

William N MacDonald, CAPP CPP

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Qualifications Summary

- Authored and Presented to City Council an RFP to unify the City of Pasadena's Nine Garage Portfolio under one Operator, resulting in over \$4MM annual savings
- Directed the largest Airport Parking and Transportation operation in the world with over 53,000 parking spaces generating over \$240MM annually while transporting more than 8MM employees and passengers
- Proven track record of identifying efficiencies in processes and contracts to save millions of dollars in labor and contract structuring.

Work Experience

04/2022 – Present Senior Director of Transportation and Parking Services University of Florida

- Manage over 26,000 parking spaces for Staff, Faculty, Student and Visitor parking for the 5th largest single campus university in the country.
- Oversee the operations of the Campus and City of Gainesville routes that serve the campus through a contract with RTS that exceeds \$12MM annually and transports more than 4MM passengers per year throughout the entire campus and greater Gainesville Region.
- Manage a diverse department with the help of three Associate Directors with teams consisting of Transportation Drivers, Parking Enforcement, Customer Service and 24/7 Maintenance.

08/2022 – 04/2024 Director of Parking & Ground Transportation Systems Denver International Airport

- Managed 53,000 parking spaces, generating \$230MM in annual revenue for employee and passenger parking
- Managed the entire campus shuttle program which constituted more than seventy shuttles and transported more than 8MM passengers per year throughout the entire campus covering 53 square miles.
- Led a department which had more than 30 in City team members and more than 300 contracted staff.
- Managed an annual expense budgeted of more than \$50MM.
- Responsible for writing and awarding the two contracts during my tenure that saved DEN more than \$6MM annually over the life of the seven and ten-year contracts.

01/2021 – 07/2022 Management Analyst IV – Parking Division (Asst Pkng Mgr) D.O.T. Pasadena, CA

- Direct oversight of all Off Street Parking Assets to include nine garages, one valet location and four parking lots which account for over 7,000 spaces.
- Budget and vendor management for parking, valet, cleaning and security operations for the Parking Division.
- In the absence of the Parking Manager, Act as the Senior Manager for the Parking Division and oversee all aspects to include permitting, customer service and enforcement.
- Assist the Parking Manager with City Council Presentations to include, drafting Agenda Reports, preparing slide shows and presenting findings directly to Council and Subcommittees.

10/2018 – 01/2021 General Manager Premier Parking St. Louis, MO

- Oversee Operations and Business Development over the Missouri and Southern Illinois markets.
- Responsible for achieving sales goals through building a business development plan and executing accordingly to ensure that we reach our targeted increase in revenue YOY.
- Build partnerships with local business leaders to increase exposure of the brand and build awareness of how we can help them with a variety of parking services.
- Ensure operational excellence by reviewing actions plans of Managers for Lots, Garages and Enforcement.

06/2015 – 10/2018 General Manager 24 Hour Fitness Miami / Orlando, FL

- Oversee club success in Sales, Fitness, Operations and Facilities.
- Manage and develop 5 Department Heads and Assistant Department Heads to create best in class strategies for improvements in each department.
- Direct P&L Responsibility for all aspects of controllable costs and revenue streams to ensure financial success.

- 11/2009-06/2015 Regional Operations Manager 717 Parking Enterprises Tampa, FL**
- Hold complete P&L responsibility for a region consisting of 15 locations throughout 9 states.
 - Directly oversee 18 managers. Indirectly over 700+ frontline employees
 - Responsible for overseeing projects from proposal to full operational success to include client presentations, creating site specific policies and procedures, and hiring and training management and staff
 - Perform daily and weekly manager and client meetings to ensure budgets and policies are being followed and client expectations are being met in all areas
 - Continuous career progression within the company from single site Operations Manager, Assistant Area Manager to my current position of Regional Operations Manager
- 03/2008-11/2009 Operations Manager South East Show Clubs Tampa, FL**
- Assisted with all management activities of the establishment to include promotions, marketing and cost controls
 - Integral part of interviewing and hiring new staff members as needed as well as ensuring proper training was implemented
 - Extensive knowledge of handling customer service and security situations with professionalism and patience
- 01/2007-03/2008 Account Manager MilitaryStars Sarasota, FL**
- Achieved over \$10,000 worth of new business in my first month which was a record for new Account Managers
 - Provided full cycle recruiting services to new and existing clients to ensure complete satisfaction
 - Researched the marketplace to identify new clients that could utilize our services
- 08/2004 – 11/2006 Operations Manager Erinys Baghdad, Iraq**
- Maintained all logistical and manpower accountability documents to include vehicles, personal equipment, and number of officers in country to satisfy contract requirements
 - Responsible for safety and security while leading a 16 man team and up to 6 principles for daily missions
 - Planned and conducted all training and missions to provide protection for the Iraqi Reconstruction Project
- 08/1997-02/2003 Intelligence/Recruiter/Airborne US Army Various Locations**
- Excelled in prospecting potential recruits and selling the Army in such a positive way I became the first Corporal in the US Army to successfully recruit a candidate
 - Managed and trained up to 20 personnel in various areas to include weapons, intelligence procedures and salesmanship

Education

University of Central Florida		Orlando, FL
B.A. Political Science	Senior Standing	
U.S. Army Non-Commissioned Officer Academy		Ft Benning, GA
Primary Leadership Development Course	Honor Graduate 4 Week Course	
International Parking & Mobility Institute		
CAPP Certified Administrator of Public Parking	March 2023	
International Parking & Mobility Institute		
ParkSmart Certified Advisor National Green Council	June 2022	
National Parking Association		
CPP Certified Parking Professional	March 2022	