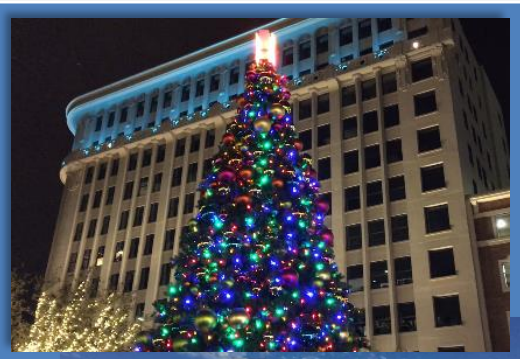
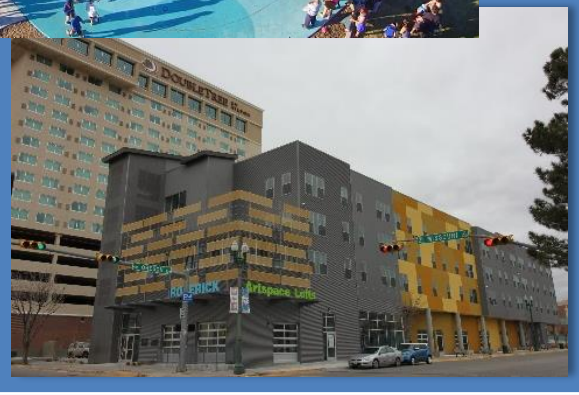




2018 GOAL TEAM REPORT

GOAL 6

Set the Standard for Sound Governance and Fiscal Management

Goal 6 Team

- City Attorney's Office
- City Manager's Office
- Human Resources
- Information Technology Services
- City Clerk's Office
- Office of the Comptroller
- Office of Management & Budget
- Purchasing & Strategic Sourcing
- Streets & Maintenance
- Tax

Rankings + Accolades

1

BEST RUN CITY IN TEXAS

WalletHub, July 2017

#2

NATIONWIDE IN TOP EMPLOYMENT GROWTH RATE

Texas A&M Real Estate Center, August 2017

2

IN THE U.S. FOR JOB AND INCOME GROWTH

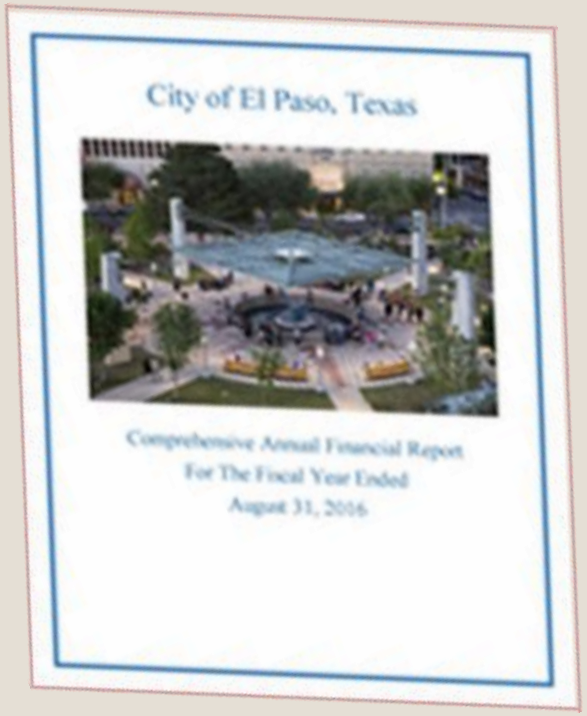
Forbes, February 2017

FY17 Notable Achievements

23rd consecutive year

Top performer in *Smartly Resourced* category

FY17 Notable Achievements



2016 CAFR

No Financial Audit Findings!

19th Consecutive Year of AGA Excellence in Financial Reporting Award!

GFOA Certificate of Achievement FOR EXCELLENCE IN Financial Reporting

Notable Achievements

Achievement of **Excellence in Procurement** Award - 4th consecutive year

ProcureCon EPIC **Innovator of the year** Award for EP Marketplace

Bruce D. Collins selected as **2018 Minority Small Business Co-Champion** of the Year

