Steve Hagerty is a management consultant, entrepreneur, business executive, and civic leader with more than 20 years of professional experience managing large federal programs and improving the public sector. He has led some of the nation’s largest, most complex, and most successful recovery efforts including the $7.4 billion 9/11 World Trade Center terrorist attack; the $1.5 billion Hurricane Katrina Special Federal Community Disaster Loan Program; and the $12.5 billion New York City recovery after Hurricane (Superstorm) Sandy.

Today, as they have throughout Steve’s career, clients contact him to provide strategic advice, find solutions to intractable problems, and assemble a team of top professionals. And with good reason: Hagerty teams are known for their unique blend of managerial talent, functional and program expertise, and commitment to excellence.

Steve serves his clients with expertise in strategic planning, process improvement, quality control, and change management; those clients include the Federal Emergency Management Agency (FEMA), the U.S. Department of Homeland Security (DHS), the City of Los Angeles, the City of New York, the U.S. House of Representatives, the California Department of Forestry, the U.S. Patent and Trademark Office, the U.S. Forest Service, Fluor Corporation, and IBM, to name just a few.
In a career filled with professional success, there are a few exemplary accomplishments of which Steve is especially proud. These include: two multi-year client engagements for Hagerty Consulting, the 9/11 World Trade Center $7.4 billion Public Assistance Recovery and the $1.4 billion Hurricane Katrina Special Community Disaster Loan Program, produced not a single adverse audit finding by the Office of Inspector General (OIG)—an astonishing success rate; Steve was personally asked by two Fortune 500 companies to lead a team and prepare customized Quality Control Plans (QCPs) for two large federal contracts; and two of Hagerty Consulting’s programmatic innovations, the Incremental Cost Approach (ICA) and Quickbase Disaster Financial Management, were independently recognized as Best Practices by the federal government.

Between 1993 and 2002 Steve served in various roles at Price Waterhouse, later PricewaterhouseCoopers (PwC), in their Office of Government Services (OGS) in Washington, D.C. There he gained experience and contributed to the firms’ public sector practice in the areas of large-scale project management, financial and program reviews, federal grant management, organizational assessments, process design, strategic planning, and performance improvement.

He contributed significantly—and was recognized repeatedly as a top-performing consultant at OGS—to the growth of its multi-million dollar Federal Emergency Management Agency (FEMA) practice. Moreover, Steve actively participated in the firm’s recruiting, mentoring, training, and staff evaluation process. He is passionate about delivering remarkable service for clients and helping create a work culture where colleagues succeed.

By early 2001 Steve had begun exploring opportunities outside of PwC while still working for them as an independent consultant. Then September 11 happened. His friends and contacts at FEMA knew of his experience and success leading large federal projects, so it was not unexpected when Steve was personally recruited to help with the 9/11 Recovery effort. Steve agreed and formed Hagerty Consulting based on four central values: Integrity, Innovation, Teamwork, and Excellence. The firm’s mission is a singular focus: to help clients prepare for and recover from disasters.

From day one, Steve made a commitment to himself about the type of firm he wanted to create. Hagerty employees would be smart, but they would need to learn management consulting methodologies and combine that knowledge with detailed subject matter expertise. They would need to be good verbal and written communicators (to express their ideas and points of view), emotionally intelligent (to play well with others), and creatively collaborative (to be receptive to the new ideas that sprout from a synchronous team). Steve strives to provide his executives and managers with the resources, tools, and training needed to deliver outstanding client results.

Steve’s leadership by example is inspiring to those with whom he works, clients and employees alike. Case in point: on the 9/11 recovery project, he developed a streamlined process that allowed $8.8 billion in federal grant money to be distributed within a two-year period while remaining compliant with complex government regulations. Brad Gair, the lead federal official on the project at the time, described this feat as “as the most successful recovery project in FEMA history.” Steve was singled out for his excellence and thoroughness, a perception reinforced over time: clients continue to seek him out on issues related to strategy, project management, business process, quality control, and performance objectives.

Today Hagerty professionals work on many public sector projects throughout the United States. High visibility assignments include assisting New York City manage its $12.5 billion Hurricane Sandy recovery efforts and helping Cook County design, develop, and implement one of the nation’s largest
and most inclusive active threat response training programs. The firm’s headquarters is deeply entrenched in Evanston, Illinois and there are growing Hagerty offices in Washington, DC and Austin, TX. Hagerty professionals live in all 10 FEMA regions and provide a rich breadth of emergency management experience to every client assignment.

Outside of Hagerty Consulting, Steve serves as an **Advisory Board Member** to the Syracuse University Maxwell School of Citizenship & Public Affairs, where in 2007 he gave the **Convocation Address**; on the Board of **First Bank & Trust**, a $1 billion community bank; and as a Board Member and capital campaign manager-business co-chair of **Youth & Opportunity United (Y.O.U)**, a youth development organization serving 1,300 students from 3rd through 9th grades. Previously he served as President of the **Evanston Chamber of Commerce**, chaired a Mayoral Advisory Committee, the **Harley Clarke Citizens Committee**, and graduated from the **Evanston Community Foundation’s Leadership Evanston Signature program**. In 2015 he was honored as **Businessperson of the Year** by the Evanston Chamber of Commerce.

Steve lives in Evanston with his wife, Lisa Altenbernd, and their two children.