


**CITY OF SAN ANTONIO
OFFICE OF THE CITY CLERK
ECONOMIC AND WORKFORCE DEVELOPMENT COUNCIL COMMITTEE**

TO: Councilmember Rebecca J. Viagran, Chair
Councilmember Shirley Gonzales
Councilmember Manny Peláez
Councilmember John Courage
Councilmember Clayton H. Perry

FROM: Leticia M. Vacek, City Clerk, TRMC/CMC/MMC 

SUBJECT: Consideration of Applicants to the Goal Setting Committee (2 slots)

DATE: January 9, 2018

SUMMARY:

Goal Setting Committee

The Economic and Workforce Development City Council Committee will review and recommend two (2) applicants for two slots on the Goal Setting Committee. The terms have expired for the current members serving in holdover status. The following applicants have been recommended for consideration.

<i>First Name</i>	<i>MI</i>	<i>Last Name</i>	<i>District</i>	<i>New or Reappt.</i>	<i>Category</i>
Lester	W.	Bryant	2	Reappointment	Self Employed (Financial Professional)
Linda		Lopez-George	8	New	UT Health San Antonio

BACKGROUND INFORMATION:

The Small Business Economic Development Advocacy (SBEDA) Ordinance requires the creation of a Goal Setting Committee that establishes aspirational and contract-specific small, minority, and women-owned business enterprise goals for City of San Antonio Contracts. The Goal Setting Committee is chaired by a representative of the City Manager and includes representatives from the International and Economic Development Department, Purchasing and General Services, Capital Improvements Management Services and, on a rotating basis, a representative from the department from which contracts will be reviewed. Two citizens also serve on the Goal Setting Committee and vote when reviewing contracts over \$3 million and when establishing annual aspirational goals. Economic Development Staff has recommended Lester W. Bryant for reappointment and Linda Lopez-George for appointment for the remainder of an unexpired term of office to expire May 31, 2019.

ISSUE:

Board appointments require full City Council approval.

FISCAL IMPACT:

There is no fiscal impact.

RECOMMENDATION:

The Office of the City Clerk recommends approval of the Council Committee's recommendation for appointment to the Goal Setting Committee. Said recommendations will be submitted to the full City Council on January 18, 2018 for approval.

Table of Contents

	<i>Page</i>
<i>Goal Setting Committee Roster</i>	<i>1</i>
<i>Attendance Report</i>	<i>2</i>
<i>Lester W. Bryant</i>	<i>3</i>
<i>Linda Lopez-George</i>	<i>13</i>

Goal Setting Committees

The Small Business Economic Development Advocacy (SBEDA) Ordinance requires the creation of Goal Setting Committee (GSC), which establishes aspirational, segmented and contract-specific small, minority, and women-owned business enterprise goals on City of San Antonio contracts/projects. The GSC is chaired by a representative of the City Manager and includes staff members from the Economic Development Department (EDD), Finance-Purchasing Division and/or Transportation and Capital Improvements (TCI) departments on a rotating basis, and a representative from the department from where the contract/ project is being initiated. Two citizen members also serve on the GSC and vote when reviewing contracts/ projects over \$3 million and when establishing annual aspirational goals.

Term: 1 year

Term Limit:

Liaison: Shuchi Nagpal (210) 207-1001

Name	Representing	Date Appointed	Date Reappointed	Date 2nd Reappointed	Date Expires
Lester Bryant Professional Services	At Large	Nov 21, 2013			May 31, 2015
Valerie Gonzalez (Resigned) Goods & Supplies/Other Services	At Large	Sep 29, 2011			May 31, 2013
Christopher A. SCOTT (Resigned) Construction/Architectural & Engineering	At Large	Feb 13, 2014			May 31, 2015
Roxanne Trevino Silva Professional Services	At Large	Aug 07, 2014			May 31, 2015

NAME OF BOARD/COMMISSION: Goal Setting Committee

REPORTING PERIOD: July 1, 2017 - December 31, 2017

MEMBER'S NAME	Representing District or At-Large	Total # of Meetings	# of Meetings Attended	% of Meetings Attended	Attendance Issues?	Meeting Dates
Lester Bryant	At Large	12	4	33.3%	N	12/4, 11/13, 10/23, 9/25
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Submitted by: Vanessa DiCiolla
Department: Economic Development
Telephone: 210-207-3922