FY17 Accomplishments

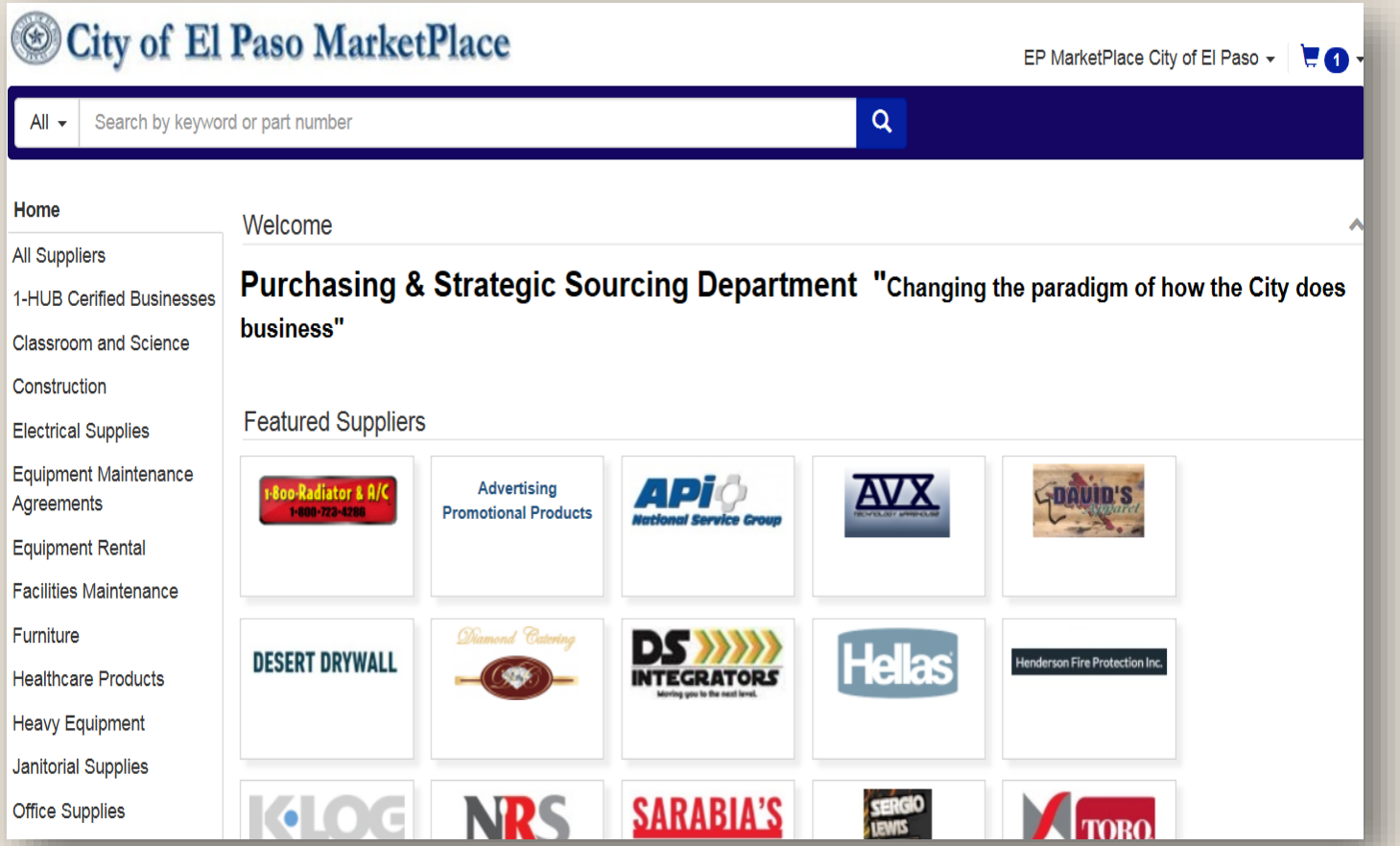
EP Marketplace:

3,112 Purchase Orders

Cost Avoidance of

FY17 $250,827

FY18 YTD $195,858

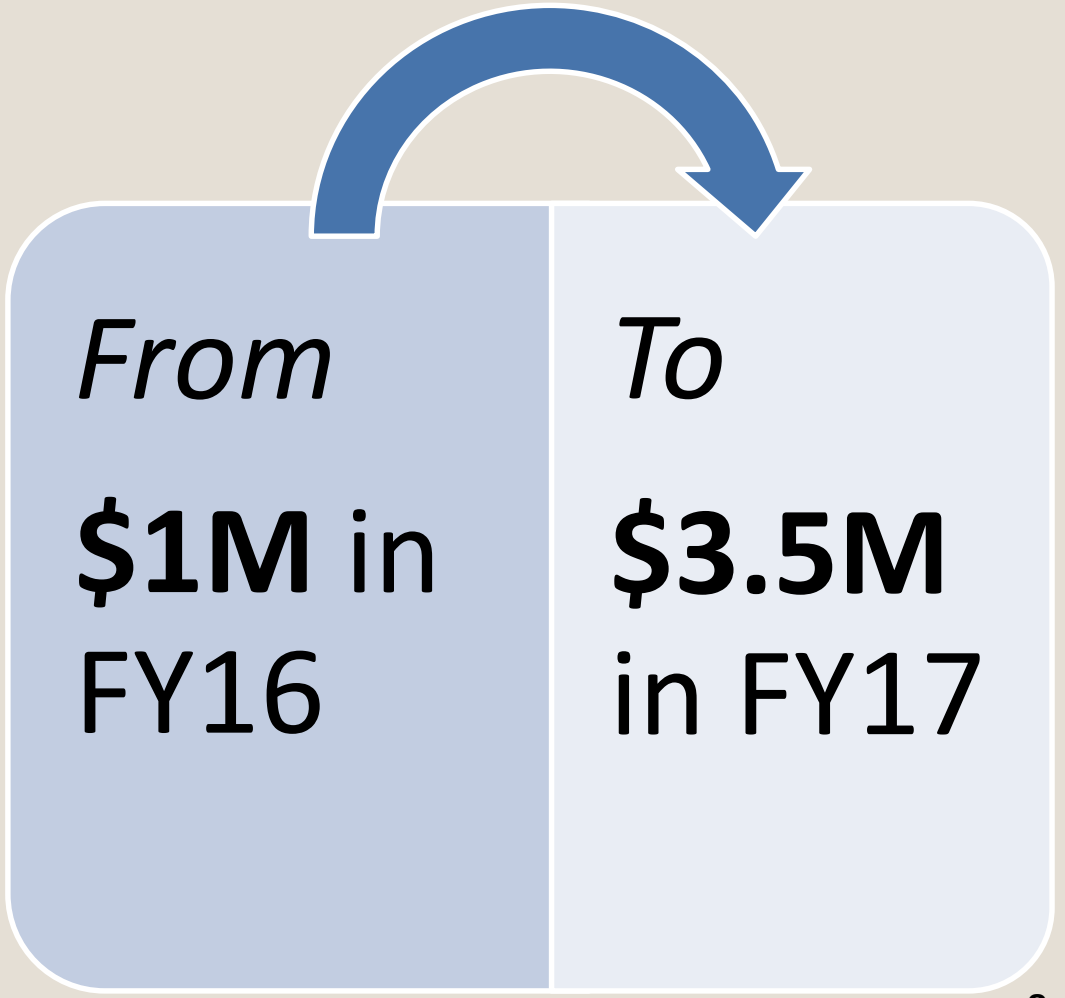


FY17 Accomplishments

Investment Earnings Grew

Strong financial management:

