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# Office of the City Manager

City Manager Michael Cleghorn

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31 July 2019

Team Lawton,

Each of you has played a significant role in the success of the City of Lawton this past fiscal year, and each of you is key to the journey that continues in the success of our organization. I can't express the pleasure I have experienced the past six months leading this operation, but the success of this organization is all of yours for the fantastic work you and your teams have delivered and continue to provide every day. You continue to forge and expand citizen partnerships, and are renewing faith in the ability to provide top quality services to our customers both inside and outside of City Hall. Your willingness to try new things and accept new ideas speaks volumes about the deep commitment our employees have to provide the best quality services for our citizens.

We recently closed out the fiscal year, and I am more excited than ever for what's to come. There isn't a more dedicated group of professionals I would rather do this job with. We have much to look forward to as we transform the culture, and build upon a new vision for the city. Some days will be harder than others, but we are on a mission to take the City of Lawton to greater heights! This will be achieved on the shoulders of citizen trust and partnerships, a renewed work ethic, and a highly talented and motivated staff. I believe that when we band together we can and will continue to accomplish great things.

In the first 100 days, we passed a budget that included step increases across the board and many other positive changes for our employees and citizens. We restructured some departments for more efficient operations, which has allowed significant infrastructure projects to begin or be completed – overlays at Northeast Rogers Lane, Southwest Sixth Street, and Southwest 17<sup>th</sup> Street, to name a few. We implemented the iHelp Lawton citizens portal, established a standard "business case" procedure for city projects and council presentations, and concentrated considerably on beautification efforts to include median and sidewalk cleanup – in accordance with the wishes of our citizens. We are currently undergoing a digital transformation that will upgrade almost every software system and some hardware systems throughout the city. We continue to focus on improving our brand and image, and being both accountable and transparent in everything we do. In the long term, we will focus on creating a virtual city hall that will allow our citizens to do conduct every form of city business within the comfort of their homes. We will focus on new CIP programs, with the coordination and direction of our governing body, which may incorporate additional IT software upgrades and bring the master planning documents for departments like Parks and Recreation, Public Works, and Public Utilities up to date. We plan to work with Council in months to come to better define the City's Vision, Mission, Purpose, and Values so we have a clear and united path forward.

Again, I thank you for your hard work, support and confidence in our organization. Your servant leadership is valued in this office and throughout the community. Keep up the great work.

Respectfully,

A handwritten signature in blue ink, appearing to be "MC", is written over a horizontal line.

Michael Cleghorn, Lawton City Manager