

TAMIO CONFERENCE 2026

COLLABORATION UNLOCKED

Cracking the Code of Interdepartmental Communication



Ashley Donde, City of League City

“BY THE WAY...

WE FORGOT TO TELL YOU...”



THINK OF A TIME

*WHEN YOU HAD A
COMMUNICATION BREAKDOWN
WITH ANOTHER DEPARTMENT*





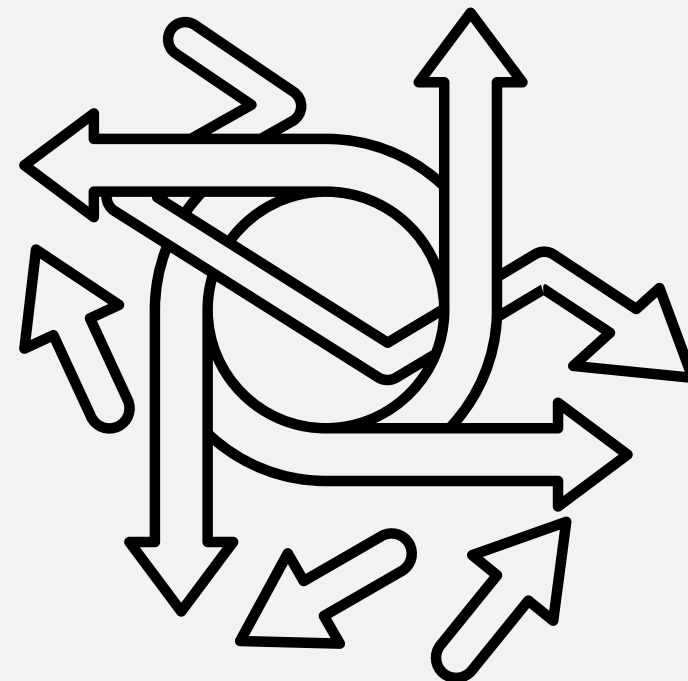




POOR COLLABORATION BETWEEN COLLEAGUES

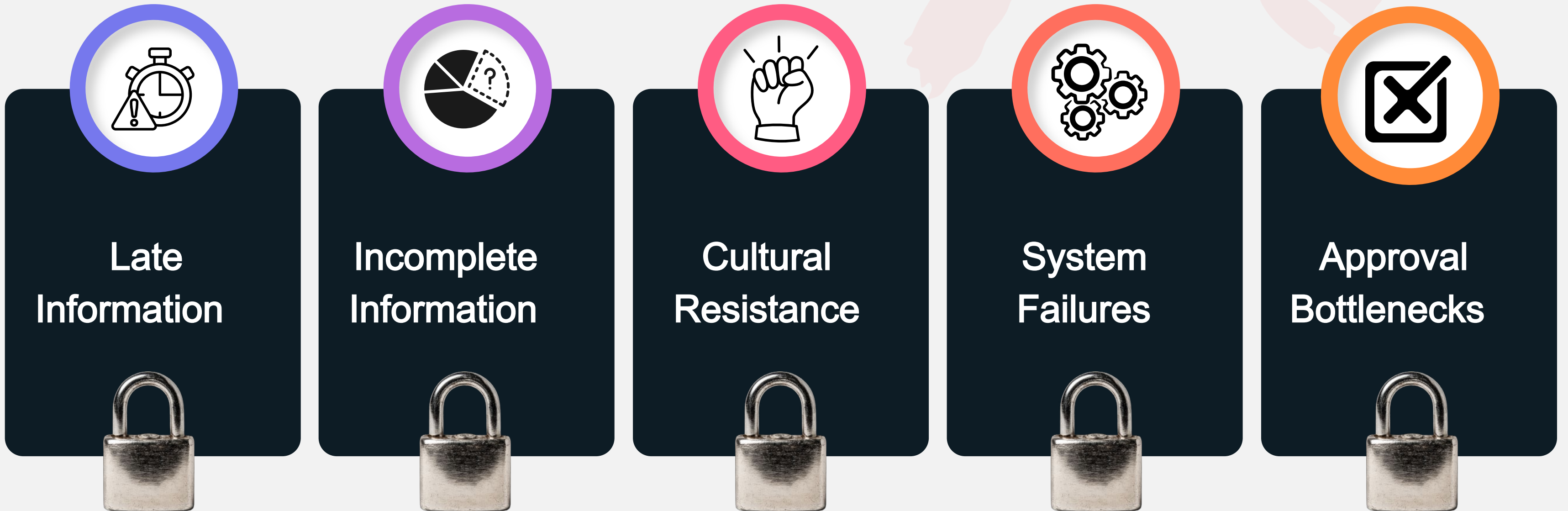
CAN QUICKLY BECOME

CHAOS





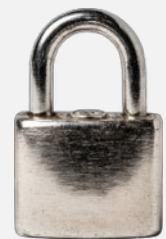
WHERE COLLABORATION BREAKS DOWN



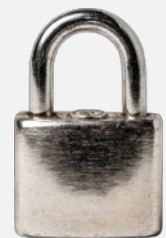
BREAKOUT GROUPS



STATUS CHECK



Talk about a comms breakdown you experienced



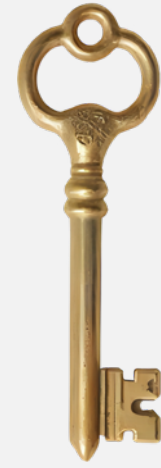
Why did it happen?

