

FY22 GOAL TEAM REPORT

GOAL 5+6

GOAL 5: *Promote Transparent and Consistent Communication Amongst All Members of the Community*

GOAL 6: *Set the Standard for Sound Governance and Fiscal Management*

**HIGH PERFORMING
GOVERNMENT**

An aerial night view of a city with illuminated buildings and streets. A large, thick orange arrow is superimposed on the image, pointing upwards and to the right. The arrow starts from the bottom left and points towards the top right. The city lights are visible in the background, with a prominent building labeled 'WELLS FARGO'.

POWERED BY THE TEAM

GOAL 5

- **Information Technology Services**
- **Strategic Communications**

GOAL 6

- **City Attorney**
- **City Clerk**
- **City Manager**
- **Human Resources**
- **Internal Audit**
- **Office of the Comptroller**
- **Purchasing & Strategic Sourcing**
- **Tax Office**

FY22 GOAL TEAM REPORT

✓ **Key Results**



Key Results

Information Technology Services – Customer Relationship Management System

Completed onsite target **trainings** for stakeholders.

Established process for **improved customer response**.

Duplicates & referred

Improved status updates

Council Request process configured.

Key process owners have been **live** on the system for 6-10 months.

Nearing completion of Phase 3 of a **complex, multi-phase project**.





Key Results

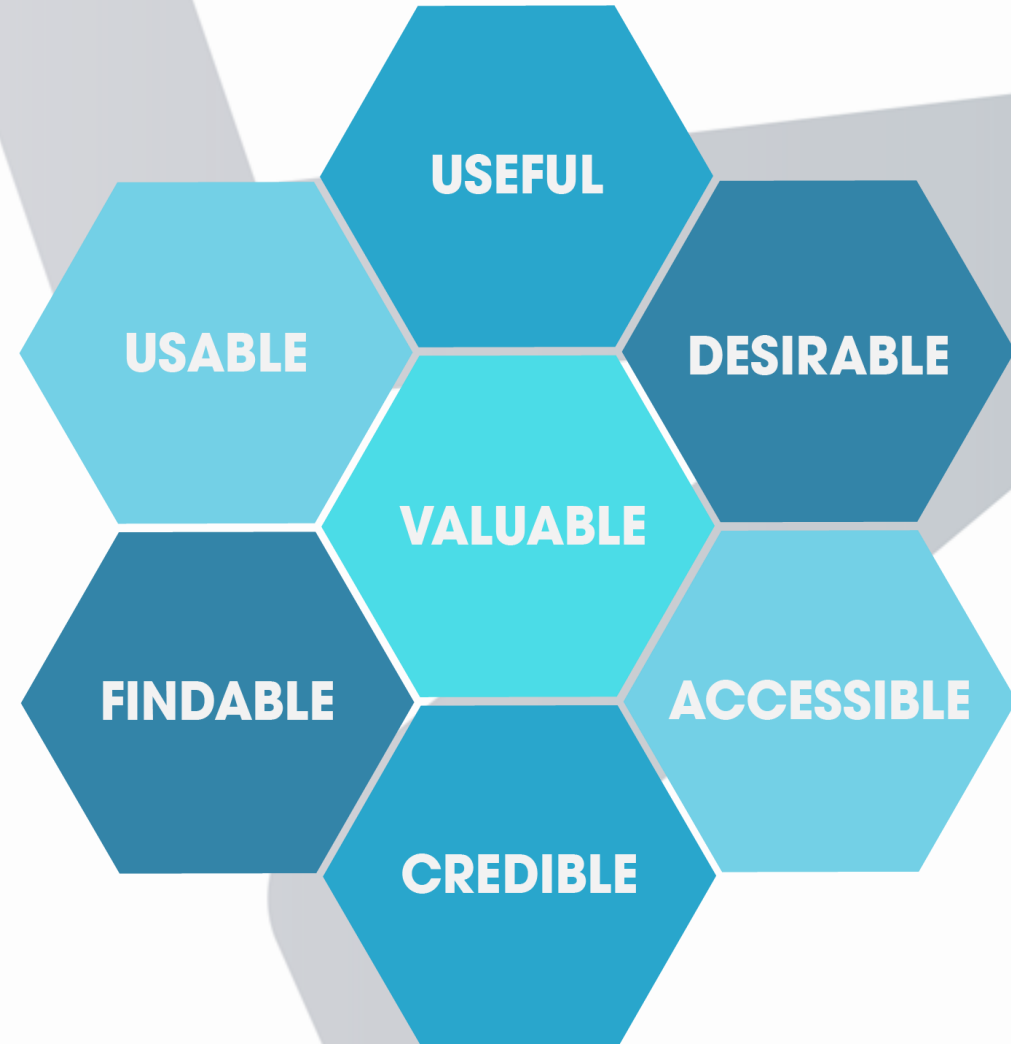
Information Technology Services – User Experience

