



Office of the Town Manager
Frank Cassidy

Warrenton Town Council
Carter Nevill, Mayor
Heather Sutphin, Ward 1
William Semple, Ward 2
Brett Hamby, Ward 3
James Hartman, Ward 4 Vice Mayor
Eric Gagnon, Ward 5
Paul Mooney, At Large
David McGuire, At Large

STAFF REPORT

Council Meeting Date:	March 12 th , 2024
Agenda Title:	Town Manager’s Department Overview
Requested Action:	Non- Information Only.
Department / Agency Lead:	Town Manager
Staff Lead:	Frank Cassidy, Town Manager

EXECUTIVE SUMMARY

Mr. Francis “Frank” Cassidy was appointed your Town Manager at the January 9th, 2024, Regular Town Council Meeting. With his appointment, Mr. Cassidy brought with him a set of objectives for this office.

- Improve Communications,
- Improve Outreach
- Improve Community Collaboration
- Better engage in problem solving

One part of accomplishing these objectives is to provide routine updates as to operations from the perspective of the Town Manager. The purpose of this presentation is to provide an operational overview of current operations, performance expectations, and provide a high-level look into our upcoming budget.

BACKGROUND

An ongoing initiative for the Town Manager is to provide operational updates to the Council and our community. This report includes internal and personnel operations, external operations, and project updates for major projects. This will assist in providing information on the progress and principles of the cultural change of our workforce, dedicated to problem-solving, empowerment, and ensuring professional customer service at every level. This is a scheduled presentation for every March Council Agenda.

Topics for this presentation will include, but not be limited to:

- Our Guiding Principles
 - **Integrity:** *Do What’s Right.*
 - **Empathy:** *Lead With Understanding.*
 - **Inclusion:** *Welcome Everyone.*
 - **Excellence:** *Deliver Results.*
 - **Teamwork:** *Thrive Together.*
 - **Accountability:** *Own It.*

- Personnel adjustments and operational efficiencies. The Town believes that employees are the most valuable resource; therefore, the following beliefs define our culture:
 - Our Town Vision and Town Values guide our actions.
 - **EXCELLENCE IN ACTION** is what we live by.
 - We are passionate about what we can do for each other and the community through embracing change, adapting as needed, communicating, and collaborating at all levels.
 - We encourage and promote being the best version of ourselves through personal and professional growth that is supported by the Town's training and development initiatives.
 - We know we perform our best when we are trusted, included, respected, and supported at all levels.
- Budget highlights- Focus on needs
- Communications initiatives – Stay Connected; Be Informed; Be Engaged
- Major projects to include- Broadview improvements and the Shirley Ave Pipeline study.

STAFF RECOMMENDATION

Receive the information provided. I encourage all constructive feedback.

Service Level/Collaborative Impact

This presentation is a high-level look at all operations Town-wide. It is developed as a holistic report involving all Departments.

Policy Direction/Warrenton Plan 2040

The Town Manager’s department is directly responsible for the implementation of the policies directed by the Town Council to achieve the objectives set fourth in Warrenton Plan 2040.

Fiscal Impact

No additional fiscal impact is expected at this time.

Legal Impact

No additional Legal impact is expected at this time.

ATTACHMENTS

1. Presentation