Late Information • Incomplete Information • Cultural Resistance • System Failures • Approval Bottlenecks • Others?

3

KEYS THAT HELP UNLOCK COLLABORA





ALIGNMENT = PEOPLE



ACCESS = SYSTEMS



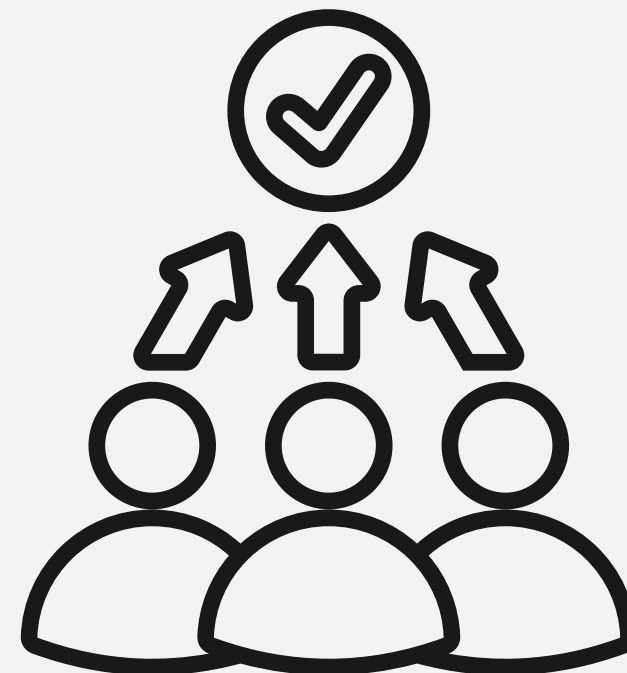
CLARITY = EXPECTATIONS



THE ALIGNMENT KEY



Building relationships and routines





at the
time



THE **ALIGNMENT** KEY



MEET REGULARLY

Ensures updates are timely, keeps info flowing



BUILD FRIENDSHIPS

Will improve your overall communications program



HOST WORKSHOPS

Gets everyone on the same page, establishes expectations, sets them up for success



THE ALIGNMENT KEY



**Weekly
Editorial
Meeting**



30 -45 mins



**Comms team, Library,
Parks, Animal Care,
Police PIO**



**Share news, stats & upcoming
projects/programs**



THE ALIGNMENT KEY



Staff
Communications
Boot Camp



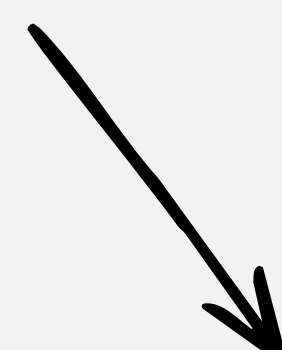
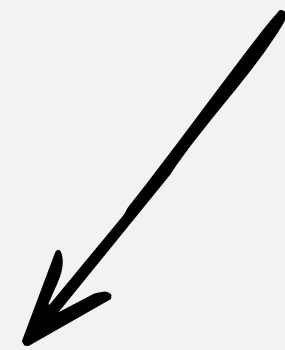


THE **ALIGNMENT** KEY



HAVE AN “ANCHOR” PROJECT

Provides predictable communication habits



**Weekly
Newsletters**

Microsite Updates

**Video
Recaps**



ESTABLISH DEADLINES





THE **ALIGNMENT** KEY



DO YOU HAVE AN “ANCHOR” PROJECT?

A recurring project (every week or two) that requires updates from multiple departments





THE ALIGNMENT KEY

12K+ avg opens
53% of Utility Billing list



[Legal or illegal? Get the info you need to make sure you and your children are riding e-bikes safely in League City.](#)

League City News from the Week of April 20, 2026

- [Drug Take-Back April 25](#)
- [Music in the Historic District April 24](#)
- [Curbside Household Hazardous Waste Pickup](#)
- [Pups & Pints May 9](#)
- [Register for Summer STEM Camp](#)
- [Artists in Residency Open House May 1](#)

City Manager's Corner

Dear Neighbors,

With the arrival of spring and the warmer weather, we have seen a remarkable increase in the number of children and teens riding e-bikes and electronic dirt bikes in neighborhoods across the city. While some e-bikes are legal to ride on streets, sidewalks, trails, and shared-use paths, electronic dirt bikes are NOT and are only allowed on private property.

We understand there's been some confusion, especially since many vehicles marketed online as "e-bikes" don't actually meet the legal definition under Texas law. To help

Library Happenings
Read all [Library updates](#) and view the list of available [library services](#).

FREE COMIC BOOK DAY 2026
COMIC BOOKS | GAMES | CRAFTS | PRIZES
Saturday, May 2
1 to 2:30 p.m.
For all ages!

LCTX [Library](#) TAB HOSTED BY HELEN HALL LIBRARY'S TEEN ADVISORY BOARD

Free Comic Book Day May 2
Visit the Library on Saturday, May 2 for Free Comic Book Day! The Teen Advisory Board (TAB) is giving away free comics from 1 to 2:30 p.m. and hosting fun activities to promote the love of reading and help new readers discover comics. All ages welcome! Note: Comics are limited and available while supplies last.

