

# JOHN RISK

1255 Somerset Lane  
Newport Beach, CA 92660

Voice: (714) 788-8566 or (949) 548-8700  
Email: [jrisk@csgaudits.com](mailto:jrisk@csgaudits.com)  
Web: [www.csgaudits.com](http://www.csgaudits.com)

## SUMMARY

Dynamic and vision driven leader with a successful career conceptualizing, marketing, and providing professional administrative services to public agencies. Managed high profile projects and interacted with electeds and executive management staff. Skilled at sales, purchasing, internal auditing, budgeting, revenue auditing, IT, and telecommunications franchise administration. Contracted with more than 100 California public agencies. Analyzed telecommunications needs of clients and assisted public agencies in articulating these needs to their respective video service and telecommunications service providers. Targeted outcomes include video service to public buildings, dedicated fiber, internet connections, video conferencing systems, and other IT/Data resources. Also assisted schools, libraries, and public health providers obtain discounted broadband connectivity and designed video conferencing systems. Monitored and managed several large projects and evaluated efficiency, program results and procedures. Facilitated changes in technology and regulatory policies to policy makers and upper City management. Negotiated contracts and settlements between cities, vendors, and franchisees. Negotiated and administered professional services contracts within and between CSG and municipal entities.

## KEY STRENGTHS

- Sales Planner
- Fact Finder
- Trustworthy
- Negotiator
- Deal Closer
- Conflict Manager
- Auditor
- Technically Adept
- Computer Savvy

## HIGHLIGHTS OF ACCOMPLISHMENTS

- Led multiple projects confidently and developed long term and continuing relationships with more than 100 government clients providing technical and management service support.
- Designed methodologies, performed, and articulated results of revenue audits of various telecommunication and video service providers for more than 30 cities. Studied corporate charts of accounts and revenue streams of AT&T, Comcast, Charter, Cox and Time Warner, making observations and determining the accuracy of franchise fees and utility tax payments. Sales and services over the past six years produced hefty returns to cities through negotiated settlements on behalf of clients in excess of \$6,000,000, including individual settlements of over \$500,000.
- Assisted staff and clients in multiple state and local legislative advocacy missions and policy matters related to telecommunications initiatives affecting state and local governments. Provided expertise, drafted position statements, talking points, and drafting petitions and official filings before state and federal governing commissions.
- Conceived, implemented and managed departmental duties at the City of Beverly Hills, the City of Mission Viejo and the City of Santa Ana before, during and after their Cities' moves into their new/renovated/relocated City Halls by handling physical plant, utility, IT, video equipment, and telephone specifications. Coordinated with architects for office layouts, furnishings, HVAC, and other facility improvements regarding television production operations. In the case of Beverly Hills, worked carefully to protect the antiquity of the City Council Chambers.
- Promoted open and candid information sharing and developed planning strategies and coordinated a management and feasibility study regarding an eight-City effort to interconnect cable television systems for a closed circuit television video conferencing facility on behalf of the Orange County Fire Chiefs Association. Worked across jurisdictional borders with the objective of lowering overtime, reducing costs, and improving response times for the clients by 10%. Project involved training officers from the following departments: Anaheim, Buena Park, Fullerton, Huntington Beach, Laguna Beach, Orange County, Newport Beach, and Santa Ana. Also coordinated meetings with representatives of Hughes and So. CA Gas Co.

- Conceived and implemented a video arraignment project between the Orange County Superior Court and the City of Santa Ana Police Department design and install a video conferencing system for the purpose of conducting video arraignments between the Courthouse and Santa Ana Jail. CSG worked with Santa Ana's Police Chief, Paul Walters, and the Clerk of the Court.
- Conceived, designed, and implemented an emergency override operating plan for Arcadia, Beverly Hills, and Santa Ana and performed periodic tests of the emergency alert/audio/video override systems and assisted in the technical design of the respective municipalities' emergency operations centers.
- Served as primary purchasing coordinator for multiple \$200,000 plus projects for Arcadia, Beverly Hills, Cypress, Cerritos, Dana Point, Glendora, Mission Viejo, San Clemente, Santa Ana, and Yorba Linda.
- Articulated and communicated connectivity and data capacity needs with IT staffing in Arcadia, Beverly Hills, Cerritos, Mission Viejo, San Clemente, Redondo Beach, and Santa Ana.
- Led a 30-member governmental and industry taskforce to standardize reporting of performance metrics by video services companies to improve measurability and delivery of information to compliance regulators.
- Assisted, directed and/or administered liquidated damages proceedings in Beverly Hills, Redondo Beach, Santa Ana, regarding customer service non-compliance of the cities various cable television providers.