New team with software developers, designers, data scientists, web developers, and researchers (4 new hires, 3 unpaid volunteers, 1 intern, and 3 IT members).

Development and design for the user, creating **accessible technology, valuable for all.**

Over 26 projects since June 2021 that **modernize** systems, **simplify** processes, **optimize for mobile** use, and **utilize** our technology **resources strategically.**

Multiple internal and external **collaborations and partnerships.**





Key Results

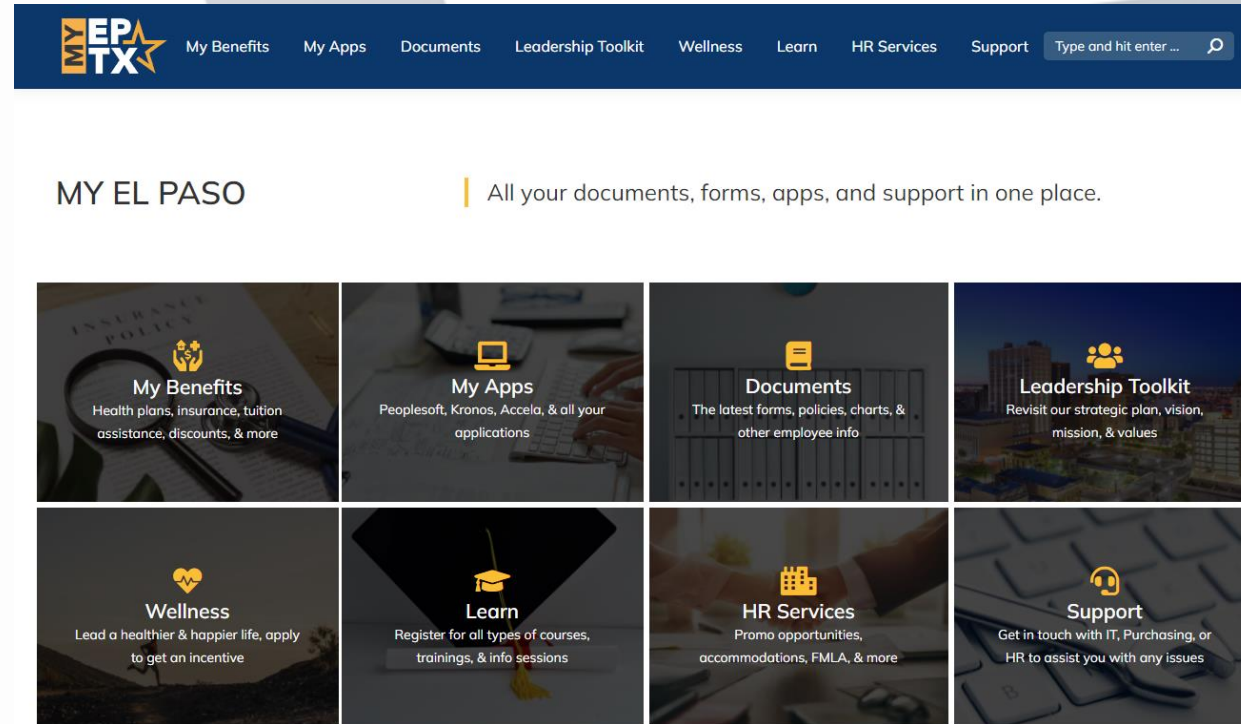
Information Technology Services – My El Paso

Reviewed, updated, and **organized more than 800 files, forms, policies, webpages, applications, services, events, and announcements** for our workforce.