NOW HIRING!
NO EXPERIENCE NECESSARY!
STARTING PAY: **\$75,661.27**
*AFTER COMPLETION OF ACADEMY | CADET RATE: \$68,154.47
LEAGUE CITY POLICE DEPARTMENT
APPLY NOW! >>>

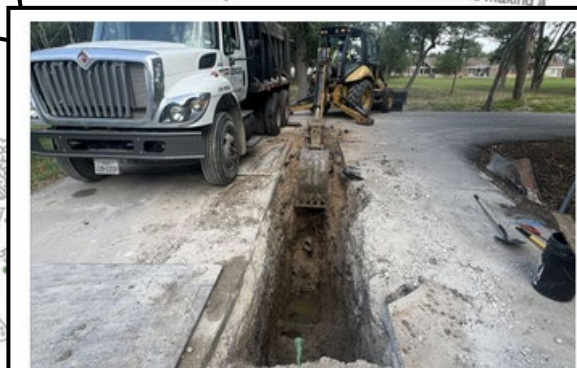
Start a Career That Makes an Impact with LCPD
The League City Police Department is recruiting motivated, qualified individuals who are ready to serve and protect the community. An officer entrance exam will take place Saturday, May 2 at the Johnnie Arolfo Civic Center, 400 W. Walker St. Interested applicants can [register online](#). Non-certified cadets can earn more than \$75,000 after successfully completing the police academy. The department is also offering a Lateral Program, which allows experienced officers with three to seven years of qualified experience to receive year-for-year pay credit for up to seven years. For questions, [contact our recruiting team](#). This is an opportunity to build a meaningful career while making a difference in the League City community.

Parks & Rec Happenings
Read all [Parks and Rec updates](#) and register for [programs and classes](#).

THE LEAGUE OF INNOVATORS STEM CAMP
NEW! REGISTRATION NOW OPEN

Summer STEM Camp
League City Parks and Recreation is hosting its first Summer STEM Camp for ages 11 to 14 in partnership with College of the Mainland and Clear Creek ISD. The camp will feature experienced instructors, guest speakers, and hands-on learning. Weekly themes include Life Science (June 15 to 18), Engineering (June 22 to 25). Weekly themes include Life Science (July 13 to 16), and Physics and Astronomy (July 20 to 23). Camps run Monday through Thursday with sessions from 8 a.m. to 12 p.m. and 1 to 5 p.m. The cost is \$150 per week for residents, per child, and all camps take place at College of the Mainland, 1411 W. Main Street. Register at the Parks & Rec [online registration](#) hub under "camps."

League City Theatre: Wizard Of Oz Performance
Saturday & Sunday, April 25 & 26 at 5 p.m. | For all ages
Support our talented student performers as they bring The Wizard of Oz to life on stage. Join us at 5 p.m. on Saturday, April 25 or Sunday, April 26 at Hometown Heroes Park. Tickets are \$5 and available at the door.



Crews Perform Urgent Sewer Main Repairs
Public Works crews recently completed an urgent repair on a collapsed sewer line along Cedar Avenue between Linda and 7th Street. The damaged section posed a significant restriction to wastewater flow in the area, prompting crews to replace approximately 200 feet of failed pipe, install three new residential service connections, and repair the manhole tie-in to restore proper system function. Wastewater flow has now been fully restored, eliminating the risk of sanitary sewer overflows and improving reliability for nearby residents, with final site restoration and cleanup currently underway.

OUR "ANCHOR" PROJECT WEEKLY-NEWSLETTER

CONTRIBUTIONS FROM:

- CITY MANAGER
- PARKS & REC
- LIBRARY
- PUBLIC SAFETY
- PUBLIC WORKS
- HR
- PROJECT MANAGEMENT
- CVB
- ANIMAL SHELTER...AND MORE

THE ALIGNMENT KEY



LEAGUE CITY
April
EVENTS & REMINDERS

SAT, APR 4
Plant Swap & Shop
8 a.m. - 12 p.m. | Civic Center

Pups & Pints
4 - 10 p.m. | Walter Hall Park

WED, APR 8
Summer Baseball Registration
8 a.m. | Online or in person at Hometown Heroes

FRI, APR 10
Children's Yoga Storytime
10:15 - 11 a.m. | Helen Hall Library

SAT, APR 11
Pop-Up Café
10 a.m. - 12 p.m. | Library Front Lawn

Astronomy in the Park
6 - 9:30 p.m. | Rustic Oaks Park

TUE, APR 14
Blood Drive
10 a.m. - 4 p.m. | Civic Center

Free CPR Class
1 - 3 p.m. | Helen Hall Library

TUE, APR 14 & 28
City Council Meetings
6 p.m. | Council Chambers

WED, APR 15
Camp by the Creek Registration
8 a.m. | Online or in person at the Community Center
**residents only*

SAT, APR 18
Live Arts Under the Live Oaks
4 - 7 p.m. | Heritage Park

FRI, APR 24
Soda Float Social
5 - 7 p.m. | Helen Hall Library

MUSIC IN THE HISTORIC DISTRICT
7 - 10 p.m. | League Park

SAT, APR 25
STEM Explorers
9 - 10:30 a.m. | Community Center

Safe Sitter Class
10 a.m. - 3:30 p.m. | Community Center
**registration required*