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Goal Setting Committees At Large Goods	Application No: No: 20171019083132_6300
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	mr
Last Name	Bryant
First Name	Lester
Middle Name	warren
Suffix	
Preferred Name	Lester
Gender:	Male
Ethnicity:	African American
Title	
Address Type?	Residence
Address	
City	San Antonio
State	TX
Zip	
Phone Type?	Cell
Phone number	
Phone 2 Type?	
Phone 2 number	
eMail	
Employer	self-employed
Job Title	financial professional

Occupation	sales
Board/Commission/Committee Name	Goal Setting Committees~At Large~Goods & Supplies/Other Services~01
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes
San Antonio Resident Length - Years	09
In which City Council District do you reside?	02
How many years have you lived in the City Council District where you reside?	09
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
	No

Does your employer or an employer of your immediate family members have a contract with the City?	
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	Yes
Please list office, board or commission, your position in that entity and term of service.	VIA Metropolitan
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	Yes
Give the title and dates of any position which you have held in such organization:	Secretary
Do you receive any compensation for service on this entity(ies)?	Yes
If yes, please describe compensation, for example - \$20 per meeting.	\$50 per meeting
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	some college

Describe your Professional History & Certification designations (Current and historical).	Licensed Insurance Agent in Texas
Describe your Volunteer Experience & Community Service	Member of Family Service Association Board Alphahome Board
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	I have served on the Goal Setting Committee for several years. I know the importance of local businesses receiving an opportunity to do business with COSA. We have made great strides engaging minority businesses. I would like to continue in this capacity to ensure that our goal setting program is a model for the nation
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information	Acknowledged

<p>included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.</p>	
<p>OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.</p>	<p>Acknowledged</p>
<p>Enter Your Name</p>	<p>Lester w Bryant</p>
<p>Date of submission.</p>	<p>10/19/2017</p>
<p>The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are</p>	

subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	Yes
I want the public to have access to my Social Security Number.	No
I want the public to have access to my Emergency Contact Information.	Yes
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

LESTER BRYANT

SUMMARY

An experienced manager with a record of success in management and technology at the local, national and international levels. Creative and strategic problem solver with demonstrated ability to drive organizational change, deliver revenue and margin growth while providing world class customer satisfaction.

- **Management** – Solid background in growing and optimizing organizations while maintaining a balanced view of strengths and weaknesses. Highly proficient in handling escalated customer situations.
 - **Technology** – Proven ability to learn new technologies and translate these into support of business priorities.
 - **Team Building** – Participative yet decisive team leader with extensive experience recruiting and hiring technology professionals. Accomplished in mentoring and staff development.
 - **Process Improvement** – Adept at redesigning processes to increase productivity and improve quality
 - **Communication** – Proficient in creating win-win situations with collaborative efforts between stakeholders.
-

EXPERIENCE

January 2015 – Present: Mass Mutual of South Texas – Financial Services Professional San Antonio, TX

Our primary objective is to help our clients achieve financial freedom in a complex and constantly changing world by recommending insurance products that can help them achieve what is most important to the client, their family and business. Recognized as a top producer in my class. Selected for agency leadership class after 6 months

Analyze – get a clear understanding of the client's circumstances and financial objectives

Recommend – provide the client with suggestions to fill in the gaps and help them reach their objectives more efficiently.

Implement – work with the client to implement them and help them secure the required products and services.

Review - Because the client's financial situation is bound to change, we will work with them over time through periodic reviews to help them monitor their strategy and its ability to continue to meet their goals.

December 2013 – Present: President – LWB Enterprises San Antonio, TX

Created a company that specializes in creating financial strategies for clients to assist in wealth management and retirement planning and business succession

- **Identified** a system to help assist clients with debt management
- **Increased** clients financial awareness
- **Identified** clients insurance needs
- **Facilitates** the assessment of developing tax free retirement planning for clients

Sep 2009 – Nov 2010 Senior Manager Rackspace Hosting San Antonio, TX

Managed a staff of 80 team leads and technical support engineers with the responsibility of providing support to 60K customers that utilize our web hosting services.

