

February 7, 2025

Dear Mr. Thomas:

As the City of Palm Coast undertakes its search for a new City Manager, I am eager to bring my skillset in municipal management to the community in order to advance the strategic goals set by the city council. The position profile assimilates and highlights my professional background in community development, planning and public works operations and makes me a strong candidate to lead Palm Coast. I currently serve the City of Newport, RI, as its Director of Public Services, and have frequently served as acting city manager when our city managers have been away from the city.

As a state and local government professional, my career includes a variety of municipal service operations and management experiences. The parallels between Juno Beach and Newport are many in that both are unique seaside communities with active and engaged citizenry that assist with our collective actions of striving for excellence. Public service is not only a profession, but also an art, as collectively we are front and center making a difference in the daily lives of many. As we cannot do it alone, communities such as Palm Coast and Newport are blessed to have active and engaged citizens that challenge us to lead with courage and conviction to seek the best while maintaining our past and preserving our histories for our future.

I have been preparing for a professional opportunity such as this and have been mentored and encouraged by many city managers to advance my local government career which includes strong leadership capabilities of assessing operations and management, driving innovation and performance while ensuring that superior customer services are provided and maintained for residents. Everything is accomplished with a facilitative and collaborative management style as teams develop solutions to challenges; while no one person possesses every answer, together we can craft solutions to the adaptive challenges we face. While in Newport, we have further successfully developed sustainable capital improvement programs that allow for the management and preservation of assets and infrastructure to responsibly manage financial resources.

As a highly motivated and results-driven professional with a successful track record in municipal executive administration, I possess an open management style where I stress leading by example. I have challenged our team members to become effective leaders within the overall organization while developing an interdepartmental approach that highlights and stresses teamwork and innovation. My abilities to bring people together are proven and my colleagues know me as one with an exuberance of energy who possesses a “get things done attitude” who does not stop until the job is complete and the ultimate goal is reached. I have been trained in emergency management preparedness (NIMS) and serve as a member of the City’s Emergency Management team along with our public safety officials from both our police and fire departments.

The City of Palm Coast has had many successes throughout its history and I welcome the opportunity to help continue this tradition. As municipal employees build community through personal interactions with those we serve, my management style centers upon servant leadership principles where teamwork is cultivated through open and collaborative conversation that allows teams to create solutions to the challenges and the opportunities that lay before us. The team's mission is simple: better the communities that we serve through respectful, ethical and humble service. Working in partnership with the many that call our communities home, I remain excited by local government service and the many personal and professional opportunities it brings. In life, my goal always centers upon leaving things better than they were found as small, yet humble actions can positively impact many.

I am ready, willing and able to take this career advancing step in service to the City of Palm Coast and its residents. If so honored to be selected, it would represent the capstone of a public service career that I plan to continue into the next decade and beyond. I respectfully request confidentiality of my candidacy while looking forward to the opportunity to speak about the opportunity of becoming Palm Coast's City Manager.

Sincerely,

William R. Riccio, Jr., PE

William R. Riccio, Jr., PE
25 Wilson Avenue
Johnston, Rhode Island 02919
401-351-6969 (h) 401-829-7799 (c)
Email: bicyclebill25@gmail.com

EXPERIENCE

City of Newport, Rhode Island
43 Broadway, Newport, RI 02840
Population: seasonally variable; 25,000 to 50,000
International Tourist Destination with 3.5 million visitors per year

11/07 – present **Director**, Department of Public Services

Member of executive management team responsible for the overall administration and management of the Department of Public Services which includes the divisions of Engineering (Traffic and Transportation, Infrastructure and Capital Projects;) Public Works Operations and Maintenance; Parks, Grounds, and Facilities Management and Maintenance; Solid Waste and Recycling/Environmental Sustainability; Vehicle Fleet Management and Maintenance; Recreation; and Beach Operations. Serve as a member of city emergency management team along with public safety chiefs. Responsible for budget development and control, grant administration and management, public /private partnerships, sustainability initiatives and innovations. Occasionally act in the capacity of city manager in his or her absence. Employees: 50 full time employees plus up to 120 seasonal employees. Operating Budget: \$14M; Capital Budget: approx. \$5.0M - \$10M annually.

ACCOMPLISHMENTS

Managed the design and construction (completed spring 2017) of the \$6 million Broadway Streetscape Project which incorporates a "complete street" and green infrastructure improvements through our local government and business district corridor.

City of Newport was the recipient of the Thomas E. Sweeney, Jr. Risk Management Innovation Award from the Rhode Island Interlocal Trust for the citywide sidewalk improvement program that resulted in a greater than 50% reduction in frequency of claims.

