name

Middle Initial

[Redacted]

Email Address

[Redacted]

Street Address

[Redacted]

City

[Redacted]

Suite or Apt

State

[Redacted]

Postal Code

~~Home: (510) 536-1000~~

Primary Phone

~~Mobile: (510) 504-2482~~

Alternate Phone

Retired (SFMTA)

Employer

Manager Capital Fund Programming

Job Title

**Which Boards would you like to apply for?**

Budget Advisory Commission: Submitted

**Interests & Experiences**

**Please tell us how your qualifications and participation will relate to the requested board and/or commission's mission.**

I have had extensive professional experience developing capital priorities and developing and funding capital programs. Responsible for developing and funding \$16B San Francisco Municipal Transportation Agency capital program. Chaired Metropolitan Transportation Commission committee responsible for recommending regional capital policies and priorities.

***Please submit your resume or curriculum vitae. You may upload a document. (A Word format is preferred.) Alternatively, you may paste the text of your resume in the field provided below.***

Upload a Resume

**Please paste the text of your resume or curriculum vitae below.**

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\*Currently serving on Budget Advisory Commission since March 2016 \*40-year Oakland resident with 30+ years in the Fruitvale District \*Retired SFMTA manager of Capital Fund Programming responsible for coordination with internal departments and outside funding agencies to fund MTA's \$16B 20-year capital program (200-2010) - also managed capital grants for one year \*At BART performed capital programming duties similar to SFMTA at staff level (1983-1991) \*Chaired MTC Partnership Technical Advisory Committee responsible for advising MTC on regional capital transportation policies and priorities and negotiating with regional transportation agencies on distribution of capital resources (2009-2010) \*Chaired City of Oakland Transit Oriented Development Committee for community based General Plan update in the 1990's \*Co-founded Beat 21 NCPC \*Organized Logan Street Home Alert \*Served on City of Oakland CPAB Please let me know if you need additional information.

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**Please click the acknowledgement below.**

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**Service on City of Oakland boards, commissions, and committees may require filings of the FPPC's Statements of Economic Interest (Form 700). Upon appointment and determination of filing status, I will comply with all filing obligations.**

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I Agree \*



# JENNIFER WEST

## Summary of Qualifications

- **Community Leadership:** Savvy political leader who demystifies technical and legal issues to increase public understanding. Trained facilitator who helps stakeholders find consensus. Experienced on government regulations and legislative affairs in Alameda County.
- **Communications:** Praised for excellent written and oral skills, including concise policy memoranda and warm personal rapport.
- **Legislative and Regulatory Experience:** Supported city and regional ballot measures. Contributed research and policy briefs to make the case for bills at the state level. Active commenter on and tracker of state regulatory processes and funding programs.
- **Public Policy & Quantitative skills:** Clear, analytical thinker and Master of Public Policy graduate, with strong quantitative skills.

## Professional Experience

### **StopWaste. Alameda County Waste Management Authority, Energy Council Program Manager**

**Oakland, CA  
August 2017 – present**

- Administers the East Bay Energy Watch Local Government Partnership through PG&E and Alameda and Contra Costa County cities.
- Convenes the Alameda County Energy Council Technical Advisory Group.
- Supports Alameda County agencies in implementing the Water Efficient Landscape Ordinance (WELo) and Bay Friendly Landscaping projects.
- Monitors CPUC actions, filings and proceedings for the Bay Area Regional Energy Network (BayREN).

### **TransForm, non-profit policy and advocacy organization GreenTRIP Senior Program Manager**

**Oakland, CA  
October 2012 – July 2017**

- Managed GreenTRIP Program for low-traffic residential development including: Certifications; policy updates at city and regional scale; research; communications; budgeting, work planning, supervision.
- Cultivated strong relations with agency staff at state (SGC, ARB, HCD), regional (MTC, BAAQMD) and city (Oakland, San Jose) levels to impact policy and legislation. Testified at public hearings at city councils and planning commissions.
- Greenhouse gas emission quantification technical expert including models CalEEMod, Urbemis and GreenTRIP Connect.
- Helped shape the state Affordable Housing and Sustainable Communities (AHSC) funding program using cap and trade funds for affordable housing and transportation infrastructure (2014-present), as an advocate, technical assistant and policy critic.
- Created easy-to-use map-based online tools showing parking, driving and greenhouse gas emissions for housing developments: GreenTRIP Parking Database (2014) and GreenTRIP Connect (2016).
  - Managed data collection, supervision, design of tools, contracts with consultants, quality control, and public outreach.
- Managed contracts with government agencies (SCAG, SGC, Caltrans).
- Facilitated meetings of staff, partners, advisors and stakeholders. Presented at national and regional conferences.

