

ARETHA R. FERRELL-BENAVIDES

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EXECUTIVE SUMMARY

A Seasoned Public Administrator with thirty years of government service in local, county, state, and federal government. Served as an appointee in strong-mayor and council-manager forms of government. A progressive eleven years in City Management serving as an Assistant to the City Manager, Assistant City/County Administrator, and Deputy City Manager, and eight years as the City Manager. With exceptional communication skills, continues to serve as a positive result-oriented leader, responsible for fiscal stabilization and turn-around, technology process automation, and focused development and redevelopment projects. Proven proficiency in program development and evaluation. Experience in intergovernmental and legislative advocacy with federal, state, school, and local leaders. As a collaborative leader that focuses on creating a high-performing organization highly skilled at cultivating a positive and growth-directed inclusive work culture.

PROFESSIONAL EXPERIENCE

CITY OF DUNCANVILLE, TEXAS

2/2021 – 3/2023

CITY MANAGER

Pop: 41,360

Located in Southwest Dallas County, on two major highways, I-20 and I-67, incorporated in 1947, with a home rule charter adopted in 1962 as a council-manager city government. The city has 300 total employees and a combined budget of \$89 Million. Managed a full-service city organization, overseeing twelve Departments, including a Civil service Police and Fire Department

Key Accomplishments:

- o Developed the city's 1st Strategic Action Plan with five Pillars supported by goals and objectives.
- o Redevelopment after years of vacancy and decline, historic Wheatland Plaza, through a public-private partnership to purchase and begin its revitalization.
- o Implemented See-Click-Fix (Our Duncanville) and an internal and external Constituent Service and tracking system.
- o Established the "CHEERS," **C**ourteous, **H**elpful, **E**nthusiastic, and **E**xceptional professional service that is **R**esult-oriented and always with a **S**mile program, which connected each employee to our Vision for customer services.
- o Implemented Senior Citizen Water/Sewer Discount Program.

CITY OF PETERSBURG, VIRGINIA

7/2017 – 2/2021

CITY MANAGER

Pop: 33,439

Incorporated in 1748 in South Central Virginia, it is a transportation hub rich in heritage, tourism, and industrial site. An Independent City (City and County functions) with a Council-Manager form of government had 600 employees and a \$108.3 Million budget. The city had eighteen Departments, including a Public Transit Authority and Social Services Department.

Key Accomplishments:

- o Engaged AMPAC Fine Chemical to boost its presence, resulting in a multi-business Pharmaceutical Park including Civica and Phlow.
- o Led the city from a negative \$7 million fund balance to a current positive \$50 million balance.
- o Improved Standard & Poor's (S&P) Global credit agency from a BB with a negative outlook to the current A+ with a positive economic outlook today.
- o Created the Office of Billing and Collections (B&C), creating a streamlined revenue collection process that decreased the error rate by 50% and increased collections from 65% to 89%.
- o Coordinated the adaptive reuses of Brown and Williams Tobacco Factory into a \$57 million Artist Space mixed-income apartment.

CITY OF GLENN HEIGHTS, TEXAS

4/2015 – 7/2017

CITY MANAGER

Pop: 17,122

Incorporated in 1969 in Dallas and Ellis County with a Council-Manager government. The bedroom community is 50% developed and facing extensive growth. Directed 121 employees, an \$11 annual Million budget, and all Department Directors, including Police, Fire/EMS, Public Works, Development Services, Economic Development, Finance, Information Technology, Organizational Development, and City Secretary.

DEPUTY CITY MANAGER

6/2014 – 3/2015

Managed the Directors of the Departments of Human Resources, Finance, Information Technology, Economic Development, and Planning.

Key Accomplishments:

- Managed the passage of the first-ever \$15 Million Bond General Obligation Bond Program.
- Following the December 2015 tornado, we removed 90% of the rubble and debris in 30 days, and 90% of the homes were repaired or rebuilt within one year.
- Coordinated through a public-private partnership, the city's first \$41.9 million mixed-income multi-family housing development.
- Implemented Swagit Video System to live online streaming and archiving Council Meetings.
- Established City's Rental Registry Program with 576 rental units in the program.

