

Office of the City Secretary

City of Tomball

2024 Departmental Strategic Plan Presentations

Department Name Overview

Mission Statement

The mission of the office of the City Secretary for the City of Tomball is to continue to build trust in local government by ensuring we remain compliant, transparent, efficient and just.

City Council
Meetings

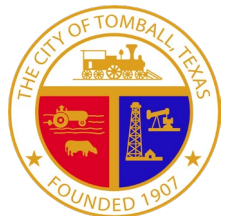
Records
Management

Public
Information

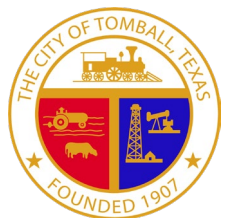
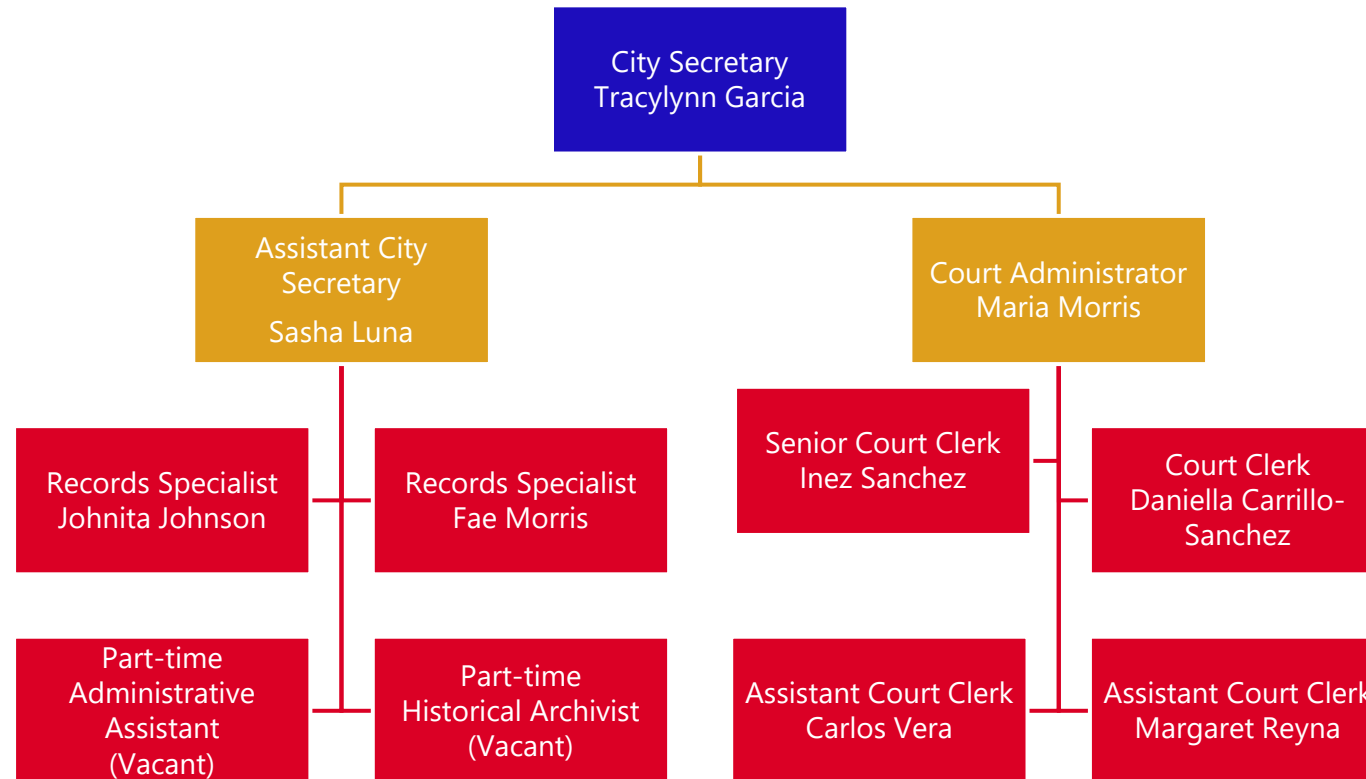
Elections

Boards &
Commissions

Municipal
Court



Department Org Chart



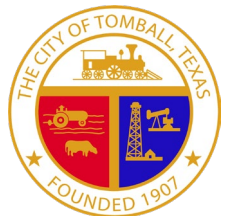
Department SWOT Analysis

Strengths

- Excellent internal and external customer service
- Strong communication
- Reliable team members
- Excellent collaboration

