

Resume - Susan Shannon, AMCT

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Susan is a well-known and respected municipal strategist with an experience-based, internal understanding of municipal affairs, roles and operations and the importance of inclusive consultation processes and citizen engagement.

SUMMARY OF PROFESSIONAL EXPERIENCE AND WORK HISTORY

Municipal Review Projects – 2019 - 2021

- **Township of Ryerson** – undertook an in-depth analysis of the Township’s services and delivery methods. A high-level benchmarking/comparison of the Township’s current services and operations was also undertaken to compare them with other communities, locally and across the province.
- **Municipality of Powassan** - reviewed the current organization structure and alignment of departmental service responsibilities and undertook a benchmarking comparison of the Municipality’s current organizational structure and staffing levels against municipalities of a similar size and nature
- **Township of McKellar** – conducted a service delivery review of the municipal operations of six departments, service profiles. The project included a public consultation component to gather citizen input.
- **Townships of Wollaston, Limerick & Tudor and Cashel**, guided these three municipalities through a multi-municipal administration servicing study to identify potential resource sharing and/or collaboration opportunities.
- **Town of Penetanguishene**, facilitated the development of their strategic plan including extensive public consultation and working closely with Council and staff
- **Townships of Mapleton & Southgate**, co-facilitated Council workshops and the developed public surveys to ensure their strategic plans reflected community priorities

Entrepreneur: 2007 to present

- **Founder & Principal, muniSERV.ca and muniJOBS.ca**, online platforms for municipalities, municipal service providers/consultants and municipal candidates
- **Principal of Shaping Organizational Solutions (SOS)**, organizational and municipal needs specialist

Project Management: 2007 – 2017

- **Project Coordinator, Emergency Services Steering Committee (ESSC)**, a joint committee of LUMCO (Large Urban Municipal Caucus of Ontario) and MARCO (Mayors and Regional Chairs of Ontario) municipalities and the Ontario Association of Police Services Boards (OAPSB). Worked with CAO’s, Mayors & HR Directors to find cost containment in Ontario’s emergency services (police, fire & EMS)

Issues Management, Province of Ontario, – 2004 - 2007

- **Issues Manager for Ontario’s Assistant Deputy Fire Marshal, Office of the Fire Marshal**, and the Ontario Fire Marshal. **Team Leader and Project Lead** to design, author and roll out across the province, a one-day workshop and resource guidebook for municipal councils and senior municipal staff, entitled “Essentials of Municipal Fire Protection – A Decision Makers’ Guide”

Municipal Chief Administrative Officer: 1989 - 2004

- **Municipality of West Grey**, the first CAO of this municipality which was restructured in 2000. Conducted service delivery reviews of the operations of the five former municipalities to consolidate operations in a fiscally responsible manner and find efficiencies to modernize the new municipality
- **Township of Georgian Bay**, conducted an organizational review to enhance operations and ensure staff were appropriately compensated under the new structure

EDUCATION

- Municipal Administration Program – AMCT Designation
- AMCTO Certified in Municipal Law, Tax Collection, By-Law Preparation, Municipal Accounting and Finance and Municipal Human Resources
- Community Economic & Social Development Research Methods, Algoma University