GOVERNMENT OF THE DISTRICT OF COLUMBIA, WASHINGTON, DC

1/2011 – 6/2014

DEPUTY SECRETARY OF THE DISTRICT (STATE)

Pop: 712,816

Appointed by the Mayor to the Office of the Secretary, managing an annual budget of \$3.2 Million with 24 employees. Managed the Office's administrative operations and supervised the Managers of the Offices of Ceremonial Services, International Affairs and Protocol, Public Records and Archives, Notary and Authentications, and Documents and Administrative Issuances.

Key Accomplishments:

- Increased Revenue in Notary and Authentication.
- Coordinated with the South African Embassy, the Nelson Mandela US Memorial Service.

GOVERNMENT OF THE DISTRICT OF COLUMBIA, WASHINGTON, DC

7/2004 - 4/2008

CHIEF OPERATING OFFICER – DEPARTMENT OF PARKS & RECREATION

Pop: 712,816

Managed an annual combined operating and capital budget of over \$97 million and supervised 210 of the agencies' 850 employees, of which 60% were Union employees. Directly supervised the Offices of Human Resources, Information Technology, Development and Evaluation, Communications, Contract & Procurement, Risk Management, and Labor Management.

Key Accomplishments:

- Completed Construction of multi-year delayed Natatorium.

DIRECTOR OFFICE OF NEIGHBORHOOD ACTION & COMMUNITY EMPOWERMENT

Oversaw a budget of \$10.2 Million with 87 employees. Directed the city's strategic planning process, community engagement, and the Citizen Summit (Town Hall). Supervised five Mayoral Offices: Neighborhood Action, Partnership & Grants, Volunteerism (Serve DC), Youth Advisory Council, and Boards & Commissions.

Key Accomplishments:

- Managed the 4th Annual City-wide Citizen Summit with over 2,000 participants.
- Coordinated a Trade and Cultural Mission to the Countries of Ghana, Senegal, and South Africa.

CHIEF OF STAFF DEPUTY MAYOR FOR CHILDREN, YOUTH, FAMILIES & ELDERS

Managed the budget of the Deputy Mayor's Agencies, consisting of the Departments of Human Services, Health, Mental Health, Family Services, Parks & Recreation, Library, and Aging, with a combined budget of \$1.08 Billion and over 4,000 employees. Managed the internal team and the Homeless, Healthcare Privacy and Confidentiality, Re-Entry, Juvenile Justice, and Medicaid Programs.

Key Accomplishments:

- Developed "Juvenile Unauthorized Use of Vehicle Plan" addressing youth car theft.

CITY OF SUNNYVALE, CALIFORNIA

1/2002– 7/2003

ASSISTANT TO THE CITY MANAGER

Pop: 152,358

A Silicon Valley city with a total budget of \$179 Million and 900 employees. Coordinated the administrative functions of the City Manager's Office, including budget management, performance/outcome management system, and special projects. Oversaw the City's Legislative Action Policies process and city administrative policy consolidation project.

Key Accomplishments:

- o Developed a redevelopment environment assessment for the BRAC-closed Moffett Field.
- o Developed Annual Legislative Agenda and a Legislative Tracking System to enable management of the city's legislative priorities and pending legislation.

CHICAGO HOUSING AUTHORITY, ILLINOIS

7/2000– 1/2002

DEPUTY CHIEF OF STAFF

Residents: 100,000

Supported the Chief Executive Officer in managing over 1,400 employees and implementing the \$1.6 Billion "Plan for Transformation" to build and rehabilitate 25,000 housing units, demolishing existing units and replacing them with new mixed-income communities with contemporary townhomes and low-rise buildings. Administered the Executive Department's budget and managed the directors of five administrative departments: Business Services, Intergovernmental Affairs, Communications, Constituent Services, and Information Technology Services.

Key Accomplishments:

- o Developed Technology Strategic Plan and Staffing Restructure.

