

City Manager and Community

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Community Engagement

A Holistic Approach

- Community Members
- Elected Officials
- Business Leaders
- City Employees

Each group has its own constituency although they can overlap

Community Members

Key Aspects

- Open lines of communication
 - Input
 - important issues
 - concerns
 - Response
- Keeping residents informed on city initiatives and developments
- Diverse stakeholders
- Build trust/confidence with the community.

Response –
email & phone

Accessibility

Confidence

Follow Up

Polling and Surveys

Project pages on website

Spanish material

Talks

Tuesday

Consistent practice

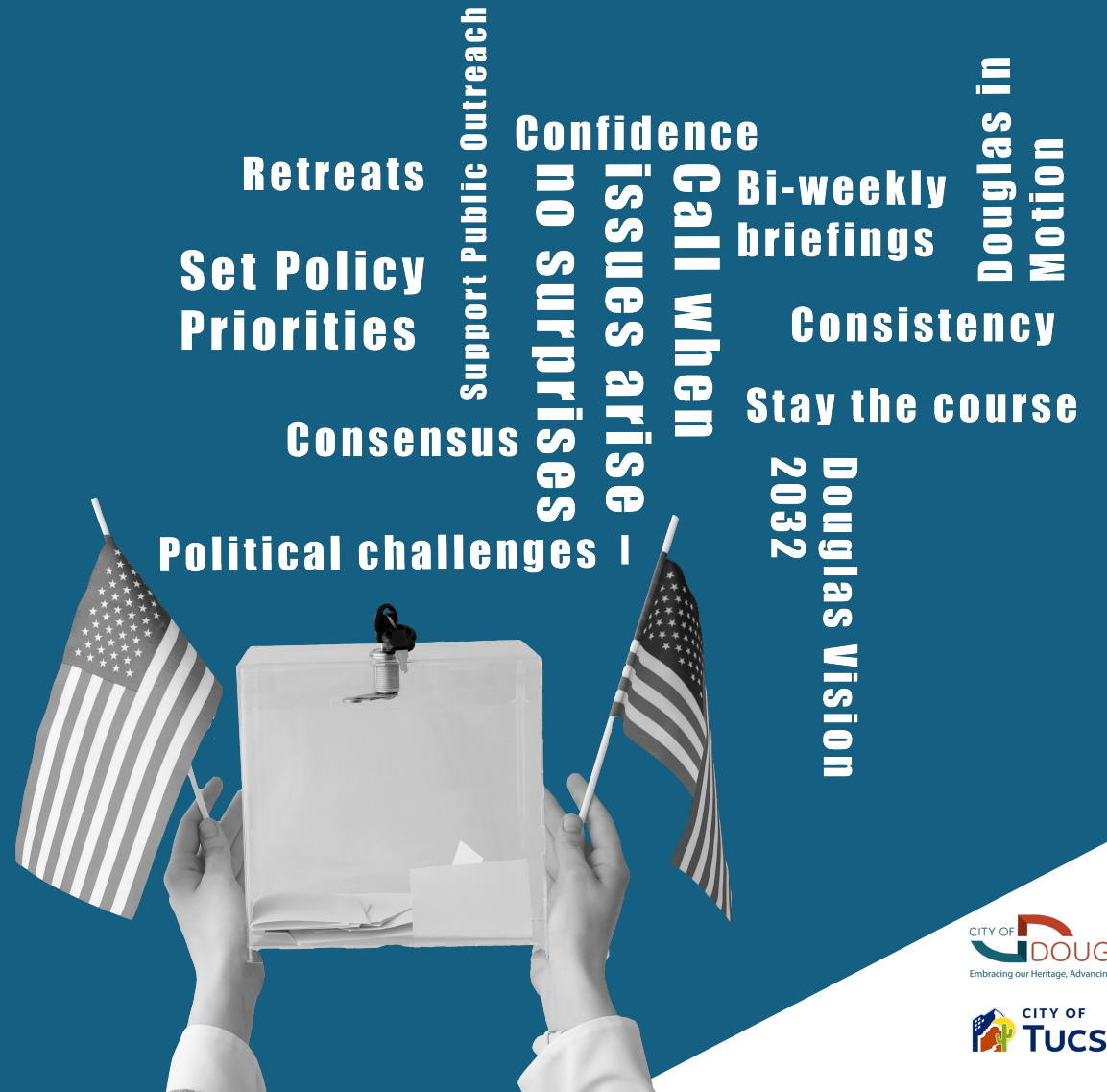
Kitchen cabinet



Elected Officials

Key Aspects

- Understand Priorities
- Roles
- Alignment
- Strong Collaboration
- Communication
- Navigate complex political dynamics
- Build consensus among stakeholders
- Codes of Ethics
- Policies
- Diversity of constituency groups