Engaged over 250 employees for input, feedback, and testing.

Now **secure and accessible form mobile and personal devices** to support remote work.

Full visual redesign and new features, including learning calendar, searchable and sortable documents, and more.





Key Results

Information Technology Services – City Website

Reviewed and **reorganized over 5,000 files**, forms, images, and videos. **Full visual redesign.**

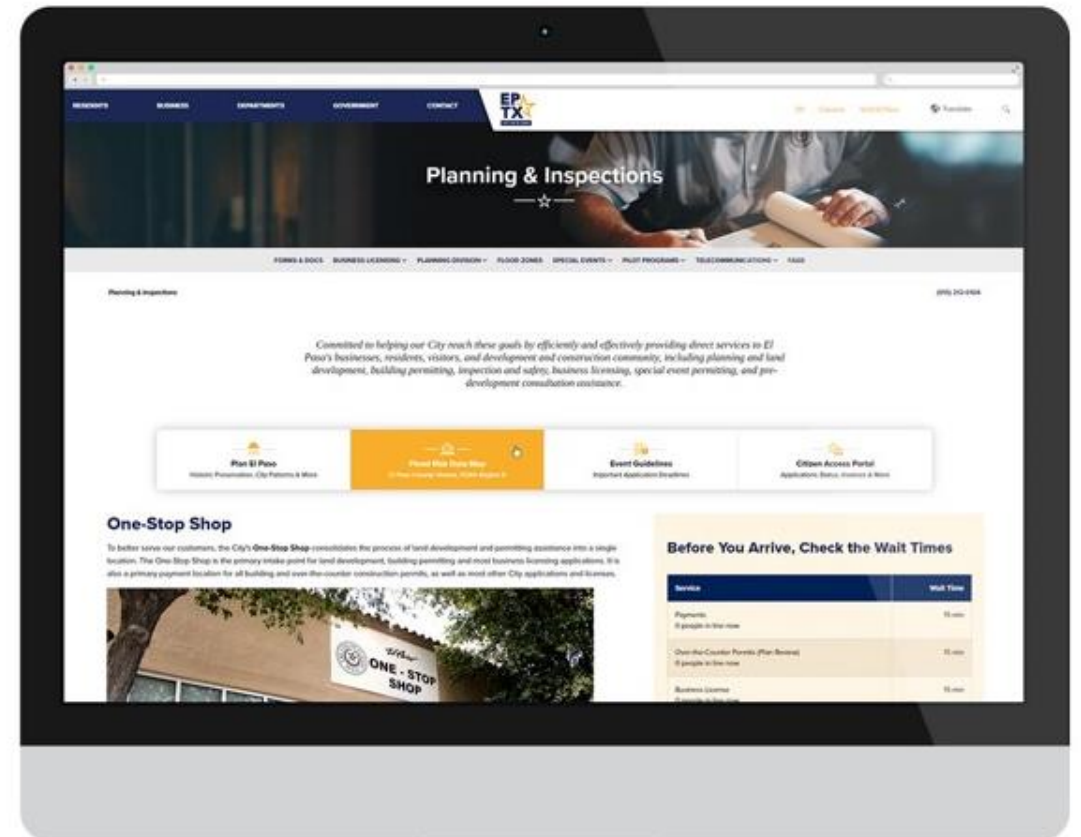
Full **audit of over 1,000 external links.**

Reduced almost 800 individual web pages to 200 without losing the message, functionality, or web traffic.