FOR MORE INFORMATION, VISIT LEAGUECITY.COM/CALENDAR

LCTX

LEAGUE CITY
May
EVENTS & REMINDERS

FRI, MAY 1
Artists in Residency Open House
6 - 9 p.m. | Studio at Heritage Park

SAT, MAY 2
Free Comic Book Day
1 - 2:30 p.m. | Helen Hall Library

TUE, MAY 5
Stop the Bleed
4:30 - 5:30 p.m. | Helen Hall Library

EGGS TO CHICKS
6 - 6:45 p.m. | Helen Hall Library

FRI, MAY 8
Friends of Helen Hall Library Book Sale
11 a.m. - 2 p.m. | Helen Hall Library

MAY 9
Friends of Helen Hall Library Book Sale
11 a.m. - 2 p.m. | Helen Hall Library

Pups & Pints
4 - 10 p.m. | Walter Hall Park

Astronomy in the Park
6 - 9:30 p.m. | Rustic Oaks Park

Saturday Jazz Night
6 - 10 p.m. | League Park

SUN, MAY 10
White Linen Night
Artist Application Deadline
11:59 p.m. | Submit online

TUE, MAY 12
Blood Drive
10 a.m. - 4 p.m. | Civic Center

TUE, MAY 12 & 26
City Council Meetings
6 p.m. | Council Chambers

SAT, MAY 16
Safe Sitter Class
10 a.m. - 3:30 p.m. | Community Center

SAT-MON, MAY 23-25
Free Swim
Varying times at Hometown Heroes and Walker Street Pools

FRI, MAY 29
Music in the Historic District
7 - 10 p.m. | League Park

FOR MORE INFORMATION, VISIT LEAGUECITY.COM/CALENDAR

LCTX

monthly events & reminders list

CONTRIBUTIONS FROM:

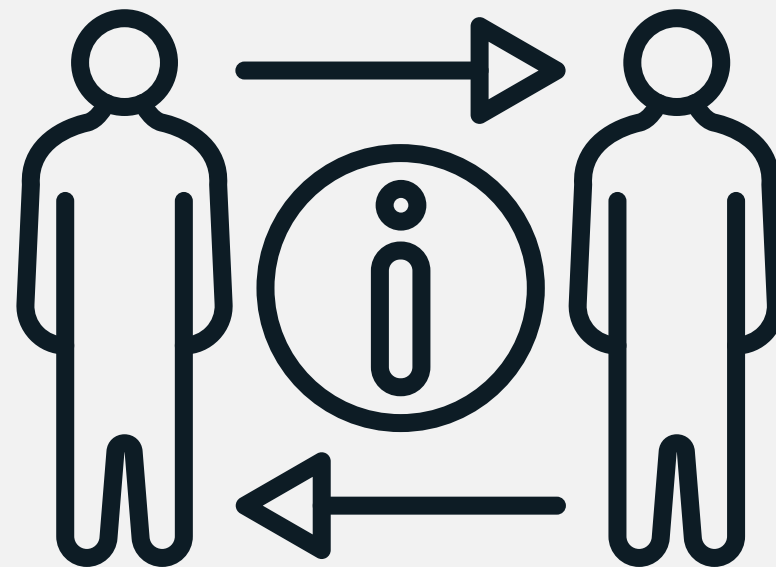
- PARKS & REC
- LIBRARY
- PUBLIC SAFETY
- CVB
- ANIMAL SHELTER



THE ACCESS KEY



Giving people easy systems and tools





THE ACCESS KEY



**WHY DO
TOOLS FAIL?**



• Too complicated

• Too many logins

• Inconsistent use



THE ACCESS KEY



UNIVERSAL

All (or many) employees can have access



STICK TO 1 or 2 PROGRAMS

Clears confusion, easy to remember



EASY-TO-USE

Barrier to entry is low



Make them comfortable



THE ACCESS KEY



City Manager's Week-in-Review Contributions

Upload your content into the folder for the next upcoming weekly CMU.

As a reminder:

- Please submit your content by noon every Wednesday
- Please update your corresponding website page (if you have one) by end of the day Wednesday
- Please send your content complete and formatted for the CMU (and only the exact content you want included in the CMU)

CMU Documents

[See all](#)

Name	Modified	Modified By
May 14	4 days ago	Donde, Ashley
May 7	4 days ago	Donde, Ashley
April 23	April 16	Donde, Ashley
April 30	April 16	Donde, Ashley
Cheat Sheet Docs (copy & paste reusable content)	January 15	Donde, Ashley
z-Archive	January 8	McWilliams, Ain
CMU meeting.pptx	February 5	Donde, Ashley

SHAREPOINT

One -stop shop to place weekly updates and photos

Folders built ahead of time for better planning (helpful when people have vacation)

