

RESUMÉ for:

DENNIS G. DURHAM

Kalamazoo, Michigan

**PROFESSIONAL
EXPERIENCE:**

July 2005 – Present

Owner/General Partner

CivicQuest LLC

Specializing in government performance improvement, finance and budget planning, leadership development, communication, citizen participation systems, project ushering and advising business/non-profit organizations.

Nov. 2007 – March 2017

City Manager

City of Parchment, MI

Chief executive for full-service community in Kalamazoo County with 19 full-time and 6 part-time employees and \$2.6 million annual budget. Primary responsibilities include organizational and strategic planning, human resource management, economic development, capital improvement planning and project coordination, facilities and property management, City Commission agenda management, community relations, organization-wide communications, public information/media relations, solicitation of grant funding for city projects and legislative affairs.

Major Accomplishments:

- Redevelopment of former paper mill property (85 acres) including sensitive landfill sites and environmental remediation activities resulting in over \$8 million in new retail investment.
- Successfully applied for and received \$2 million in brownfield redevelopment funds from MDEQ for paper mill project.
- Received for than \$2.1 million in federal highway funding for new roadway infrastructure.
- Undertook major infrastructure projects addressing deferred roadway maintenance, repair of aging stormwater systems and replacement of water/wastewater assets.
- Reorganization of existing financial management systems to meet auditing requirements.
- Cooperative agreement with Kalamazoo Township for the provision of police services.
- Managing activities of Parchment DDA and BRA.
- Executive Director of Kindleberger Arts Commission.

Nov. 2003 – May 2005

Deputy City Manager
City of Kalamazoo, Michigan

The City of Kalamazoo, Michigan is a full-service municipal organization with a diverse workforce of 849 employees and annual budget of \$147 million. It is the home of Western Michigan University and Kalamazoo College. Primary responsibilities included organizational and strategic planning, capital improvement planning and project coordination, facilities and property management, City Commission agenda management, community relations, organization-wide communications, public information/media relations, solicitation of grant funding for city projects and legislative affairs. The DCM supervised 10 departmental directors in budget development, reviewing work plan progress and identifying new service initiatives, and was the key contact between the city, its constituents and client organizations.

Major Accomplishments:

- Successfully implemented an internal scorecard system for department directors to report progress of projects.
- Negotiated the relocation of an adult business from a neighborhood area to low-impact commercial corridor.
- Enacted internal processes for monitoring cell phone use by city employees.
- Revamped city's budget process to be more inclusive of citizen input through the use of surveys, neighborhood forums and City Commission workshops.
- Negotiated the location of the world headquarters of the Stryker Corporation in the community.
- Worked with the local economic development organization to retain facilities of the Pfizer Corporation during company downsizing.
- Supported the activities of the Community Relations Board and Citizen-Public Safety Review and Appeal Board in dealing with police shooting incidents, racial tensions and introduction of the Matricula Consular identification card.
- Created the City's Development Center, a one-stop shop for economic development and redevelopment site plan review, permitting and business retention.

Sept. 2002 – Nov. 2003

Assistant City Manager/Chief of Staff
City of Kalamazoo, Michigan

The City of Kalamazoo, Michigan is a full-service municipal organization with a diverse workforce of 849 employees and annual budget of \$147 million. It is the home of Western Michigan University and Kalamazoo College. Primary responsibilities included oversight of day-to-day citywide operations, organizing grant writing projects, City Commission agenda preparation, community relations, public information/media relations and legislative initiatives.

Major Accomplishments:

- Reorganized the City Commission agenda development process to provide more efficient processing of departmental agenda items.

- Implemented new internal and external communication vehicles to disseminate information to city employees, neighborhood organizations, local media and local citizenry.
- Negotiated the merger of public transit organizations (Metro Transit and Care-A-Van) with Kalamazoo County government.
- Implemented new systems for capital budget planning and project review.
- Member of negotiating team charged with settling expired labor contracts with ATU and KPSA.

Oct. 1996 – Sept. 2002

Assistant City Manager

City of Portage, Michigan

The City of Portage, Michigan is a full-service municipal organization consisting of 204 employees with an annual budget of \$65 million. Responsible for the day-to-day oversight of departmental operations and implementation of initiatives in such service areas as capital construction project management (water/sewer and roadway), cable TV public access fundraising, public transit, technology (including GIS expansion), legislative affairs, tax appeal litigation, privatization, contract administration, communication and public information/media relations.

Major Accomplishments:

- Worked successfully with MDOT and MDEQ officials to significantly reduce the amount of time to plan, design and construct the Romence Road Extension project.
- Privatized information technology services saving taxpayers an estimated \$1.2 million over the five-year contract.
- Privatized the operation and management of the City's utility system (water/wastewater) resulting in an annual savings to ratepayers of approximately \$750,000.
- Participated on executive team creating first outdoor ice skating facility in southwest Michigan.
- Implemented wireless work order system for parks maintenance functions.
- Prepared and presented information to Standard & Poor's in support of a bond rating increase seven consecutive years.
- 3CMA Savvy Award "Best Newsletter-External Audiences" 1998.

Oct. 1995 – Oct. 1996

Assistant to the City Manager

City of Portage, Michigan

The City of Portage, Michigan is a full-service municipal organization consisting of 204 employees with an annual budget of \$65 million. Primary responsibilities included cable franchise negotiations, citizen board liaison, citywide communication, grant writing and public information/media relations.

Major Accomplishments:

- Negotiated franchise agreement with Cablevision of Michigan.

- Implemented new PEG Access services.
- Started new communication programs (newsletter and website) focused on increasing communications with citizens.

Feb. 1994 – Oct. 1995

Administrative Assistant/Graphics Technician

City of Littleton, Colorado

The City of Littleton, Colorado is a fast-growing mid-sized suburb in the Denver metropolitan area. Responsibilities included general liaison activities and communication, constituent relations, citizen participation and neighborhood liaison, special events and Western Welcome Week coordination and assisting in cable TV activities.

Major Accomplishments:

- Successfully created cable television shows appearing on public access channels featuring municipal services and timely community issues.
- Redesigned City's annual report/calendar (central public information effort) improving quality and reducing overall production costs.
- Supported marketing efforts for annual Western Welcome Week resulting in increased attendance at daily events.

EDUCATION:

1991

Bachelor of Arts, Michigan State University

1994-1995

MBA (candidate), University of Colorado at Denver

2002-2005

MBA (candidate), Western Michigan University

PROFESSIONAL REFERENCES:

Available upon request.