Established **new** content updates **guidelines and procedures.**

Incorporated **new and enhanced analytics** for web traffic.

Incorporated AI tools for **enhanced ADA compliance.**





Key Results

Information Technology Services - Partnership

IT – UX El Paso chosen as a Civic Innovation Corps Fellows host office among cities like LA, NYC, Boston, and Austin.

Three incoming visiting fellows sponsored by this program (June 22 – August 22) from **Harvard, Columbia, and Georgia Tech** to work on **innovation and emerging technologies**.



Key Results

Information Technology - Cybersecurity

Tested email scam resilience across most city employees (5345) after city-wide cybersecurity training. Results indicate **our workforce is now less likely to fall for phishing scams** (from **12.65% in 2020** to **6.42% in 2022 Q2**) **than the industry average** (7.1%).

Reduced points of failure due to human error via security automation.

Introduced additional security procedures, implemented cybersecurity best practices and latest industry standards.



Key Accomplishments

Strategic Communications – Campaigns

- COVID-19
- Job Fairs
- Emergency Preparedness
- PowerFlu
- Live Active El Paso
- Public Health Programs and Services
- El Paso Streetcar
- WinterFest and Elf on the Shelf
- Military Affairs
- Redistricting Process
- El Paso Bond
- Recycling Challenge
- El Paso Museum of History Exhibits
- Utilities Education





Key Accomplishments

Strategic Communications - Partnerships

- El Paso Chihuahuas
- El Paso Locomotive FC
- El Paso Better Business Bureau
- Paso del Norte Health Foundation
- LiftFund
- Emergence Health Care Network
- Fort Bliss
- El Paso County
- Texas Tech
- The Hospitals of Providence
- YWCA
- TFCU
- El Paso Chamber of Commerce
- Hispanic Chamber of Commerce



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Have you ever backed someone you believe in? We have!

The Dream Makers Fund is a donor funded, revolving business loan fund that provides opportunity for small business owners to thrive.

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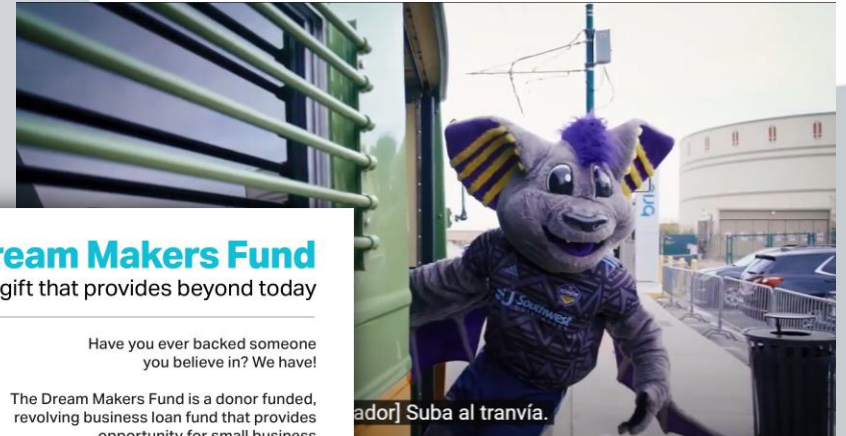


TABLE OF CONTENTS

Goal 6

*Set the **Standard for Sound Governance and Fiscal Management***

✓ **Key Accomplishments**

Key Accomplishments

Learning & Development



Expand workforce development and organizational focus on continuous improvement through targeted training



3,000 learning hours per month on average

ALL EMPLOYEES

- **100** Unique City Courses offered
- **9,000** personal development courses

LEADERSHIP DEVELOPMENT

- **540** Leadership 1.0
- Cross-Departmental Learning & Development



Key Accomplishments

Learning & Development



Expand workforce development and organizational focus on continuous improvement through targeted training and partnerships



2022 BEST International Award:

Building talent, Enterprise wide, Strategically driven & Talent development culture

Co-Launched ATD Borderlands Chapter

- Monthly Co-Learning with Regional L&D Professionals
- Juarez, El Paso, Las Cruces
- UMC, GECU, NMSU, Helen of Troy, Cenaltec, Aldea ...