Provides continuity when people are out of town, sick, or exit their position



THE ACCESS KEY



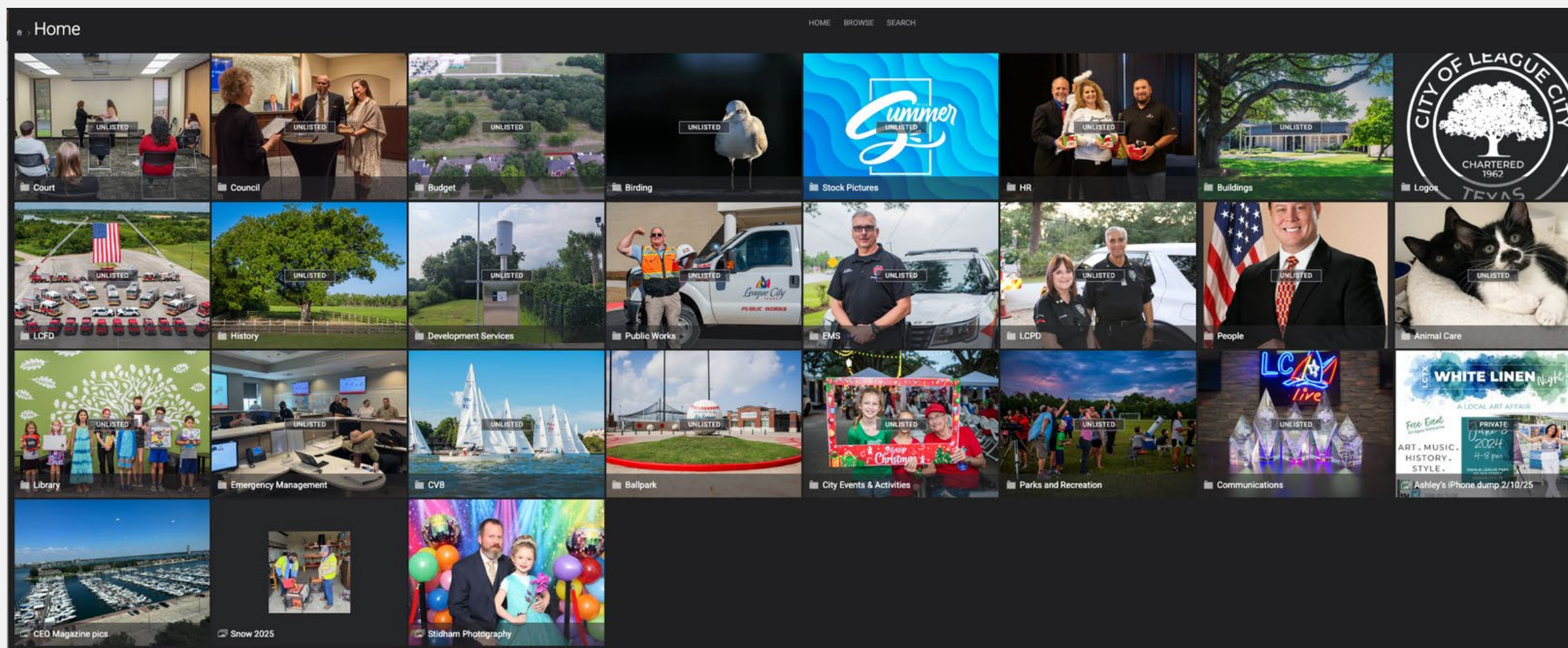
SMUGMUG

Photo repository for the City

Organizes photos by department

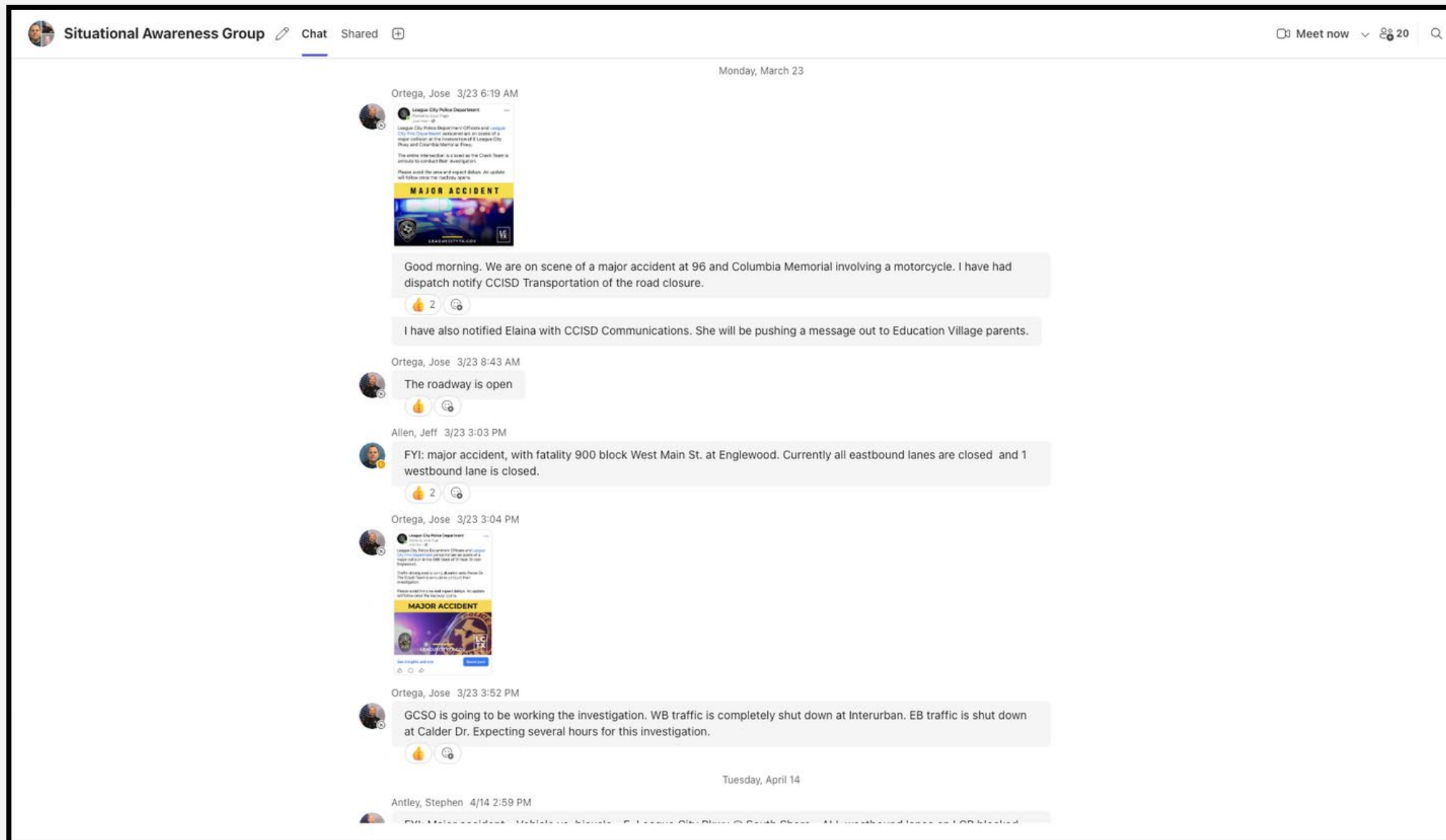
Search function makes finding photos easy

