

**"It is not only WHAT WE DO, but also WHAT WE DO NOT DO, for which WE ARE ACCOUNTABLE"- Moliere**

**Want Positive Results? Improve Accountability!**

Accountability is the agent, cause or source of events that leads to results. It involves a process of seeing, owning, solving and acting; and requires a level of ownership that includes making, keeping and answering personal commitments. Organizations realize positive results, such as improved morale, reduced performance gaps, fulfilled expectations and ultimately, an increased ability to execute its objectives by creating and sustaining a culture of accountability. Accountability is the low-hanging fruit that impacts every task and defines how productively individuals work together, how much ownership individuals assume and how leaders measure performance. Building a culture of accountability fosters a sense of reality, ownership, commitment, solutions to problems and determined action that employees' exhibit in their daily work to achieve desired business results.

**You should attend this panel discussion if...**

- You are searching for effective ways to drive change and inspire an accountability-based culture
- You are seeking objective methods to communicate expectations and hold individuals accountable to their role
- You are aspiring to eliminate barriers that are impeding team productivity
- You are pursuing practical reward incentives to promote positive behaviors and improve performance
- You are aiming to recognize the key characteristics and traits of highly accountable people

**Tuesday, August 18<sup>th</sup> ♦ 1:00 p.m. – 3:00 p.m. ♦ Learning and Development Center ♦ Auditorium**



**Rhea Brown Lawson, Ph.D**  
Executive Director,  
Houston Public Library

Dr. Rhea Brown Lawson has served as the Executive Director of the Houston Public Library (HPL) since 2005. Dr. Lawson is keenly focused on ensuring that public libraries remain highly visible and vibrant organizations that positively contribute to the quality of life in their communities. She ensures that the HPL system is continuously evolving and moving forward a comprehensive, innovative platform of library services and programs to meet the rapidly changing needs of customers and the virtual environment. Dr. Lawson serves on many professional boards including the Texas State Library Systems Act Advisory Board, Urban Libraries Council Executive Board and the Heritage Society Advisory Board. She is currently an Adjunct Professor at the University of North Texas in the College of Information/Department of Library and Information Science. Dr. Lawson holds a BA from Morgan State University, a MLS from the University of Maryland and a Ph.D. from the University of Wisconsin-Madison.



**Terry A. Garrison**  
Fire Chief,  
Houston Fire Department

Terry A. Garrison has served as the Fire Chief for the City of Houston since 2010. Chief Garrison began his firefighting career in 1977 with the Phoenix Fire Department (PFD). He worked in various capacities for the PFD including Fire/Arson Investigator and Assistant Chief of the Operations Division. Chief Garrison received his Bachelor of Science degree in Fire Science Management from Ottawa University and a Masters of Education in Educational Leadership from Northern Arizona University. He also completed the Certified Public Manager Program from Arizona State University and attended Harvard's JFK School of Government. Chief Garrison has certifications as an Incident Safety Officer, Teaching Certificate, Arizona Law Enforcement Peace Officer and Helicopter Commercial/Flight Instructor. He is a member of the American Academy of Certified Public Managers, the International Association of Fire Chiefs, the National Fire Protection Association, the Arizona Fire Chiefs Association, the California Fire Chiefs Association and the San Diego County Fire Chiefs Association.



**Frank Carmody**  
Deputy Director,  
Administration and Regulatory Affairs

Frank Carmody's background is in Management in both the Public and Private sectors. Following active duty military service, he gained extensive entrepreneurial experience as President of a commercial printing and electronic imaging company that he co-founded and co-owned. Concurrently, he was a member of an Army Reserve unit that conducted staff training seminars, classes, and exercises for client units. After selling the printing company, he conducted financial and operations analysis for companies throughout Texas and Louisiana. In 2006, he joined the City of Houston as a Division Manager with the Health Department, and two years later moved to the newly formed Administration & Regulatory Affairs Department as an Assistant Director, where he was responsible for Payroll, Records Management, Asset Disposition and Strategic Alliances. In 2011, 311 was added to his Division.



**Charles Thompson**  
Chief Information Officer,  
Houston Information Technology Services

Charles Thompson has served as the Chief Information Officer (CIO) for Houston Information Technology Services (HITS), since January 2012. HITS focus on service delivery, IT Governance, the building of customer service centric relationships/partnerships and operational efficiency. Mr. Thompson also served the City of Phoenix as the CIO from 2007-2012; as the CIO for Orange County Public Schools and as the CTO for the District of Columbia Public Schools. Mr. Thompson worked in the private sector as a Systems Engineer, Systems Analyst and consultant with IBM, NYNEX Business Systems, SynOptics and Bay Networks. Mr. Thompson earned a Master's in Operational Analysis from the University of Maryland and a Bachelor of Science in Information Systems Management from the University of Maryland. Mr. Thompson held a CGEIT certification from ISACA, ITILv3 Foundation, Lean Six Sigma Greenbelt and Intermediate Service Operation Certifications. He has been certified as a CIO by the Federal Council of CIO's, the U.S. General Services Administration and the University of Maryland's University College.