- **bank balances**
- **securities investments**



FY17 Accomplishments

Grants Audit

<u>No Audit Findings</u> – Second Consecutive Year

Grant expenditures of $67.8 Million

$3.2 Million Grant Funds Recovered

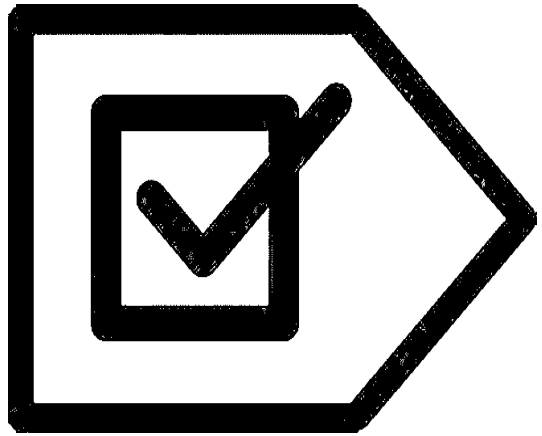
eCivis Access to Community Based Organizations

$1,029,973 to local organizations

FY17 Accomplishments

CAFR Software Implemented

- Web-based application for simultaneous users
- Fast financial analysis during audit
- Saved hundreds of overtime hours
- Production of CAFR in-house – First time!
- Applauded by external auditors



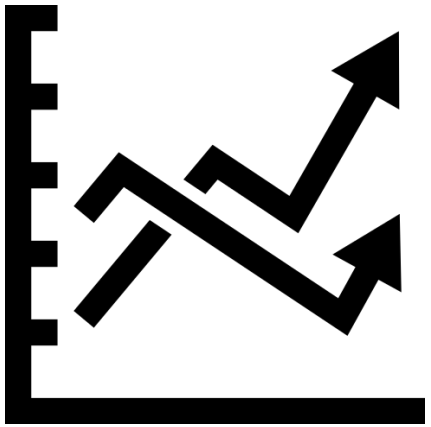
Adapted to produce monthly financial reports

FY17 Accomplishments

Cash Reconciliation Process

Application matches the City's business transactions with bank transactions –

Over 350,000 cash transactions



Benefits of Centralized Cash Data

- Eliminates manual processes
- Provides cash monitoring in and out of the bank
- Supports the Cash Forecasting Model
- Aids the allocation of investment earnings
- Provides data for Quarterly Investment Report

FY17 Accomplishments

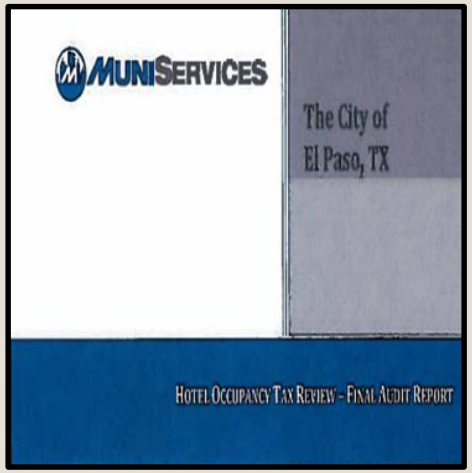
1 of only 2 Texas Cities

compliant under Auditing Standards

Association of Local Government Auditors

Hotel Occupancy Tax review of

30 hotels



FY17 Accomplishments

Updated Fiscal Policies

Travel

P-Card

Grants

Investments

Debt Management

Enhanced email security

Phishing and email threats

(Cybersecurity)

Conducted **12** Tax **Information sessions** at Senior Centers and collected property tax payments (20 attendees/session)

FY17 Accomplishments

General & Special Elections

- General Election
- 2 Run-off Elections conducted
- City Employees Pension Board Election

Upgraded MuniCode to MuniPro

- Simultaneously search all codes & ordinances
- Add note to any code section

City Attorney's Office

- Citywide training on Public Information Act
- Participated in the El Paso Bar Association Veteran's Clinic

Virtual “Game Changer”

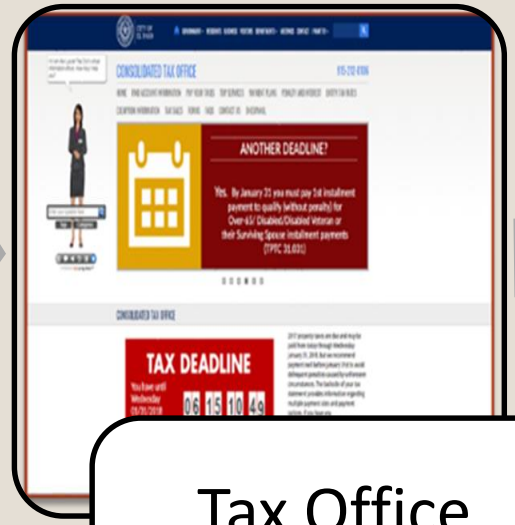
Purchasing Launches

“Ask Laura”

January 2017

5,650 Hits

(13,736 hits since launch)



