



Hello Neighbors!



SHANNAN MAUST FOR UPLAND CITY COUNCIL · SUNDAY, AUGUST 9, 2020 ·

My name is Shannan Maust and I would be honored to represent Upland, “The City of Gracious Living” as your district one city council member. My involvement in our city through the years has awarded me opportunities to be engaged with our community. I would now like to take the love I have for Upland forward in a leadership capacity. I want to represent residents that may not know the process of contacting or engaging with City Hall. I want you to feel heard and helped. I will listen, educate and navigate the system with you.

Having served as a leader in the customer service industry, I will utilize my experience with the goal of promoting communication, public safety, preserving open spaces and public areas, while enhancing vital business opportunities for the benefit of our community. Our city, like many others, faces fiscal challenges; I will promote fiscal discipline, accountability and transparency, making decisions with input from residents in the best interest of the peoples’ checkbook.

A lifelong resident of 51 years, I attended Upland schools and graduated from Upland High School in 1986. I completed my bachelors degree in Business Management at California State University, San Bernardino in 1994.

My husband Mark and I have been married for 24 years and are Upland business owners. We have two daughters who attended Upland schools. Both children have enjoyed being involved in numerous activities at school. Our oldest daughter graduated from California State University, Fullerton in 2020 and our youngest daughter will graduate from Upland High School in 2022.

Prior to becoming a business owner with my husband, I was employed at Nordstrom for 23 years. Over the years at Nordstrom I held various positions and at the time of my retirement, was an independent West Coast Regional Sales Trainer. While I understand city government operates differently in some aspects compared to the private sector, this basic foundation is a tool I would utilize in my role as a city council member.

One of my responsibilities included managing several million dollars in retail accounts as an account executive. I interfaced with many employees, conducted selling quotas, executed events, designed programs, trained employees on workplace efficiency and managed multiple stores schedules. My priorities also included balancing and connecting the retailer with the vendor, satisfying the needs of both entities.

I have spent many years volunteering in Upland. I treasure every experience and opportunity with one goal in mind; bringing people together and improving the quality of life in our community. My experiences have allowed me to see the best of what Upland has to offer and a front seat view of the incredible potential for our community. Improving and protecting Upland's fiscal future will require out of the box thinking. Upland needs dedicated leadership from their elected city leaders with the skill set, knowledge, and courage to make tough decisions, while also affording resident's opportunities and access to participate in planning and goal setting endeavors for Upland.

I look forward to getting to know you better as we all journey through the election together.

My commitments to the Upland residents are:

- Support our police to ensure strong public safety in Upland.
- Endorse fiscal viability and accountability.
- Strengthening our local businesses will create jobs and increase sales tax revenue while focusing on new revenue generating opportunities.
- Re-focus exceptional customer service for residents.

My volunteer efforts include:

- City Council Advisory Committee (June 2018-present)
- Upland Police Department Business Watch Program (February 2019-present)
- The Shop Upland Committee (2019-present)
- Upland Police Department Citizens Academy (Certificate 2017)
- Say No to Panhandling Committee (2018)
- Cooper Museum Christmas Parade Committee (2018-present)
- Neighborhood Watch Captain (2010-present)
- Upland High School Choir Board, Vice President of Fundraising (2018-2020)
- Upland High School Theatre Booster Board, Vice President (2012-2016)
- Southern CA Festival and Sale, MCC Conference for Hunger Relief (May 1994- present)
- Parent Teacher Association Member (2003-present)
- Administrator of Eat Upland Facebook Page