### **City of Emeryville Council member, Vice Mayor, Mayor (2011 - 2012)**

**Emeryville, CA  
November 2009 – December 2014**

- Dynamic leader who increased government transparency and public engagement over five years of service.
- Elected (highest vote getter) at large with a progressive coalition; represented 10,000 citizens in dynamic 1.2 square mile city.
- Excellent attendance at council meetings, astute analysis of city and regional policy issues, ordinances and resolutions.
- Oversaw the dissolution of redevelopment and state policy shifts. Worked with consultants on state and federal grant applications.
- Fostered strong communications with constituents and businesses to encourage community engagement on key issues: affordable housing, open space, local retail, greater pedestrian and bike safety and access, climate action plan, and support for the schools. Published widely read blog and newsletter to inform stakeholders and solicit input for better decision-making.
- **Served with dedication on the StopWaste.org board and committees (2009-2014)**, President of the Board (2014). Built trust among board members. Passed the plastic bag ban, the benchmarking fee, and mandatory recycling for multi-family residential (2012).

# JENNIFER WEST

Supported the creation of the Energy Council (2013). Expanded the Household Hazardous Waste program (2014). Attended award events and meetings with state leaders.

- Other regional organizations: Alameda County Mayor's Conference (2012), East Bay Green Corridor (2012), League of CA Cities, East Bay Economic Development Alliance.
- Known by key regional leaders: Barbara Lee, Nancy Skinner, Keith Carson, Libby Schaaf, Abel Guillen, Dan Kalb, Annie Campbell Washington, Lynette Gibson McElhaney, Rebecca Kaplan, Pauline Cutter, and Rebecca Saltzman.

## Accomplishments in Emeryville:

- Strong new development Impact Fees for Affordable Housing, Transportation and Parks (2014).
- Hired City Manager, Sabrina Landreth (2013).
- Initiated participation in the California Healthy Eating, Active Living (HEAL) Cities Campaign (July 2010).
- Initiated citizen participation on the Finance Committee, established the Economic Development Committee.
- Facilitated committee and community meetings for maximum public input and strong outcomes.

## Graduate Internships, 2011-2012

### CA Governor's Office of Planning and Research (OPR)

Sacramento, CA

- Recommended including equity impacts on low-income communities when implementing VMT-based policies.

### Public Profit

Oakland, CA

- Elegantly summarized data and survey results for educational programs.

### CA Public Utilities Commission

San Francisco, CA

- Recommended improving participation of water agencies in energy efficiency programs in Southern California.

## Professional Teaching Experience, 1995-2008

### North Oakland Community Charter School (NOCCS)

Oakland, CA

### San Lorenzo Unified School District

San Lorenzo, CA

- Taught elementary (K-7<sup>th</sup>). Assisted with community involvement, worked with non-English speakers. Facilitated district-wide professional development in math. Served on Teacher union bargaining team.

## Community Leadership

- Serves on the City of Oakland **Budget Advisory Commission** (2016-present) which supports and evaluates public participation throughout the 2 year budget process.
- **Trained facilitator** from Community at Work, San Francisco.
- Resident of **Doyle St. Cohousing**, Emeryville (2004-2015). Led bus tours of **Northern CA Cohousing Communities** (2006-2009).
- Member of **Emeryville Community Organic Garden** (2005-2010, 2013-2014) and **Full Belly Farm CSA** (2000-present).

## Education

- **University of California Berkeley, Goldman School of Public Policy** Berkeley, CA  
**Master of Public Policy (GPA 3.85)**
  - Introduction to Policy Analysis Project: *Water Agencies & Energy Efficiency Programs in CA.* (CPUC)
  - Advanced Policy Analysis Project: *Vehicle Miles Traveled in SB 226 Performance Standards* (Governor's Office of Planning & Research)
  - Relevant courses: Law and Public Policy, Quantitative Analysis, Microeconomics, Politics, Financial Modeling for Non-profits.
- **McGill University, Diploma in Education**, Elementary teaching credential Montreal, Quebec, Canada
- **Wesleyan University, Bachelor of Arts in East Asian Studies**, Phi Beta Kappa Middletown, CT