Tax Office replicates

September 2017

1,970 hits

Planning & Inspection

replicates January 2018

74 hits

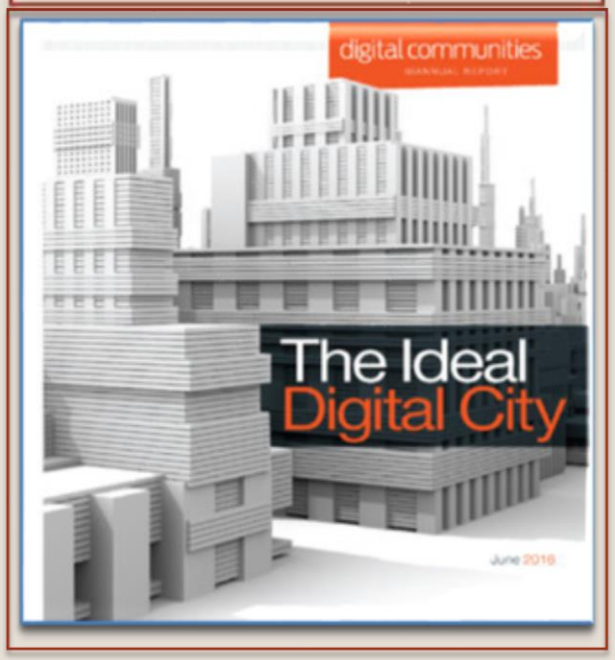
DIGITAL COMMUNITIES

Meet El Paso's Chatbot, Ask Laura. She's a Real 'Game Changer'

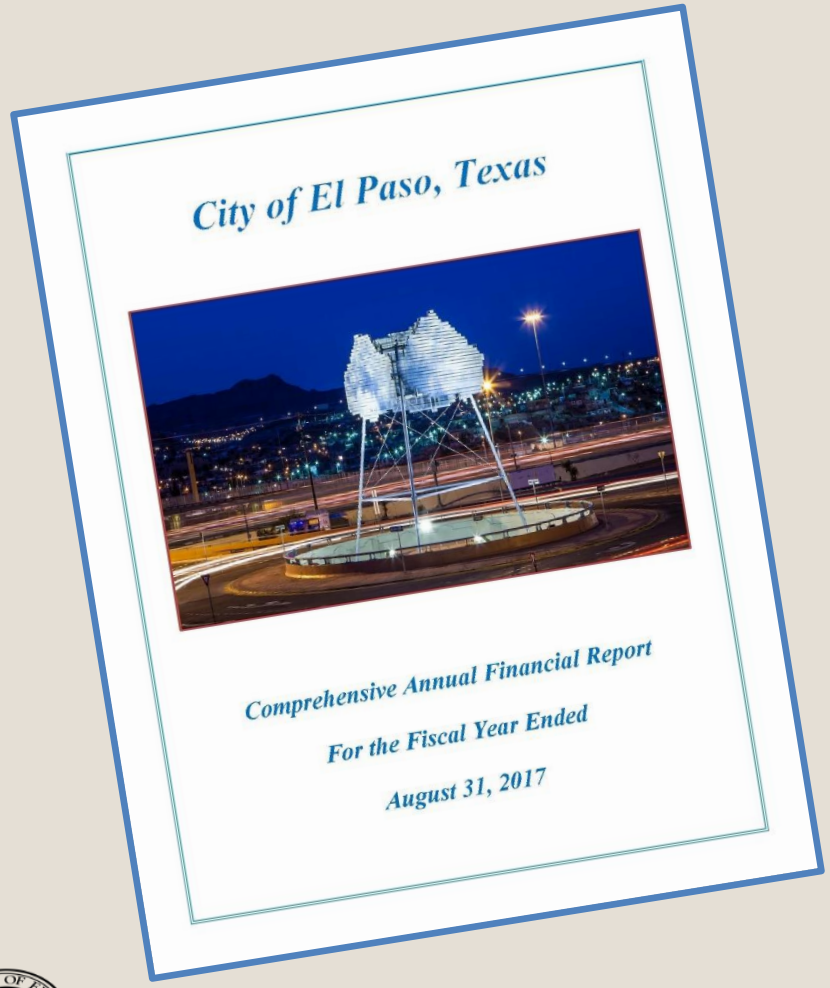
After seeing some success with the tool on the city's procurement website, officials are considering how to implement across other platforms.

BY ELIZABETH ZIMA DECEMBER 20, 2017

open, fair, transparent, economically competitive and respectful process with the goal of maximizing tax payers' dollars. Therein promoting and siness relationships between our suppliers