Business Leaders

Key Aspects

- Work closely with business community
- Support Economic Development
- Attract new business
- Support existing business
- Foster partnerships with private sector
- Job creation
- Spur economic activity
- Understand what drives business community

REDC local and regional
REAC
Public Private Partnerships
Cold Calls
Chamber(s) of Commerce
Confidence
Consistency
Port Authority
SAHBA
Town Hall
Accessibility



City Employees

Key Aspects

- Build the team
- Best ambassadors
 - Represent the City and community in all they do
- Motivated, well trained and committed public servants
- Leadership, support, guidance
- Foster positive work environment
- Move the needle on culture
- Bring values to life

Communicate
Culture Map

Market wages

Coffee with Mike

program

Mentorship

Accessibility

Resources

CMO Office

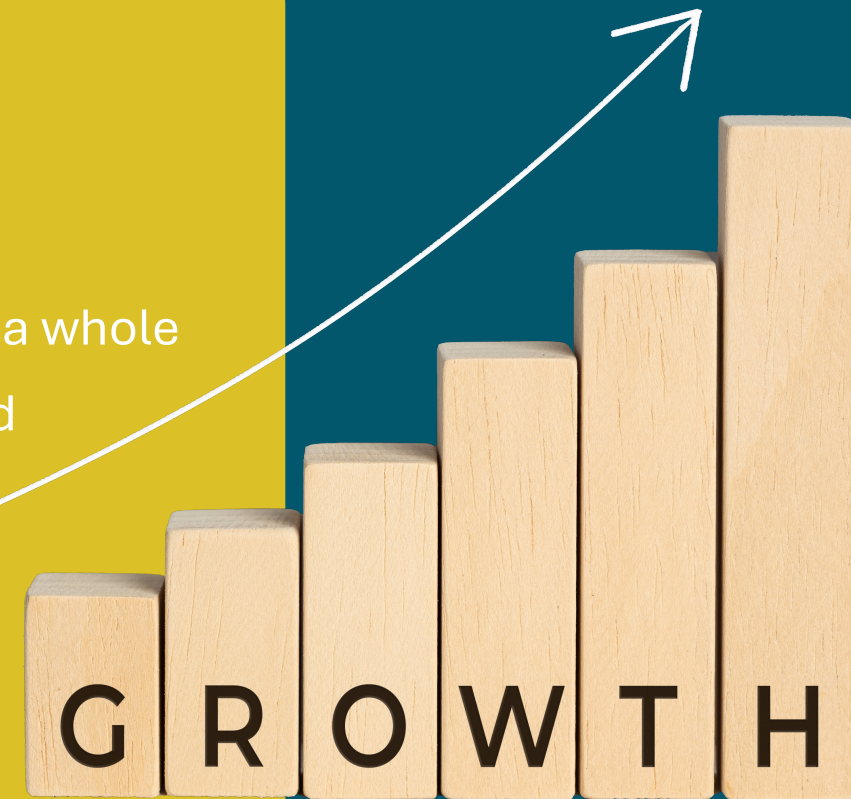
Ambassador
Training

Confidence
Virtual Check Ins



City Manager Success In Community

- Possess strong communication, interpersonal and leadership skills
- Integrity and honesty
- Listen to diverse perspectives
- Observe vs. judge
- Build consensus
- Make decisions that are in the best interest of the community as a whole
- Remain proactive in seeking feedback, addressing concerns, and fostering a culture of transparency and accountability within the organization.



In Summary

Effectively engaging community members, elected officials, business leaders, and employees can help build a strong and vibrant community that is responsive to the needs and aspirations of its residents.