Developed a city wide pavement preservation improvement program that improved the overall performance condition index of roadways (2008 - 46.9% of roadways acceptable; 2023 > 75%.)

Successfully managed a United States Department of Justice Facility Accessibility Audit with related consent agreement signed in 2011 and completed in 2014. Newport, RI was one of approximately 200 municipalities, to date, in the United States that has been through an accessibility-based performance audit. The audit led us to improving public access throughout our community such as through the construction of a new full-service elevator for Newport's historic city hall that was completed in 2016.

The League of American Bicyclists designated Newport as Rhode Island's first Bicycle Friendly Community based upon the development of bicycle friendly city policies and initiatives.

Sustainability initiatives: development of an energy efficient city owned decorative street light program, the development of an "events" recycling ordinance to create citywide sustainable events, development of a municipal small business recycling program, development of a cart based semi-automated municipal solid waste and recycling program saving the city \$250K+.

Secured approximately \$25 to \$30 million of grant funding for various city capital projects; in addition, recently awarded (April 2024) a federal PROTECT grant in the amount of \$13 million and a \$321,000 Safe Streets For All planning grant.

Negotiated and/or managed or participated in the development of public private partnerships leveraging city funds for capital improvements at various scales.

Successfully launched and operate/maintain a customer service mobile phone application that allows residents to report constituent public services concerns/issues for corrective action.

2/90 – 11/07 Rhode Island Department of Transportation
2 Capitol Hill, Providence, RI 02903

Project Manager/ Highway Engineering - Supervised and managed RIDOT multi-million dollar highway engineering projects (interstate, state highways and local facilities) while managing a team of project engineers/interns. General duties included but not limited to project development and oversight, contract development and negotiation, budget development and management, environmental and regulatory coordination with state and federal agencies, design liaison activities during construction. Served as bicycle design engineer for department.

6/88 – 9/89 Vanasse Hangen Brustlin, Inc.
10 Dorrance Street, Providence, RI

Staff highway and traffic engineer for municipal and state highways.

ACTIVITIES

Transportation Research Board, National Cooperative Highway Research Program, Panel Member, Project 15-45, Update of the AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 2011–2015

Transportation Research Board, National Cooperative Highway Research Program, Panel Member, Project 15-37, Revisions to AASHTO Bicycle Design Manual, 2006–2009

(State of Rhode Island) Governor's Fiscal Fitness Team Member, 2003

Johnston, Rhode Island, Municipal Planning Board, 1995-2008; Chair, 8 years

Worcester Polytechnic Institute, Alumni Association Board of Directors, 2010-2013

American Public Works Association (APWA,) New England Chapter Executive Board, RI-Director, 2024 RI Public Works Leader of the Year; International City Manager Association (ICMA) Member

State of RI Solid Waste Management Plan Advisory Committee, Member, 2013-2017

State of RI Municipal Advisory Council on Statewide Permitting, Governor Appointee, 2014-2019

State of RI, Energy Efficiency and Resource Management Council, Municipal Representative, 2019-2021

Leadership RI, Class of 2015

Mentor, Salve Regina University, Student Leadership Development Program, 2015-2018

EDUCATION

University of Rhode Island, Kingston, RI
Master of Science, Civil and Environmental Engineering, 1996

Worcester Polytechnic Institute, Worcester, MA
Bachelor of Science, High Distinction, Civil Engineering, 1988

Harvard University, Cambridge, MA
Senior Executives in State and Local Government, June 2009

Harvard University, Cambridge, MA
Leadership in the 21st Century, September 2016

Pennsylvania State University, State College, PA
Executive Management Program for Transportation Engineers, 2001

REGISTRATION

Professional Engineer #6106, State of Rhode Island

American Public Works Association, Public Works Leadership Fellow, September 2011

AFFILIATIONS

International City Managers Association (ICMA;) American Public Works Association (APWA;) RI Public Works Association; Association of Pedestrian and Bicycle Professionals (APBP;) Chi Epsilon; Tau Beta Pi.

CERTIFICATIONS

FEMA Emergency Management Institute (ICS 100, ICS 200, ICS 300, ICS 400, ICS 700, Debris Management, Disaster Management)

PROFESSIONAL REFERENCES

- 1- Jane Howington, City Manager, Hudson, OH (retired).....937-510-7891
- 2- Edward F. Lavallee, City Manager, Venice, FL.....941-486-2626
- 3- Frank Marinaccio, PE, Project Manager, Environmental Partners.....401-580-5802
- 4- Thomas Shevlin, Director of Communications, Newport, RI.....401-339-6228
- 5- Naomi Neville, City Councilor (2010-2016,) Newport, RI..... 401-846-8505