FY18 Accomplishments

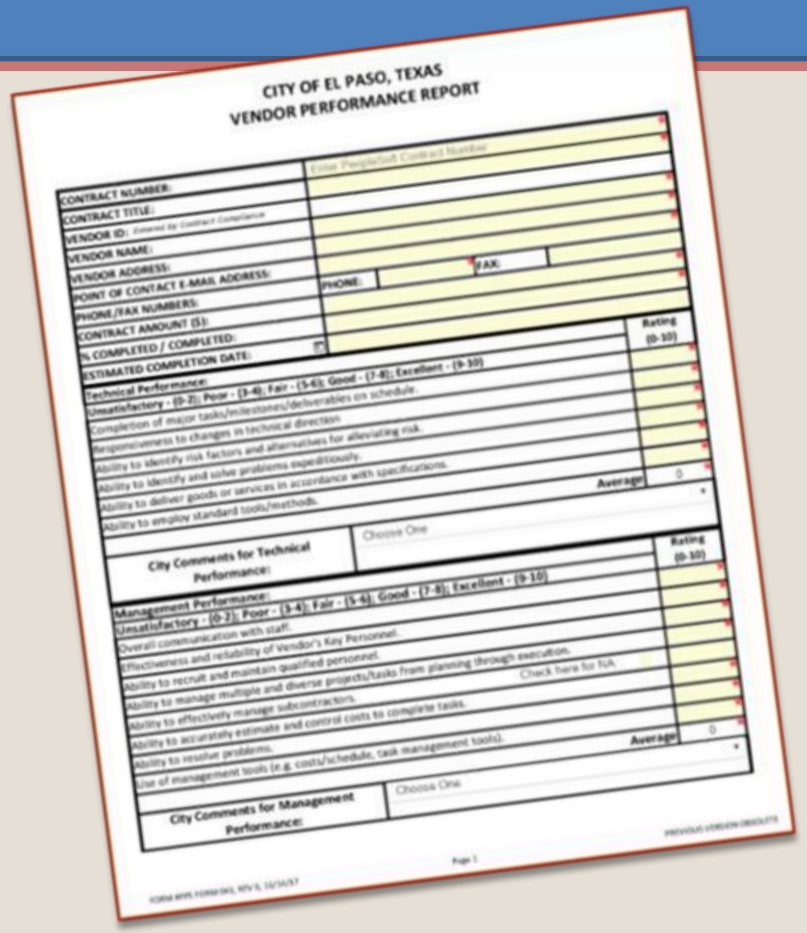


FY17 Financial Audit

No Audit Findings

Second consecutive year!

FY18 Accomplishments



CITY OF EL PASO, TEXAS
VENDOR PERFORMANCE REPORT

CONTRACT NUMBER:
CONTRACT TITLE:
VENDOR ID:
VENDOR NAME:
VENDOR ADDRESS:
POINT OF CONTACT E-MAIL ADDRESS:
PHONE/FAX NUMBERS:
CONTRACT AMOUNT ($):
% COMPLETED / COMPLETED:
ESTIMATED COMPLETION DATE:

Technical Performance:
Unsatisfactory - (0-2); Poor - (3-4); Fair - (5-6); Good - (7-8); Excellent - (9-10)
Completion of major tasks/milestones/deliverables on schedule.
Responsiveness to changes in technical direction.
Ability to identify risk factors and alternatives for alleviating risk.
Ability to identify and solve problems expeditiously.
Ability to deliver goods or services in accordance with specifications.
Ability to employ standard tools/methods.

City Comments for Technical Performance:

Management Performance:
Unsatisfactory - (0-2); Poor - (3-4); Fair - (5-6); Good - (7-8); Excellent - (9-10)
Overall communication with staff.
Effectiveness and reliability of Vendor's Key Personnel.
Ability to recruit and maintain qualified personnel.
Ability to manage multiple and diverse projects/tasks from planning through execution.
Ability to effectively manage subcontractors.
Ability to accurately estimate and control costs to complete tasks.
Ability to resolve problems.
Use of management tools (e.g. costs/schedule, task management tools).

City Comments for Management Performance:

Launched **Vendor Performance Tracking System**

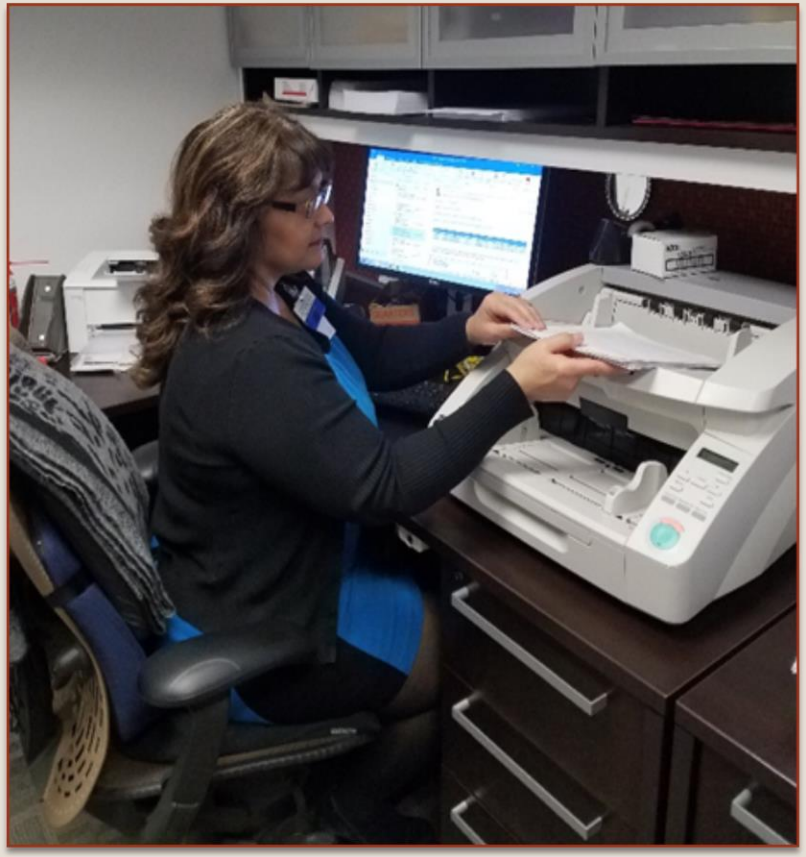
January 2018

Hosted the 7th annual **Cooperative Purchasing EXPO**

806 Attendees

188 Exhibitors

FY18 Accomplishments



Implemented New in-house electronic lockbox to process mailed tax payments - *September 2017*

- Faster distribution of funds to entities
- Imaging
- Reduced errors
- Reduced manual processing
- Improved quality control and accountability