Could benefit from user guidelines before rollout ..don't ask me how I know...





THE ACCESS KEY



MICROSOFT TEAMS

Situational Awareness Group with:

- Executive leadership
- First responders
- PIOs

Coordinate information in real time during emergencies

DON'T CHASE INFORMATION



BUILD SYSTEMS THAT MAKE INFORMATION FLOW TO YOU





THE ACCESS KEY



**WHAT ACCESS KEYS ARE YOU USING
THAT HAVE BEEN SUCCESSFUL?**





THE CLARITY KEY

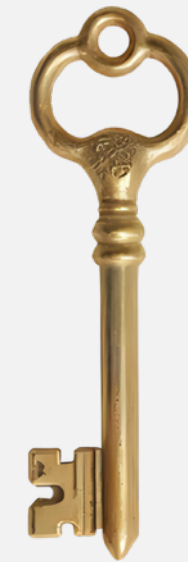


Teaching people what good communication looks like

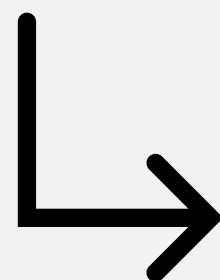




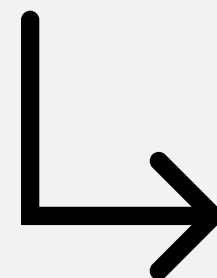
THE CLARITY KEY



**Set
Expectations**



**Clarify
Mission**



**Show
ROI**



THE CLARITY KEY



SET EXPECTATIONS

WHAT do you need from colleagues?

- Date
- Time
- Location
- Purpose
- Photos
- Quotes



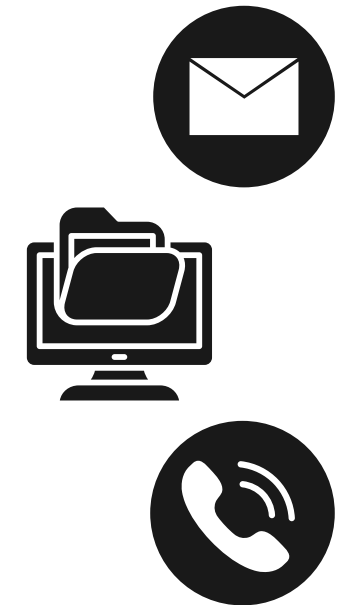
OWNERSHIP



BUY-IN FROM DIRECTORS

HOW do you want information shared?

- Email
- Sharepoint
- Photo Repository
- Teams
- Text
- Phone Call





THE CLARITY KEY



CLARIFY MISSION

HOW do colleagues know WHEN
to share information with you?

- Will it impact residents? (program, event, construction, policy/procedure change)
- How soon will it impact them?
- Is this something you'd tell a friend or neighbor?
- Is this something residents will be confused about?
- Is this something that requires extra explanation?





THE CLARITY KEY



SHOW ROI

STATS

- Resident awareness
- Council awareness

PUBLIC SENTIMENT

- Resident trust
- Reputation building

CHANGE IN BEHAVIOR

- Reduced confusion
- Increased program/event attendance



HOW WE'VE TURNED KEYS INTO CONTENT

Public Works Week in Review for August 28, 2025

Public Works - Spotlights | Posted on August 28, 2025 | Last Updated on September 03, 2025

The Public Works Department is made up of various sub-departments including Fleet, Line Repair, Streets/Stormwater and Traffic, Wastewater, and Water. Each week, over 100 employees are responsible for the maintenance, monitoring, and improvement of existing and new infrastructure across League City which includes everything from roadways and traffic lights to storm drains, sewers, and water production.

