



State of Vermont  
OFFICE OF THE SECRETARY OF ADMINISTRATION

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**Contact:**

Susanne Young | Agency of Administration  
[ADM.Secretary@vermont.gov](mailto:ADM.Secretary@vermont.gov)

**AGENCY OF ADMINISTRATION ANNOUNCES RETIREMENT OF LONG-TIME LEADER  
AND CHIEF PERFORMANCE OFFICER SUSAN ZELLER**

Montpelier, VT – On May 10, 2021, Administration Secretary Susanne Young announced the retirement of Susan A. Zeller (Sue), Chief Performance Officer for the State of Vermont.

Zeller began her career with the State of Vermont on July 5, 2005, after over 25 years of experience in positions such as Accounting Manager, Controller and Vice President of Finance for both Fortune 500 companies and private corporations. Her first position with the State of Vermont was as Deputy Commissioner for the Department of Finance and Manager, a position she held for eight years in two administrations. In October 2013, she was appointed as the State’s first Chief Performance Officer (CPO), a position she was reappointed to by Governor Scott in 2017.

“It has been both a pleasure and an honor to have served the State for the past 15 years,” said CPO Sue Zeller. “I am especially grateful for the support and confidence Governor Scott and Secretary Young have shown in me, and the continuous improvement philosophy and framework developed by my Office. I wish to thank the many hard working, committed state employees, leaders and legislators I have worked with over the years.”

Sue’s responsibilities included managing the production of the Governor’s Budget and Budget Adjustments from FY2006 – FY2015, the creation of the State’s first financial transparency website [SPOTLIGHT.Vermont.gov](https://spotlight.vermont.gov), along with the management of the department’s operation and numerous gubernatorial initiatives. As CPO, her work with the Legislatures’ Government Accountability Committee (GAC) led to the passage of the 10 Population-Level Outcomes for Wellbeing and the annual Outcomes Report, now in its 8<sup>th</sup> year.

With the direct support of Governor Scott and his senior staff, Sue has led a cross-agency team in creating, implementing and managing the PIVOT Program (Program to Improve Vermont Outcomes Together) established by Governor’s Executive Order in January 2017. She established cabinet and staff level training, which evolved into formal progressive professional development training in Continuous Improvement (CI) to more than 2,800 employees to date, including a collaborative network of the highest trained CI staff. She facilitated numerous operational improvement projects and led the creation of the

[Vermont Strategic Plan and Dashboards](#). In addition, Sue launched the Programmatic Performance Measure Budget project which, when completed, will provide performance measures for the key programs of each agency and department linked to budget spending.

During the past 14 months, she and her staff completely revamped and launched remote CI training while participating in the Coronavirus Financial Reporting Team responsible for US Treasury reporting for the Coronavirus Relief Fund (CRF) data. They launched the [CRF Transparency Dashboards](#) and began reporting for the newest round of federal pandemic assistance.

“Sue’s commitment to financial transparency and government accountability, coupled with her expertise and passion for modernization and efficiency, have been valuable contributions and will be greatly missed,” said Secretary Young. “We appreciate Sue’s solid vision, perseverance, and creative and analytical balance, and will continue on the path of progress in which she has paved.”

Zeller serves on the Sunset Commission and is a member on the Government Operations Task Force charged with developing recommendations for policies, plans and procedures to allow for the eventual return to work for state employees.

“Sue has been instrumental in our work to make government more efficient, while delivering high quality services for Vermonters,” said Governor Scott. “Her commitment, dedication and work ethic have left a lasting mark on state government. I want to thank Sue for her years of service, and I wish her all the best in her well-deserved retirement.”

In retirement, Zeller is looking forward to traveling, enjoying time with family and friends, and volunteering. Her last day as Chief Performance Officer will be Friday May 21, 2021.

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