FY18 Accomplishments

Tax Office mobile bank

- *January 29-31, 2018*
- Collected **$1.7 million**
- Serving **811** taxpayers

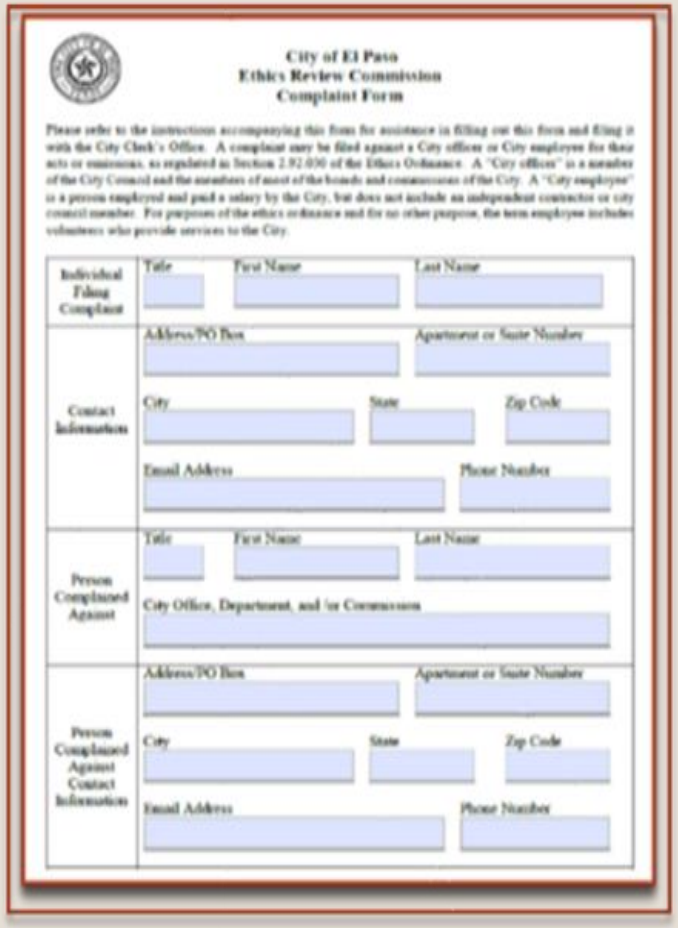
Internal Audit activities:

- Ground ambulance claim reviews
- Hotel Occupancy Tax

City Attorney's Office

- Collection efforts yielded **$284,952**

FY18 Accomplishments



City of El Paso
Ethics Review Commission
Complaint Form

Please refer to the instructions accompanying this form for assistance in filling out this form and filing it with the City Clerk's Office. A complaint may be filed against a City officer or City employee for their acts or omissions, as regulated in Section 2.92.030 of the Ethics Ordinance. A "City officer" is a member of the City Council and the members of most of the boards and commissions of the City. A "City employee" is a person employed and paid a salary by the City, but does not include an independent contractor or city council member. For purposes of the ethics ordinance and for no other purpose, the term employee includes volunteers who provide services to the City.

Individual Filing Complaint: Title | First Name | Last Name

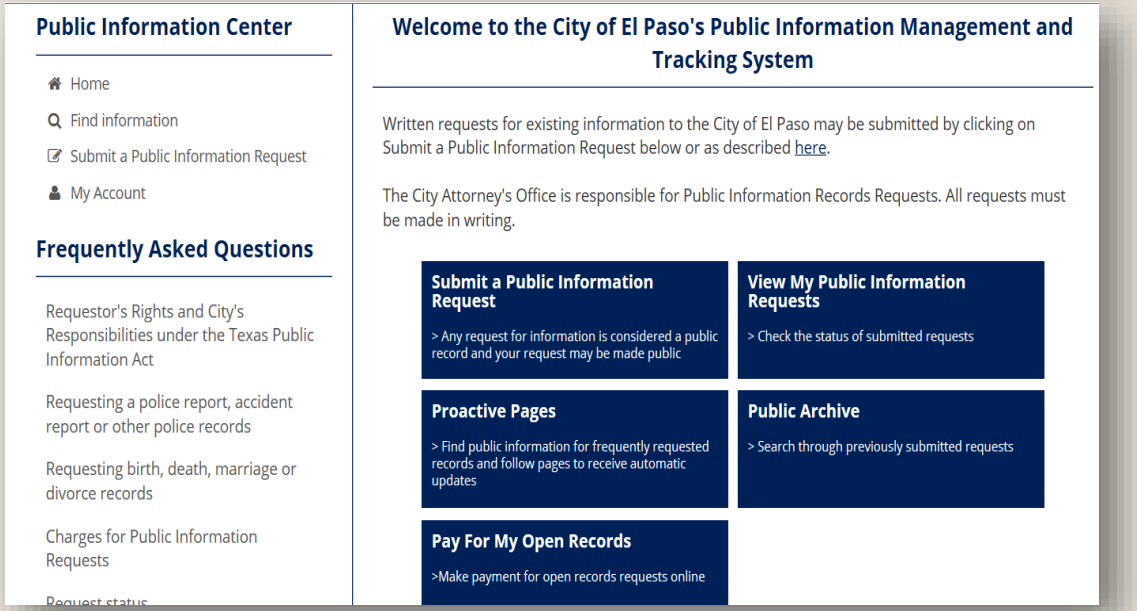
Contact Information: Address/PO Box | Apartment or Suite Number | City | State | Zip Code | Email Address | Phone Number

Person Complained Against: Title | First Name | Last Name | City Office, Department, and/or Commission

Person Complained Against Contact Information: Address/PO Box | Apartment or Suite Number | City | State | Zip Code | Email Address | Phone Number

Enhanced Ethics Commission website

- ✓ FAQs
- ✓ More user-friendly
- ✓ Complaint Form submitted electronically



Public Information Center

- Home
- Find information
- Submit a Public Information Request
- My Account

Frequently Asked Questions

- Requestor's Rights and City's Responsibilities under the Texas Public Information Act
- Requesting a police report, accident report or other police records
- Requesting birth, death, marriage or divorce records
- Charges for Public Information Requests
- Request status

Welcome to the City of El Paso's Public Information Management and Tracking System

Written requests for existing information to the City of El Paso may be submitted by clicking on Submit a Public Information Request below or as described here.

