

Presenter bios

Ryan Hunter

Ryan Hunter loves to bring his passion for public service and his relentless drive for improvement together to help the government provide better services to its staff and citizens. In 2022, he co-founded Partners in Public Innovation (PPI), whose mission is to transform public service by building a culture of continuous improvement.

Before founding PPI, Ryan served as Innovation Director for a Sacramento-based consulting firm, leading teams of change agents to build the capacity of state and local public agencies to solve problems and improve customer service.

For five years, Ryan directed the City Performance Lean Program, San Francisco's citywide program in process improvement. Under Ryan's leadership, the Lean Program trained over 700 city staff, coached dozens of leaders to independently plan and implement major improvement projects, produced hundreds of rapid improvements, and delivered measurable improvements in areas as diverse as park maintenance, benefits administration, and hiring. During San Francisco's Covid-19 response, Ryan served as Chief of Testing for the City, using his process improvement expertise to stabilize the City's Covid testing infrastructure, improve time-to-result, and efficiently allocate limited test kits.

Ryan holds a Master's degree in Sociology from Stanford University and Master's in Public Policy from UC Berkeley's Goldman School. He is a Lean Black Belt, Certified Six Sigma Black Belt, Agile Scrum Master, and a Project Management Professional (PMP).

Jenessa Rozier

Jenessa Rozier is a seasoned process improvement professional who has trained dozens of leaders from all levels of the organization to drive business performance and employee development across both the public and private sectors.

Prior to joining PPI, Jenessa led large-scale improvement projects and coached, trained, and mentored teams to implement process improvement tools and techniques. As a founding member of the City Performance Lean Program, she has helped many San Francisco departments achieve vast improvement to their processes and service delivery including leading over 15 workshops with the SFMTA to improve their internal training protocols and facilitating the SFMTA's HR hiring teams to improve their time to hire. Notably, the SFMTA's time-to-hire project reduced time for exam administration from 22 days to 14 days, reduced candidate error during the record review process by 10%, and identified future improvement projects to implement independently.

Jenessa's work with the San Francisco Controller's Office Human Resources Division resulted in a 50% reduction to the citywide accounting exam preparation. During a 1.5 year long partnership with the SF Rec & Parks, Jenessa coached dozens of staff to

execute over 20 process improvements, including a yard-wide 5S project that resulted in the reclamation of over 10,000 square feet of storage space.

Most recently, Jenessa has supported Genentech's Environment, Health, & Safety (EHS) team, where she is responsible for driving the EHS Innovation and Simplification Strategy, leading 3 cross-functional teams to improve business process. She serves as a trainer and coach in Lean-Agile, Scrum, and Green Belt training. As Scrum Master on the Site Services Continuous Improvement team, Jenessa facilitated creation of the first SS CI Skills Matrix MVP in 3 months, developing & pitching the strategic plan for implementation, and driving to execution with leadership.

Jenessa holds a Bachelor of Business Administration from California State University, Fullerton. She is a Lean Green Belt, Certified Six Sigma Black Belt, Lean - Agile Sensei, and a Professional SCRUM master (PSM I). A copy of Jenessa's resume is available [here](#).

John Cunha

John Cunha began his public service in 2014 with the SFPUC after a 25-year career in the construction industry. Making the transition from a profit motivated industry in which time was money, and there was never enough of both, to the public sector in which there was plenty of time but maybe not enough money, and on occasion, a lack of motivation, was very difficult at first. Fortunately, the idea of service, not only for the community but also for the sake of excellence, quickly became an enduring mantra which drives him.

Moving from the SFPUC to the San Francisco Department of Recreation and Parks to become a trade supervisor was the change which introduced John to the formal concept and practice of Lean. During his time at Rec Park, John participated in many improvement efforts and with the help of an increasingly amazing staff, led the effort to transform not just business practices but the culture itself. While continuing to develop this passion for a strategic approach to continuous improvement he was even given the opportunity to travel to Japan to see Lean and its applications at world class companies such as Lexus, Toto, and many others. A life changing experience.

John continues in his public service journey today as the Facilities Director for the San Francisco Public Library where he leads a team of over 150 people in the daily operations and improvements for 30 facilities which serve every neighborhood in San Francisco. A self-described zealot in the effort to provide taxpayers with the most value for their tax dollars, John works daily to bring about cultural change which values efficiency, quality and a great respect for the environment through the support and empowerment of the most important resource of all, people!