

CITY MANAGER'S OFFICE

City of Tomball
2024 Departmental Strategic Plan Presentations

City Manager's Office Overview

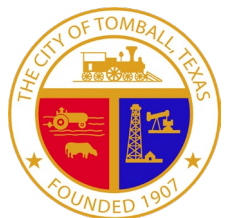
Per the City's Charter, the City of Tomball operates under the council-manager form of government. Under this form of government, the City Manager is charged with carrying out the policies and programs approved by the City Council and providing administrative and executive leadership to the City. The City Manager is responsible for oversight of the City's daily operations, hiring department heads, supervising City personnel, directing and coordinating all municipal programs, enforcing all municipal laws and ordinances, and recommending an annual budget.

The City Manager and the executive leadership team implement the City Council's vision and strategies through various programs, policies, and initiatives throughout the community. The guiding principles for the City Manager's office are the City of Tomball's core values.

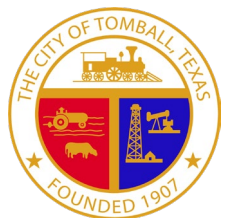
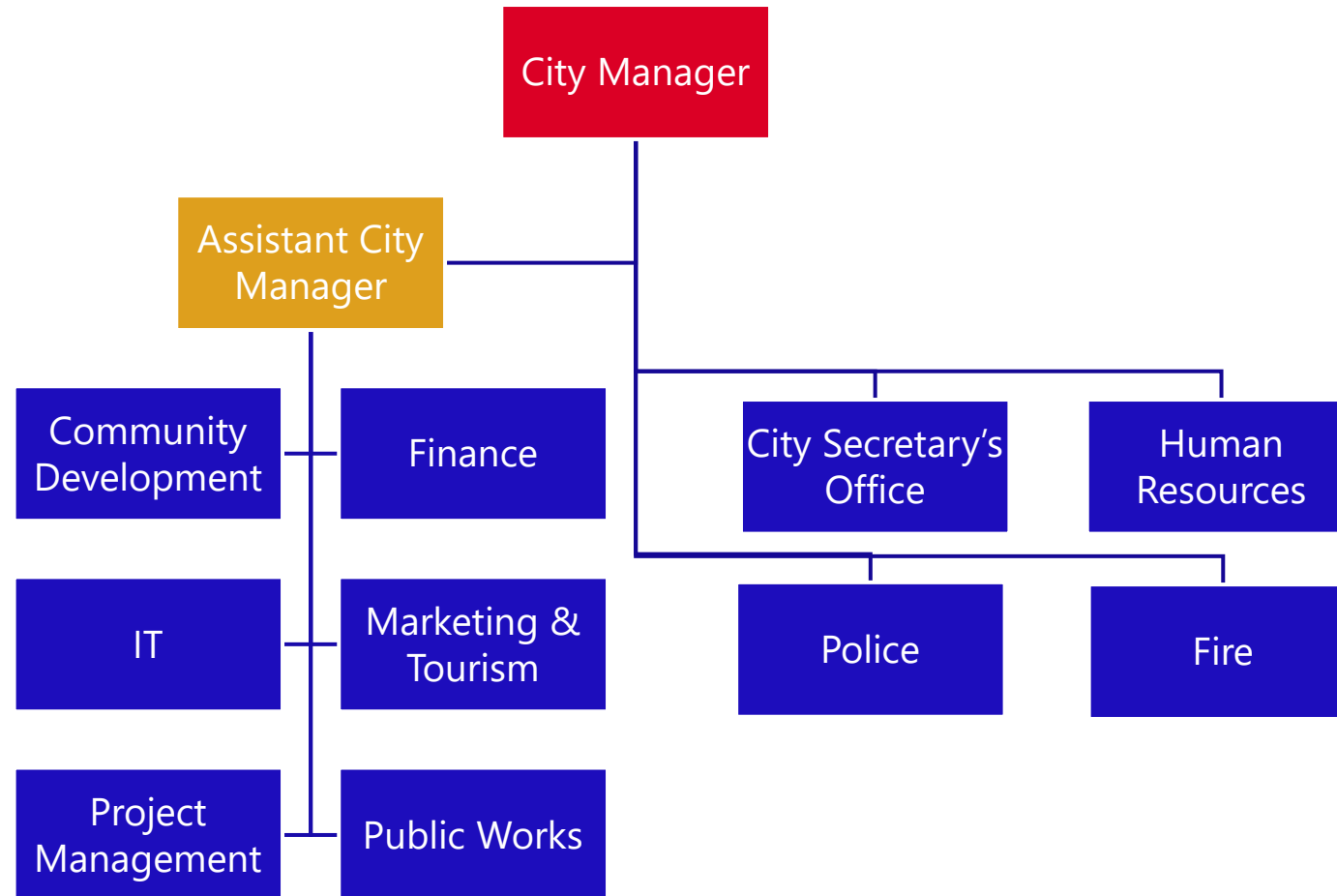
Professionalism