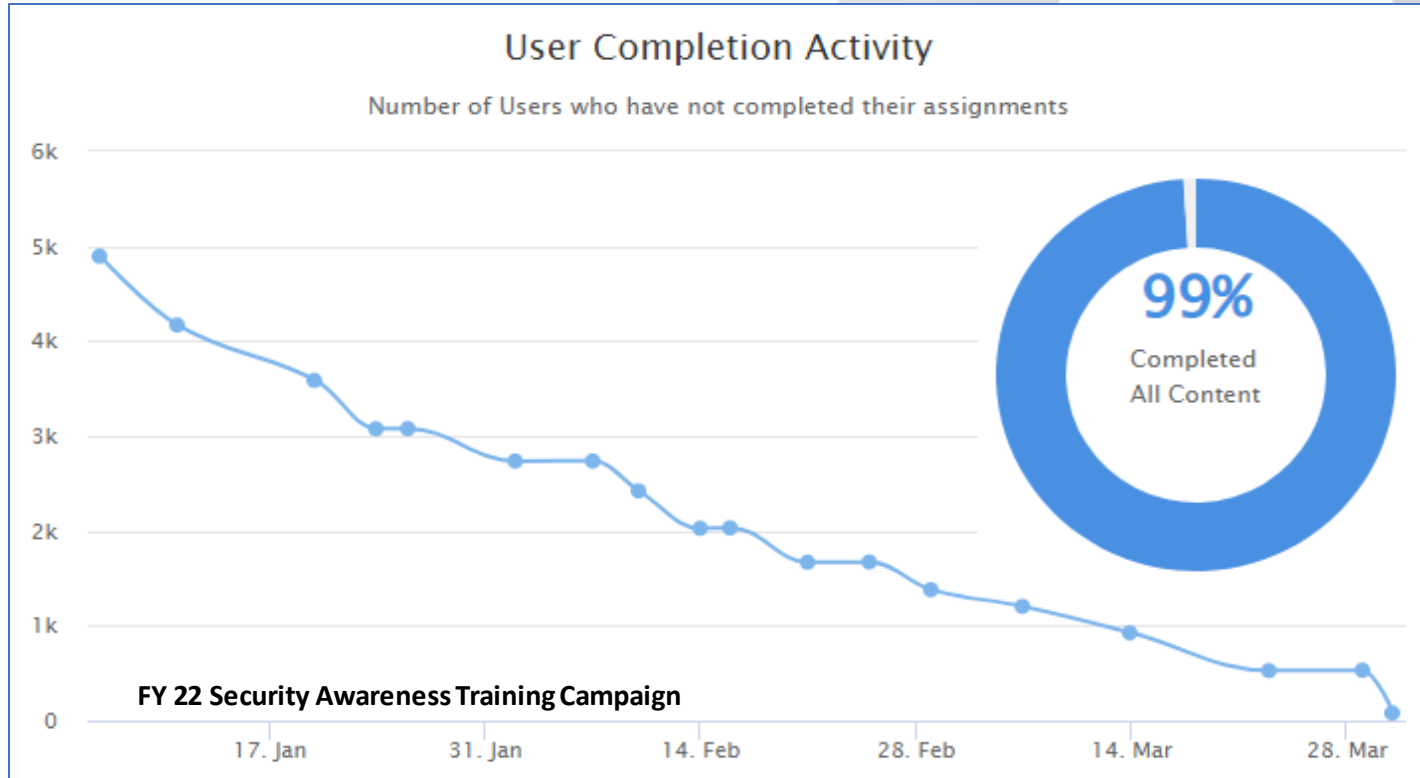


Key Accomplishments

Learning & Development



Expand workforce development and organizational focus on continuous improvement through targeted training



FY 21	
City Security Awareness Training Hours	
Total Employees Trained:	4,920
Total Hours Trained:	20,290