The City Attorney's Office is responsible for Public Information Records Requests. All requests must be made in writing.

Submit a Public Information Request
> Any request for information is considered a public record and your request may be made public

View My Public Information Requests
> Check the status of submitted requests

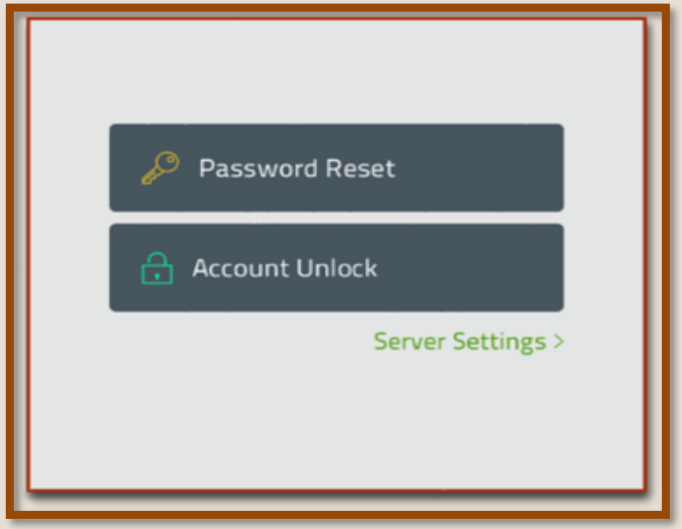
Proactive Pages
> Find public information for frequently requested records and follow pages to receive automatic updates

Public Archive
> Search through previously submitted requests

Pay For My Open Records
>Make payment for open records requests online

- Implemented open records website interface
- **3,339** requests processed for records pursuant to Texas Public Information Act thru Q2

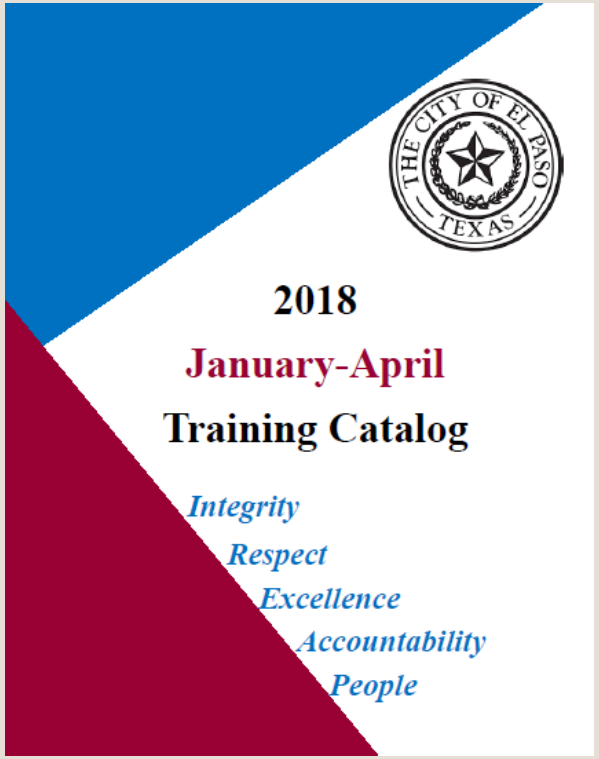
FY18 Accomplishments



User account self-service portal enhancements, mobile access available

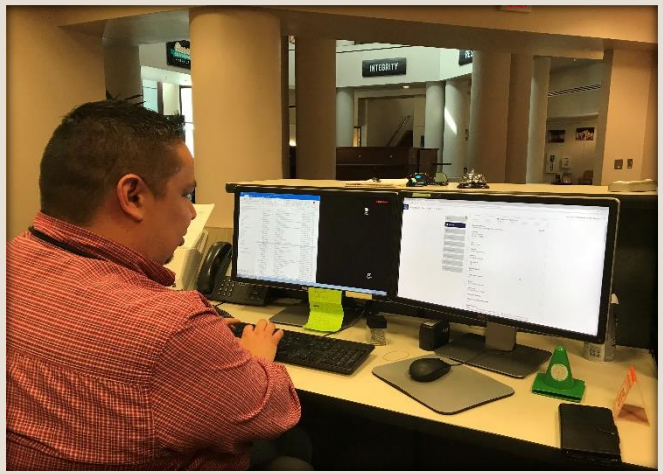
Consolidated medical and prescription insurance benefits

FY18 Accomplishments



Revamped training program

HR participated in 4 community job fairs



City Clerk's Office
Verified a petition containing 1,974 signatures of registered voters

FY18 Accomplishments

- **Investments Portfolio Continues to Grow!**

  $75 Million at 9/1/17

  $346 Million at 11/30/17

  $504 Million at 3/28/18

- **Expected earning over $5M**

Goal 6- Key Performance Indicators

Key Performance Indicator	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Thru Q2	Annual Target
% of executive and professional positions filled by internal candidates	66%	62%	64%	40%	**70%**
% City-wide Turnover	9%	10%	10%	5%	**10%**

Goal 6- Key Performance Indicators

Key Performance Indicator	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Thru Q2	Annual Target
% financial reports submitted by 15th working day of month	25%	78%	92%	100%	**85%**
% variance of GF actual revenue as compared to adopted budget	0.71%	1.33%	-0.67%	Annual Measure	**+/- 0.5%**
% variance of GF actual expenditure as compared with adjusted budget	-1.97%	-0.76%	-0.74%	Annual Measure	**-1 to 0%**