CITY OF CHICAGO, ILLINOIS

8/1997– 7/2000

ASSISTANT CHIEF INFORMATION OFFICER

Pop: 152,358

Managed all City Document Management and Imaging Projects. Served as partnership manager for the Department of Water and Sewer, the City Clerk's Office, and the Reference Library. Analyzed the departments' operations and assisted in business process re-engineering. Managed all aspects of the city-wide document management and retention initiative.

Key Accomplishments:

- o Designed, developed, and began implementing a city-wide document management and retention strategy; oversaw the selection of imaging systems for various departments; and assisted the Water Department in implementing a new Collections and Billing System.
- o Implemented a new system City of Chicago Benefits Management System to manage the administration of medical, dental, and related benefit programs for over 40,000 individuals.

STATE OF MARYLAND, ANNAPOLIS, MARYLAND

1/1995– 4/1997

ASSISTANT TO THE GOVERNOR'S CHIEF OF STAFF

Pop: 152,358

Represented the Chief of Staff at community and business events; utilized statistical data to define racial and gender trends in staffing and appointments; prepared program budgets; created presentations and speeches for the Chief of Staff. Developed partnerships with technology vendors; initiated innovative programs to encourage greater public utilization of technology; directed employees in implementing the Governor's initiatives.

Key Accomplishments:

- o Coordinated the 1st Maryland Technology Showcase.
- o Planned the implementation of Logan Online, an educational partnership to place computers in the home of an entire 3rd Grade Class and each classroom at Logan Elementary School in the City of Baltimore.

OTHER EXPERIENCES & INTERNSHIPS

Adjunct Faculty	TARRANT COUNTY COLLEGE	2010
Executive Trainer	STRATEGIC GOVERNMENT RESOURCES	2009-20015
Assistant County/City Administrator	LOS ALAMOS COUNTY	2003-2004
Management Intern	PRINCE GEORGE'S COUNTY	1994-1995
Graduate Fellow & Intern	CENTRAL INTELLIGENCE AGENCY	1989-1995

EDUCATION & TRAINING

HOWARD UNIVERSITY, WASHINGTON, DC
***Master of Arts in Public Administration
 International Development, 1997***

SOUTHERN UNIVERSITY, BATON ROUGE, LA
***Bachelor of Arts
 Political Science, 1992***

UNIVERSITY OF VIRGINIA
 CHARLOTTESVILLE, VA
Senior Executive Institute, 2019

NATIONAL FORUM FOR BLACK PUBLIC
 ADMINISTRATORS, WASHINGTON, DC
***Executive Leadership Institute,
 1999***

HAROLD WASHINGTON COLLEGE/CITY
 OF CHICAGO, CHICAGO, IL
***Intergovernmental Executive
 Development Program, 2002***

AFFILIATIONS & HONORS

CURRENT

- National Academy of Public Administration, Fellow
- International City and County Management Association (ICMA)
- Texas City Managers Association, Member
- Goodwill Dallas, Board Member
- National Forum for Black Public Administrators (NFBPA)
 - Previous National President, 1st Vice President, 2nd Vice President, Secretary-Treasurer, and Board Member, Chicago Chapter President, Council of Presidents Vice President
- Rotary International – Duncanville, Member
- Lions Club – Duncanville, Member
- Duncanville Chamber of Commerce, Board Member
- Alpha Kappa Alpha Sorority, Inc., Life Member
- Leadership Southwest, Graduate

PREVIOUS

- South Central Wastewater Authority, Board Member/Vice Chair
- Appomattox River Water Authority, Board Member
- Crater Planning Commission, Chair and Board Member
- Petersburg City School Partnership, Co-Chair
- Crater Youth Care Commission, Board Member, Vice Chair, and Chair
- Riverside Regional Jail Authority, Treasurer and Board Member
- DC Commission on National & Community Service, Commissioner
- 2002 Young Public Administrator of the Year Award (NFBPA)
- 2011 City of Atlanta's "Phoenix Award."
- 2017 Marks of Excellence Award Winner (NFBPA)
- 2021 American Society for Public Administration Elliot Richardson Lecture Keynote