



Kate Johnston

Kate has 30 years of experience in municipal government with the last 20 years specializing in citizen-centred service and is considered one of the leading experts and pioneers in this subject.

She is a founding member of the Municipal Service Delivery Officials (MSDO) and a Past President.

She has also served on the Board of Directors of the Institute for Citizen-Centred Service (ICCS) and has spoken on the subject of citizen-centred service at numerous national conferences, and several Public Sector Service Delivery Council meetings.

She has been the international expert at Asian Productivity Organization learning events hosted in Indonesia and Sri Lanka, attended by representatives from over 15 Asian countries.

Kate authored two articles published in *Municipal Interface*: *Citizen's Customer Service Expectations are High* and *Halton Region's Service Strategy Based on Single Point of Contact*.

Kate was the first municipal recipient of the Certified Service Manager designation from the ICCS, and is a Project Management Professional as well as a Lean Six Sigma Green Belt.

After retiring from Halton Region, Kate established a consulting practice, Kate Johnston Consulting which delivers innovative and practical customer-centred service solutions to the public sector that improve customer satisfaction, build trust and confidence in government, and result in continuous operational improvement.