Goal 6- Key Performance Indicators

Key Performance Indicator	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Thru Q2	Annual Target
% of employees participating in Shape It Up program	N/A	12%	13%	9%	**15%**
% of employees participating in HSA	2%	3%	30%	34%	**35%**
# of workers compensation claims	837	870	921	457	**850**

Goal 6- Key Performance Indicators

Key Performance Indicator	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Thru Q2	Annual Target
% routine legal documents prepared within 10 working days	88%	98%	97% (765 documents)	95% (696 documents)	**90%**
% initial responses to claims prepared within 10 working days	99%	99%	98% (108 responses)	99% (94 responses)	**90%**
% complaints for prosecution prepared in 10 working days	84%	95%	99% (702 complaints)	100% (989 complaints)	**90%**

FY18 Spotlight

Strategy	Key Deliverable Update
Implement employee benefits and services that promote financial security	**<u>Health Plan</u>** • Consolidated the healthcare benefits • Increased CDHP participation by 11.5%
	<u>Group Fitness Classes</u> • Increase participation by 25% through additional class offerings • Adding additional classes to accommodate work schedules
	<u>FY18 Initiatives</u> • Continued Shape It Up Promotion and Enhancements for increased participation

FY18 Spotlight

Strategy	Key Deliverable Update

Implement programs to reduce organizational risks	• Creation of Risk Management Unit
	• Creation of Cyber Security Taskforce
	  • Expansion of DoITS security team
	  • Phishing/Spam email
	  ✓ **SpamReport@elpasotexas.gov**

Deliver services timely and efficiently with focus on continual improvement	Lean Six Sigma Program through Q2: • 10 projects completed • 13 additional projects on track to be completed • Continue to deliver additional efficiencies and cost savings

FY18 Spotlight

Strategy	Key Deliverable Update
Ensure continued financial stability and accountability through sound financial management, budgeting and reporting	• Transparency Stars Program • Implementing a new Capital Assets System • Implementing **monthly financial analysis** with Departments to improve business processes • Earn GFOA Certificate of Achievement for **Excellence in Financial Reporting Award** (20th time)

FY18 Spotlight

Strategy	Key Deliverable Update
Ensure continued financial stability and accountability through sound financial management, budgeting and reporting	• Earn GFOA Distinguished Budget Presentation Award (24th time) • Creation of CIP Reporting Tool • Revamped “Chime-In” for improved Citizen engagement during Budget Process

FY18 Spotlight

Strategy	Key Deliverable Update
Deliver effective and efficient processes to maximize value in obtaining goods and services	• Enhance Virtual Information Officer “Ask Laura” a) Increase knowledgebase of responses b) Add Purchasing Training Videos c) User Input learning platform • Increase local spend by 10% • Publish revised Procurement Policy and update Procurement Manual

FY18 Spotlight

Strategy	Key Deliverable Update
Support transparent and inclusive government	• Goal team reporting • Budget process - “Chime In” • Internal Audit Office - Quarterly meeting with Financial Oversight and Audit Committee (FOAC)
Maximize City Clerk's efficiency and enhance customer experience through technology	**Additional Online Services** • E-Filing of Lobbyist reporting • E-Filing of Annual Financial Disclosures

FY18 Spotlight

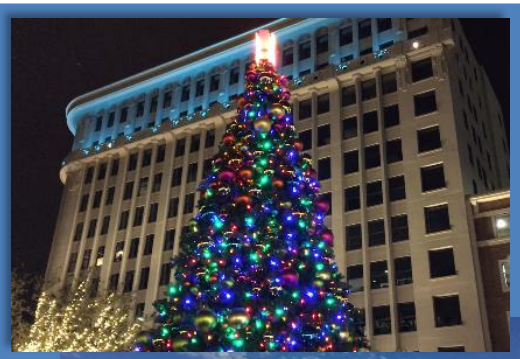
Strategy	Key Deliverable Update
Enhance the quality of decision making with legal representation and support	• Expanded Reporting to Council and City Manager • Continued to host interns through UTEP's Law School Preparation Institute. • Enhanced legal review for efficient process of release of liens. • Provided legal memorandum to City departments summarizing legislature enacted at the 85th Texas Legislative Session which impacted the City departments.

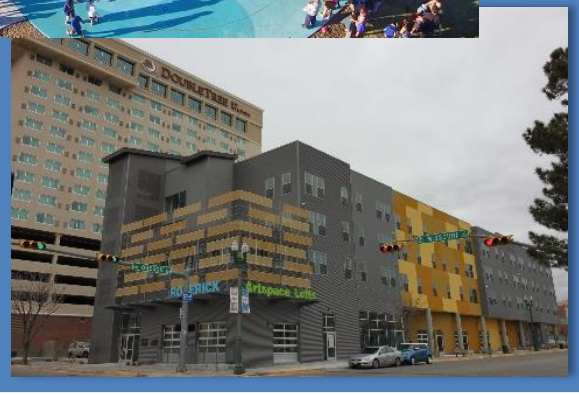
FY18 Spotlight

Strategy	Key Deliverable Update
Maintain systems integrity, compliance, and business continuity	**Accela upgrade to version 8** • New User Interface, more user-friendly • Improved Ad-hoc reporting capabilities • Performance improvements • Additional Browser compatibility **PeopleSoft Billing and Accounts Receivable** • Engagement of Third Party Consultant • Review of functionality • Provide solutions to existing concerns • More efficient processes • Historical data corrections

Key Opportunities/Challenges

- Enhancing affordable recruitment opportunities
- Long-term compensation strategy
- Capability for electronic submittal of all procurement methods
- Develop “Ask Laura” 2.0 for entire city website
- Limitations with agenda software technology and equipment





2018 GOAL TEAM REPORT

GOAL 6

Set the Standard for Sound Governance and Fiscal Management