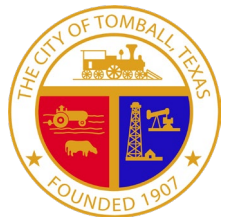
Weaknesses

- City wide Records Management Program
- No onboarding/Orientation for Council or Boards & Commissions members
- Little opportunity for growth
- External Collaboration



Department SWOT Analysis

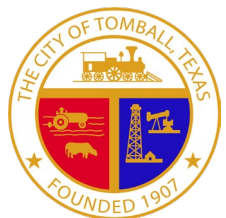
Opportunities	Threats
<ul style="list-style-type: none">• Develop a succession plan• Technology (Municipal Justice 10, JustFOIA, Records Repository for citywide records)	<ul style="list-style-type: none">• Litigation• Legislature



Office of the City Secretary Strategic Plan

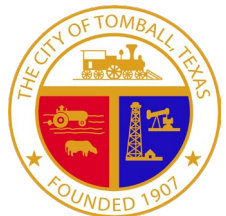
Objective 1: Improve Records Management Program

- Establish clear and comprehensive records management policies and procedures that outline requirements for creating, storing, accessing, retaining, and disposing of records
- Ensure policies align with relevant laws, regulations, and organizational requirements
- Maintain up-to-date records retention schedules and create proper procedures for retaining and disposing of records



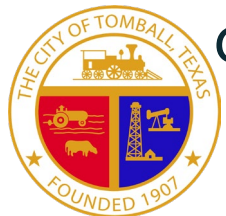
Objective 2: Develop a City Council and Boards & Commissions onboarding and orientation program

- Identify the current gaps/shortcomings; assessing the specific needs and expectations
- Develop an onboarding/Orientation program for all Council and B & C members addressing the municipalities mission, values, strategic goals, structure, policies and procedures
- Conduct orientation session
- Provide ongoing Support/Training as needed promoting a culture of learning and engagement.



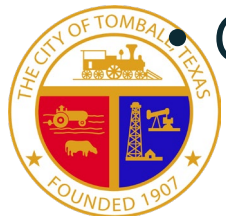
Objective 3: Employee Recruitment, Retention, Progression and Training

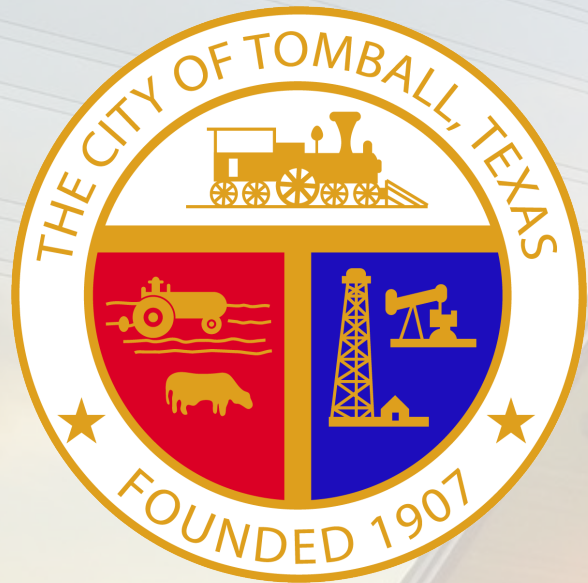
- Establish a succession plan, that establishes clear career paths and progression opportunities for employees
- Develop a comprehensive training plan that includes both technical and soft skills development programs tailored to different job roles and career stages to ensure staff is learning and growing (cross training)
- Schedule training and testing for staff to complete their certification for their position as needed
- Foster a culture of continuous learning and improvement by encouraging feedback, sharing successes and challenges, and celebrating achievements related to employee development and career advancement



Objective 4: Conduct Training to raise awareness among City wide staff and foster collaboration between departments.

- Develop training that will be required annually to educate all employees on policies, procedures and best practices to ensure that departmental responsibilities are being properly executed regarding the following: records management, public information requests, legal and recorded documents, boards & commissions
- Offer resources to reinforce learning after training sessions as well as assistance for employees seeking clarification on any matter
- Conduct routine site visits (audits) for reviewal of departmental practices to ensure staff is abiding to policy, procedures and best practices; noting any non-compliance, and taking the necessary corrective action
- Create a checklist to gauge compliance in all areas





Questions?