Below are some tips and projects they are working on:

Public Works Rescues Puppy from Sewer Line

The City of League City's Public Works Department recently came to the rescue of a distressed puppy that had fallen into a broken private sanitary sewer cleanout in the backyard of a home in the 2600 block of Jeb Stuart in the Landing subdivision.

Animal Control officers first attempted to coax the frightened 3-week-old pup out with treats, but when those efforts were unsuccessful, Public Works was called in to help. Using a push camera, city staff located the puppy and discovered that he had slipped all the way down into the sanitary sewer main.

Working quickly, the Public Works crew identified the nearest sanitary sewer manhole and used the push cam to gently guide the pup toward it. Once in position, they were able to safely retrieve him using a net, successfully reuniting the little dog with his grateful owner.

This rescue highlights the dedication, quick thinking, and teamwork of League City personnel, who go above and beyond to serve and protect not only our residents—but their pets as well.



CONTENT SHARED WITH US FROM
PUBLIC WORKS FOR E-NEWSLETTER



HOW WE'VE TURNED KEYS INTO CONTENT

City Of League City Government
Published by Hootsuite · September 11, 2025 ·

♥ GOOD NEWS ALERT: PUBLIC WORKS CREWS RESCUE PUPPY FROM SEWER PIPE

We are PAWSitively sure you will love this heartwarming story about our fantastic League City Public Works crews.

Recently, a local homeowner called the City, frantic that one of her dog's puppies had fallen into a sanitary sewer pipe in the backyard of her home. Animal Control officers first attempted to coax the frightened three-week-old pup out with treats, but when those efforts were unsuccessful, Public Works was called in to help.

Using a special camera that can see inside water pipes and sewer lines, crew members located the puppy and discovered that he had slipped all the way down into the sanitary sewer main. Working quickly, the crew identified the nearest sanitary sewer manhole and used the light on the camera to gently guide the pup toward it. Once in position, they were able to safely retrieve him using a net, successfully reuniting the little dog with his grateful owner.

Thank you to our Public Works crews, whose quick thinking and teamwork resulted in the rescue of one of League City's tiniest (and cutest) animal residents!

JOSH WEEKS
PUBLIC WORKS SUPERVISOR

Puppy Rescue in League City!

CityofLeagueCityTX
3.42K subscribers

416 views · 7 months ago · #PuppyRescue #PublicWorks #Community

When a 3-week-old puppy slipped into a broken sewer line, the League City Public Works Department jumped into action. Using specialized camera equipment and teamwork, crews safely guided the frightened pup through the sewer system and reunited him with his grateful owner. ...more



FILMED VIDEO ABOUT RESCUED PUPPY



**BUILDS TRUST WITH RESIDENTS, IMPROVES
OVERALL PUBLIC SENTIMENT**




HOW WE'VE TURNED KEYS INTO CONTENT

City Of League City Government
Published by Lc Tex · June 25, 2021

DON'T FLUSH WIPES

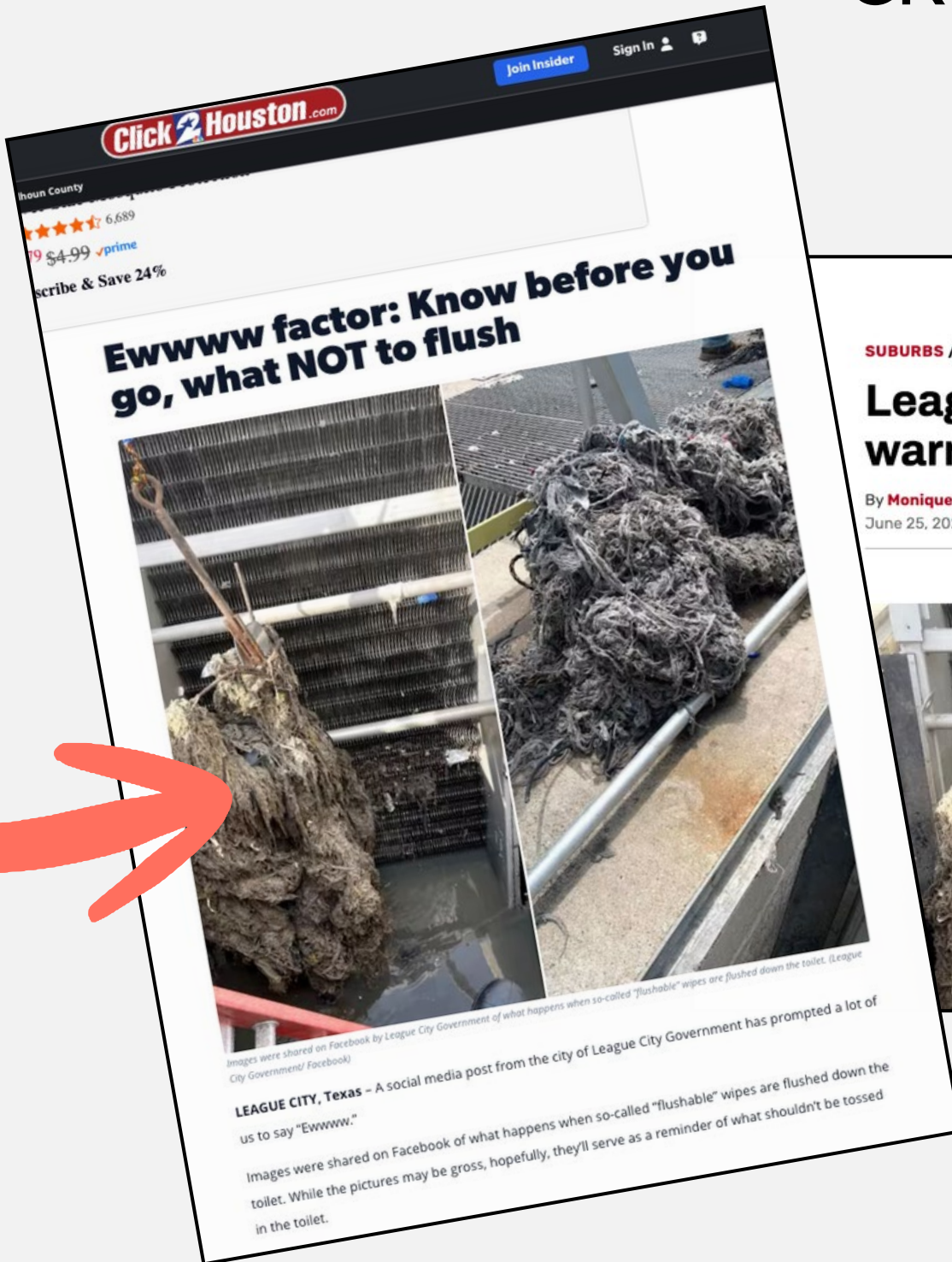
Take a look at what our wastewater department removed from our treatment facilities. Rags are a combination of "flushable" wipes and other cloth-like materials that can end up in the collections system and cause costly repairs. On occasion, these rags can also clump together and be too large to catch and lift, so employees have to manually remove the ball of rags. Remember that "flushable" wipes and ALL wipes need to be disposed in trash cans. Doing your part can help League City's Wastewater Treatment Facilities run efficiently and reduce costly repairs.



