Director’s Retreat 4/4

Opening Comments

1. Can’t express enough my gratitude for the dedication, commitment, and professionalism from this leadership team. Wearing many hats with many balls in the air and you all perform at the highest levels.
2. Understand that a new TM causes a disruption in the Force and that things can slow down or be awkward as we get to know each other, as I learn the issues and your preferred learning and communication styles. When you’ve been with a team for a while they get to the point where they can anticipate what you want or need without asking it. I know that I need to do a better job of communicating rather than just believing everyone is a mind reader. Appreciate your patience with me as I get up to speed.
3. The future for this town is both blindingly bright and also filled with incredible challenges.

* Bright due to:
  + This leadership team and a supportive Commission
  + To a healthy property tax base (and other tax revenues too)
  + To the great work that’s already been done with beaches, utility undergrounding, town center, public safety infrastructure, cyber security, citizen outreach with CPR classes, citizens academy, complete streets vision, Broadway roundabout design, short term rental registration, excellent handling of contractor issues, amazing customer service across the board, annual citizen survey, community open house, environmental stewardship, and the list goes on.
* Challenges to this bright future include:
  + Sea level rise and climate change with possible increases in number of storms and their intensity
  + Increased spending on beach, stormwater, and hardening initiatives that may cause taxpayer fatigue
  + Property insurance increases that may force residents of moderate means to sell, creating potentially an even more exclusive community and all that brings with it
  + Ability to focus on key issues with outside noise creeping in
  + Levels of county support from two very different county governments
  + Ability to attract and retain leadership and team talent
  + Not moving on priorities with a sense of urgency

1. These last two challenge points may not seem as critical as rising waters, but in my mind, they are.

* To do amazing things you have to have amazing team players. We have a good team culture now, it’s going to have to be great going forward for us to retain this next generation of talent. Getting everyone to see how what they are doing contributes to keeping LBK a premier community, how they can be a part of creating a team that is at the top of environmental stewardship, be a part of a smart city or the safest city – we can be all of those things and more and we’re going to have to be to attract, develop, and keep great people.
* The speed at which we move matters. Windows and doors open and close quickly and we have to move at a speed that can capture these short-lived opportunities. We have to have strategies that stand the test of time while we pivot and spin to adjust to changing funding streams and other conditions and political sentiments.
  + Grant opportunities are the best I’ve seen in my 40+ years and we should have someone (or more than one) focused on bringing money to LBK. We are a donor community when it comes to taxes – let’s reverse that for key projects.
  + Relationship building is key to moving quickly. Whether internal or external, you move at the speed of trust. Strong relationships allow for the chance of higher speed – how do we make them stronger with our team and the community?
  + Lastly, we know that our time on this earth is very short. Our time together as a team is short. We can look at that any number of different ways but my view is to say “we have been given today – what can we do with it?”

And repeat after me…. “I am nobody. Nobody is perfect. Therefore, I am perfect.”

You are all we need to do great things! 😊