

## LEADERSHIP – Suzy Santo, Environmental Services

“A Leader is defined as a person who takes charge to manage activities and gain results.”  
This description fits the recipient in the Leadership Category, Suzy Santo.

With a combined ten years of service to the COEP, her present position is with Environmental Services as the Project Manager for the two year implementation of a web based, GIS Centric software program involving Development Services, Environmental Services, Fire, Police, Health, IT, and Engineering. At the same time she continues to serve as the administrator for various other systems, among numerous other duties.

She has worked in private business, owned her own business, and has now dedicated herself to public service. In her spare time, she serves on various boards and is working to complete a Business Management Degree next year.

Her colleagues note that she is:

- A teacher and mentor
- Driven, hard working and reliable
- A trouble shooter and problem solver
- A team player and collaborator

Since her time with the City, Suzy has adopted a new language for all of us – Accela, Tidemark, P-DOX, IVR and Q-flow.