- **Implemented** a turnover process between shifts
- **Developed** an operational system cross-platform training program
- **Created** a US based support team for European after hour customers
- **Fostered** an environment for the empowerment of teams to improve workflow processes

Nov 2008 – Sep 2009 Technical Support Manager 2Wire, Inc. San Antonio, TX

Managed an environment in which 25+ technical support representatives are trained and motivated to deliver world class support.

- **Reduced** attrition by 10%, benchmarking a record-setting improvement in staff retention due to the success of employee-development and morale-building programs.
- **Identified** and made recommendations for process improvements.
- **Developed** a self-managing teamwork environment that engaged and encouraged collaboration.
- **Facilitated** the implementation of organizational policies and procedures
- **Ensured** workflow efficiencies, customer service excellence, and quality assurance.

Mar 2007 – Aug 2008 Technical Support Manager Comcast Cable Atlanta, GA

Ensured the successful achievement of customer service goals and standards with supervisors and customer account executives within the technical support call center of a Fortune 100 Company

- **Increased by 25%** inbound call productivity by utilizing excellent coaching skills
- **Reduced operating costs by 400K per month by streamlining training process**
- **Delivered 15% decrease** in employee attrition.
- **Responsible** for 10% increase in customer satisfaction
- **Anticipated** operational problems and recommended solutions proactively.
- **Developed** and coached staff to exceed KPI objectives including Service Level.
- **Handled** client relationship management functions, which included promoting enduring relationships with a diverse clientele
- **Implemented** training strategy to develop a cross-functional team
- **Created** survey to garner feedback to achieve superior results and track results
- **Developed** and mentored staff to meet service and sales objectives.
- **Fostered** high levels of morale, energy and motivation. Interview, hire and train perspective employees as required.
- **Utilized** workforce management for workload balancing and staffing requirements

Jun 2005 – Dec 2006 Project Manager/Trainer 5Linx Enterprises Atlanta GA

Created and managed a marketing campaign to build sales and support team targeting residential customers for VOIP and wireless services. Developed representatives' skill sets in areas of lead prospecting, lead generation, sales structure, opening and closing sales.

- Developed training materials, training modules, increasing productivity by **50%**.
- Recruited and mentored 40 new independent representatives.

Jun 1998 – Jun 2005 Technical Support Manager Hewlett-Packard Atlanta, GA

Managed and developed the operation of a 24x7 international technical support team designed to deliver world class service to enterprise level customers. Partnered with account managers and negotiated with customers to provide support contracts tailored to fit their needs. Championed the formal planning process, streamlined the integration of operating departments and revised the organizational structure to

meet growth and demands of the business. Effectively analyzed data to identify deficiencies and develop the skills of employees to become cross-functional internationally.

- **Improved by 30%** first call resolution rate by re-engineering processes.
- **Reduced call** abandon rate by 25%
- **Implemented** training for support teams to become cross-functional.
- **Increased** international inbound technical support calls by **34%**.
- **Instituted international technical support model reducing costs by 1M annually.**
- **Developed, managed, and grew high performance support team from 0 to 120 personnel.**
- **Implemented** a global strategy for measuring and improving international technical support.
- **Improved response rate to Mission Critical Enterprise customers by 25%**

**Feb 1978 – Jun 1998 Project Mgr./UNIX Systems Admin/Phone Tech AT&T
Washington,DC**

Held various positions during my career with AT&T. Project manager, telephone repair technician, Unix System Admin

- Responsibility includes maintenance of the system by installing and upgrading the application packages.
- Shift team lead for hardware, networking and software applications
- Supported HP backups, restoration, upgrades, and security utilizing the UNIX operating system. .
- Worked on special projects converting MVS environments to UNIX.
- Project manager for Fortune 50 companies WATS/800 services
- Telephone repair technician for 4 years

**June 1975 – June 1997 – FBI
Washington, DC**

Recruited out of Sam Houston High School for a direct from high school training program

EDUCATION/TRAINING

Team Building	Project Management
Call Center Operations	Microsoft Office Suite
Leadership Training for Managers	Aspect, Witness, Avaya
Data Protector and Network Node Manager	HPUX Certification
Licensed Insurance Agent in TX, GA, MD	