## **CAREER HISTORY**

### **COMMUNICATIONS SUPPORT GROUP, INC., CA President**

From 1987 to present, directed all company activities and manage service delivery to more than 100 California City and County government clients. Skills included extensive experience in finance, technical operations, programming, regulatory, and customer care. Strong sales and marketing achievements coupled with the ability to create revenue streams. Directed the marketing of new services and launched new business activities. Innovated all sales concepts and executed strategic plans, market studies, and business development plans. Created numerous lasting relationships with industry and government managers. Maintained current knowledge of FCC rules, Congressional Acts, and state laws. Negotiated extensively with cable companies including Adelphia, AT&T, Century, Charter, Comcast, Cox, Media One, and Time Warner. These projects required access to, and management of, confidential and proprietary information provided to CSG by the companies. Produced millions of dollars of new revenues for clients and corrected previous shortcomings in the assessment and collection processes.

### **CITY OF SANTA ANA, CA Cable Television Manager**

From 1985 – 1987, managed department of 25 employees with an annual budget in excess of \$800,000. Served as Executive Producer of thousands of hours of programming. Served as Chief Executive for budgeting, asset management, procurement of equipment, and labor resources. Worked directly with City Council and Department Directors for production of meaningful video projects. Assisted departments plan costs and managed resources. Worked with Fire Chief and Police Chief to establish methods of integrating video services into staff training functions.

**GROUP W CABLE TELEVISION OF SANTA ANA, CA**  
**Programming Director**

From 1982 – 1985, conceived and implemented the department responsible for LO and I-Net, and acted as liaison with the City, Community College District, School District, and other governmental agencies. This was a new-build, requiring knowledge of plant construction, head-end design, reverse and forward RF spectrum allocation. Hired all employees and purchased \$1.5 M in I-Net and video production equipment. Conceived and studied a method of interconnecting county-wide properties for sharing of community programming, advertising, and emergency preparedness operations.

**FALCON CABLE TELEVISION OF CALIFORNIA, ALHAMBRA, CA**  
**Regional Director, Local Programming**

In 1982, designed and managed cable television production studios throughout Los Angeles Region and directed staff of ten. Required extensive technical as well as programming knowledge. Worked with community leaders and electeds. Initiated discussions for integrating Local Origination facilities in support of advertising sales.

**BOARD POSITIONS**

- 5-year term as Board Member of the National Association of Telecommunications Officers and Advisors.
- President, Orange County Cable Association.

**PROFESSIONAL AFFILIATIONS**

- Alliance for Community Media (ACM)
- The Cable Center, founding shareholder and donor of a 20-year comprehensive cable legislative archive.
- Health Information Management Systems Society (HIMSS)
- National Association of Telecommunication Officers and Advisors (NATOA).
- Orange County Cable Association (OCCA), founding member and President.
- SCAN NATOA (States of California and Nevada), founding member

**EDUCATION**

**UNIVERSITY OF MICHIGAN - ANN ARBOR**

Bachelor of Arts with High Honors and Distinction in Social Psychology  
2-years in the College of Engineering and 2-years in the College of Literature Science, and the Arts.  
Varsity Letterman in Track and Field

CLIENT LIST

Alameda	Fountain Valley	Mendocino County	San Fernando
Alameda County	Fremont	Mission Viejo	City and County of
Albany	Fullerton	Monrovia	San Francisco
Anaheim	Garden Grove	Monterey County	San Jacinto
Arcadia	Gardena	Moreno Valley	San Leandro
Austin, TX	Glendora	Murrieta	San Luis Obispo County
Berkeley	Hawthorne	Newport Beach	San Pablo
Beverly Hills	Hayward	New Orleans, LA	Santa Ana
Brea	Hermosa Beach	Norwalk	Santa Barbara
Brentwood	Hemet	Oakland	Santa Barbara County
Carlsbad	Huntington Beach	Ontario	Santa Cruz
Cerritos	Indian Wells	Pasadena	Santa Cruz County
Claremont	Inglewood	Petaluma	Sierra Madre
Chino	Irvine	Porterville	Stanton
Chino Hills	La Habra	Poway	Twenty-Nine Palms
Commerce	Lakewood	Rancho Cucamonga	Temple City
Cypress	La Palma	Rancho Palos Verdes	Ukiah
Dana Point	La Verne	Redondo Beach	Villa Park
Desert Hot Springs	Lawndale	Richmond	Walnut
Diamond Bar	Lindsay	San Bernardino	West Covina
Duarte	Long Beach	San Bernardino County	Westminster
Emeryville	Los Angeles	San Clemente	Willits
Encinitas	Los Angeles County	San Diego	Yorba Linda
Fort Bragg	Manhattan Beach	San Diego County	Yucca Valley
Fontana	Maryland Heights, MO	San Dimas	