FY 22 Q2	
City Security Awareness Training Hours	
Total Employees Trained:	5,345
Total Hours Trained:	7,227



Key Accomplishments

Purchasing & Strategic Sourcing

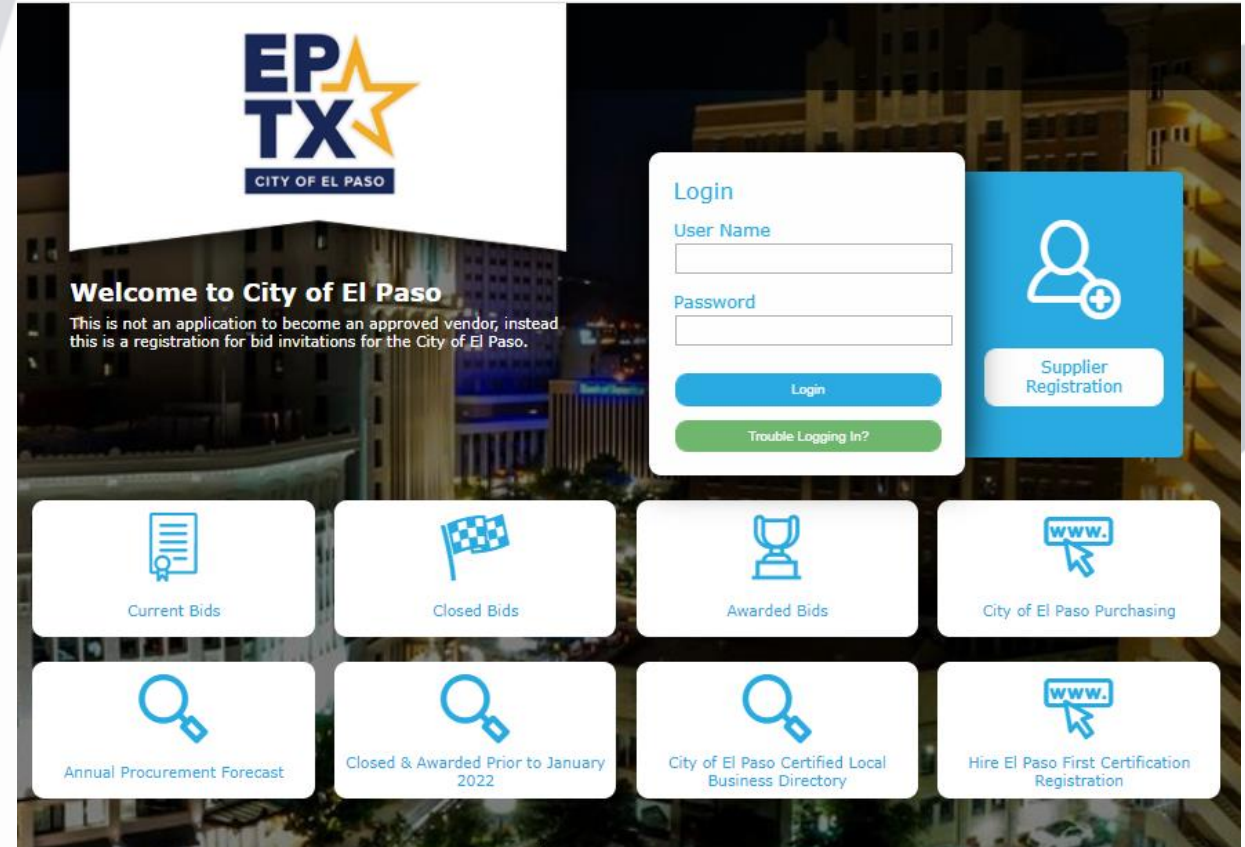
Procurement Forecast



16

Quarterly Procurement Updates to the Forecast

Online Bidding System



1,230 Registered vendors by Purchasing & Strategic Sourcing!