329 119 comments 373 shares

Click2Houston.com

Ewww factor: Know before you go, what NOT to flush



Images were shared on Facebook by League City Government of what happens when so-called "flushable" wipes are flushed down the toilet. League City Government Facebook

LEAGUE CITY, Texas - A social media post from the city of League City Government has prompted a lot of us to say "Ewww."

Images were shared on Facebook of what happens when so-called "flushable" wipes are flushed down the toilet. While the pictures may be gross, hopefully, they'll serve as a reminder of what shouldn't be tossed in the toilet.

GROSS PIC = MEDIA COVERAGE =
SUCCESSFUL EDUCATION
CAMPAIGN

SUBURBS // BAY AREA

League City shares photos of massive sewer clog, warns against 'flushable' wipes

By **Monique Welch**, Former Engagement Reporter
June 25, 2021



HOW TO IMPLEMENT YOUR KEYS

1



Start with ONE high-value project

2



**Identify liaisons in the departments
you'll work with**

3



**Standardize information submission
process**

4



**Set clear expectations
(workshop/meeting/printout)**



WHICH KEYS DO YOU NEED?



PROBLEM

ALIGNMENT

ACCESS

CLARITY

LATE INFORMATION



INCOMPLETE
INFORMATION



CULTURAL
RESISTANCE



SYSTEM FAILURES



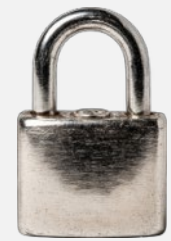
APPROVAL
BOTTLENECKS



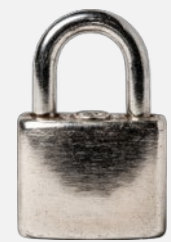
BREAKOUT GROUPS



What is the **biggest lock** preventing collaboration?



What is the lock?



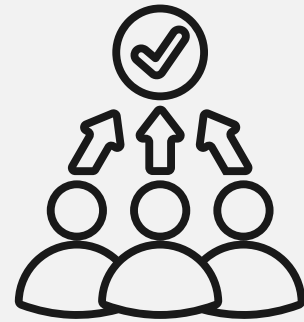
Why does it happen?



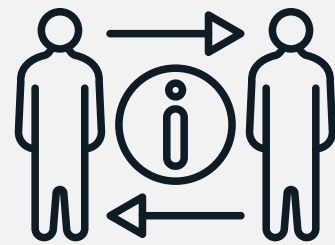
What **key** could realistically help?



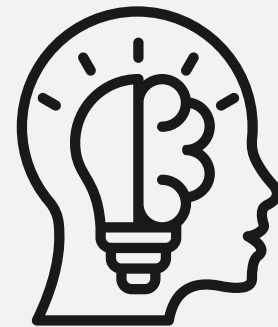
SUCCESSFUL COLLABORATION



Create habits. Build trust.
ALIGNMENT



Remove friction. Make it easy.
ACCESS



Explain expectations. Show the value.
CLARITY



BE THEIR BIGGEST CHEERLEADER



COLLABORATION UNLOCKED

SCAN TO SHARE YOUR FEEDBACK