Integrity

Respect



City of Tomball Org Chart



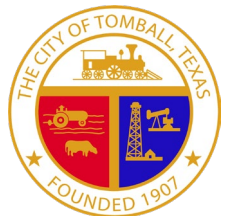
Department SWOT Analysis

Strengths

- Organization structure (health trust, CIP, enterprise, HOT, and fleet replace)
- Dedicated staff
- Community support and partnerships
- Strong and diversifying economy
- Continues to be place people want to be
- Financial position
- Communication (internal and external)

Weaknesses

- Maturing organization/growing pains
- Leadership turnover
- Undefined identity (starting families, growth)
- Projected needs outpace current revenue growth
- Recruitment (Staff)
- Facilities (aging and lack of space)
- Communication (internal and external)



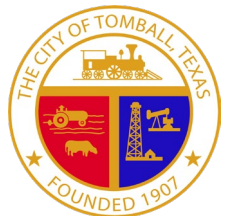
Department SWOT Analysis

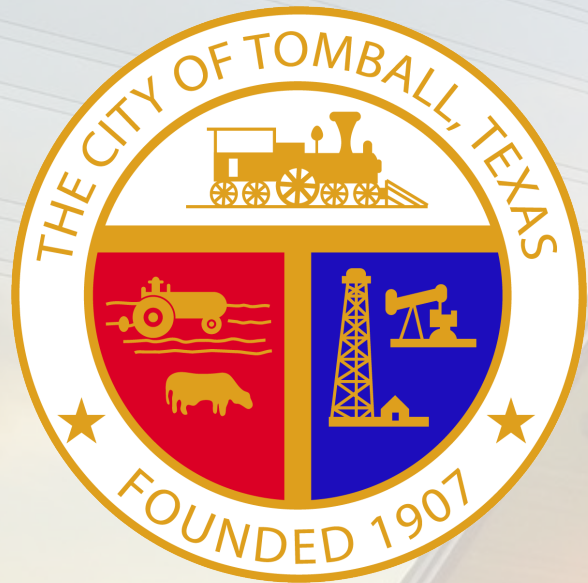
Opportunities

- Staff development and cross-training
- Review and update policies and procedures or create new ones
- Enhancements with new technologies
- The opportunity to be “strategic” by reviewing, prioritizing, and planning for the future

Threats

- Legislative changes and mandates (often unfunded)
- Economy (inflationary costs, the ability to recruit staff, healthcare costs)
- Emergencies (man-made and natural disasters)
- Stability in staff and Council



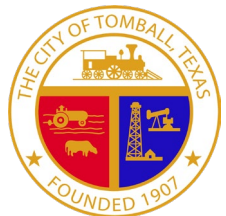


Questions?

City Manager's Office Operational Strategic Plan

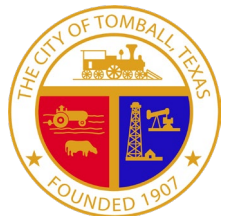
Objective 1: Implement the Vision

- Create, update and review vision setting documents (strategic plan, comp plan, master plans, etc.) and work across departments to implement major projects and programs.
- Prioritize budget and CIP requests to align with vision.
- Improve communication to internal and external customers (educate, update, and receive input)



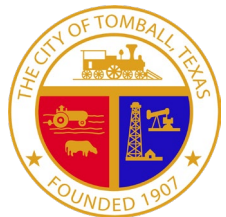
Objective 2: Focus on Employee and Team Development

- Continue to reinforce the City's core values.
- Implement new performance review program.
- Work with departments to ensure staff have access to training programs and professional development opportunities.
- Continue development and implementation of employee engagement programs, such as hosting regular town halls.



Objective 3: Maintain Efficient and Fiscally Responsible City Operations

- Work with departments on developing SOPs and cross-training staff for succession planning.
- Develop redundancies and eliminate single points of failure in both staff and systems.
- Improve and increase frequency of internal communications.
- Conduct regular reviews of major programs and process and make recommendations for improvements as needed.



Objective 4: Guide the Organization through Challenges and Obstacles

- Increase emergency preparedness protocols and proactive preparations.
- Monitor and participate in legislative processes on key issues.
- Continue to develop and foster partnerships with other agencies and organizations.
- Monitor ongoing issues and provide transparent and regular communications to City Council and staff.