COMMUNITY INVOLVEMENT

APTA Board of Directors	APTF Board of Directors
VIA Board of Trustees, Secretary	Family Services Association Board of Directors
Alamo City Chamber Board	Chair, SA2020 Commission on Education – present
City of San Antonio Goal Setting Committee	Vice Chair, SAISD Council of PTA'S – 2014
Inaugural Class of Leadership SAISD – 2013	EPN Advisory Council – 2011/2012
District 2 Library Committee – 2012	President Sam Houston PTSA – 2011



Lester W. Bryant is a native of San Antonio, Texas. Lester left San Antonio in the late 70's to begin his career with the Federal Bureau of Investigation in Washington, DC. After several years with the FBI, he took his skills to the corporate world when he joined AT&T where he had a 20 year career in both technical and management positions. Using technical and management skills he developed at AT&T, Lester successfully transitioned from the telecommunications industry to the booming field of information technology. As a technical project support manager with Hewlett Packard in Atlanta, Lester managed successful projects and teams around the world.

Currently Lester is a financial services professional with Mass Mutual helping his clients plan for the futures of their families and businesses.

Lester is a dedicated community volunteer with a passion for transportation, education and community revitalization. Nationally, he serves on the Board of Directors and Executive Committee of the American Public Transportation Association and the APTA Foundation. Locally, he is Secretary of the Board of Trustees of VIA Metropolitan Transit, Family Services Association and ALPHA Home. He is also serving on the City of San Antonio Goal Setting Committee. His passion for education has led to service at many different levels such as President of the Sam Houston High School Parent Teacher Student Association (PTSA), board member of the SAISD Council of PTSAs and membership in the inaugural class of Leadership SAISD. He also served on the Advisory Committee of the Eastside Promise Neighborhood and as Chair of the San Antonio District 2 Accountability Task Force Education Subcommittee. He has served as Chair of the SA2020 Commission on Education. He was a member of the grass roots committee that led the successful drive for a new library on the Eastside of San Antonio, the first in over 40 years.

Goal Setting Committees At Large Construction/Architectural	Application No: No: 20170828133404_5996
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	Ms.
Last Name	Lopez-George
First Name	Linda
Middle Name	
Suffix	
Preferred Name	Linda Lopez-George
Gender:	Female
Ethnicity:	Hispanic
Title	
Address Type?	Residence
Address	
City	San Antonio
State	TX
Zip	
Phone Type?	Cell
Phone number	
Phone 2 Type?	Business
Phone 2 number	
eMail	
Employer	UT Health San Antonio
Job Title	Director of Research Partnerships

Occupation	Administration
Board/Commission/Committee Name	Goal Setting Committees~At Large~Construction/Architectural & Engineering~01
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes
San Antonio Resident Length - Years	17
In which City Council District do you reside?	08
How many years have you lived in the City Council District where you reside?	09
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract(s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any	No

businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	Yes
Give the title and dates of any position which you have held in such organization:	Hunters Creek North HOA
Do you receive any compensation for service on this entity(ies)?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No
Have you ever been hired for a position with the City of San Antonio?	No

Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	https://www.linkedin.com/in/linda-lopez-george-76650a43/
Describe your Professional History & Certification designations (Current and historical).	https://www.linkedin.com/in/linda-lopez-george-76650a43/
Describe your Volunteer Experience & Community Service	https://www.linkedin.com/in/linda-lopez-george-76650a43/
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	My interest in serving on the GSC is based on my deep sense of responsibility to ensure that the underserved population achieve parity in contract awards reflective of the demographics and metrics for the professional goods/services provided to the COSA.
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the	

City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
Enter Your Name	Linda Lopez-George
Date of submission.	8/28/2017

<p>The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.</p>	
<p>I want the public to have access to my Home Address.</p>	<p>No</p>
<p>I want the public to have access to my Home Telephone Number.</p>	<p>No</p>
<p>I want the public to have access to my Social Security Number.</p>	<p>No</p>
<p>I want the public to have access to my Emergency Contact Information.</p>	<p>No</p>
<p>I want the public to have access to my Family Information.</p>	<p>No</p>
<p>Please attach any additional information, such as a current</p>	

resume, using the Attachments panel at the bottom of this page.	
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