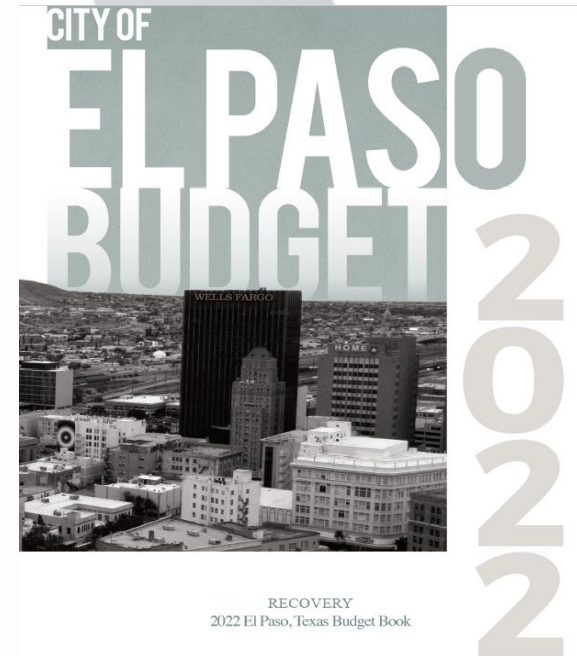


Key Accomplishments

Office of Management & Budget



- **4th** year of Strategic Budget Advisory
- Youth Strategic Advisory Board
- Implementation of the New Budget Module
- Continued participation in cross-functional teams and management studies
- Over **1000+ hours** of financial training for OMB Staff
- **Chime In!** survey **6th** consecutive years!!



Received 27th
GFOA
Distinguished
Budget Award

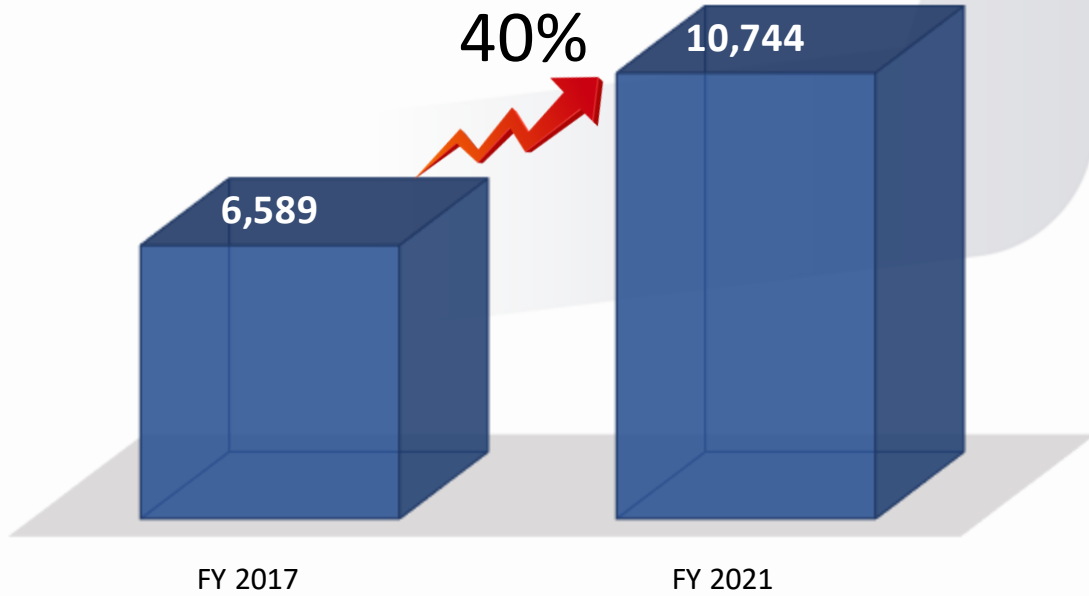
...*"The budget document was **also** outstanding in identifying the short-term organization-wide factors that influence the decisions in the making of this budget."* **GFOA Reviewer**



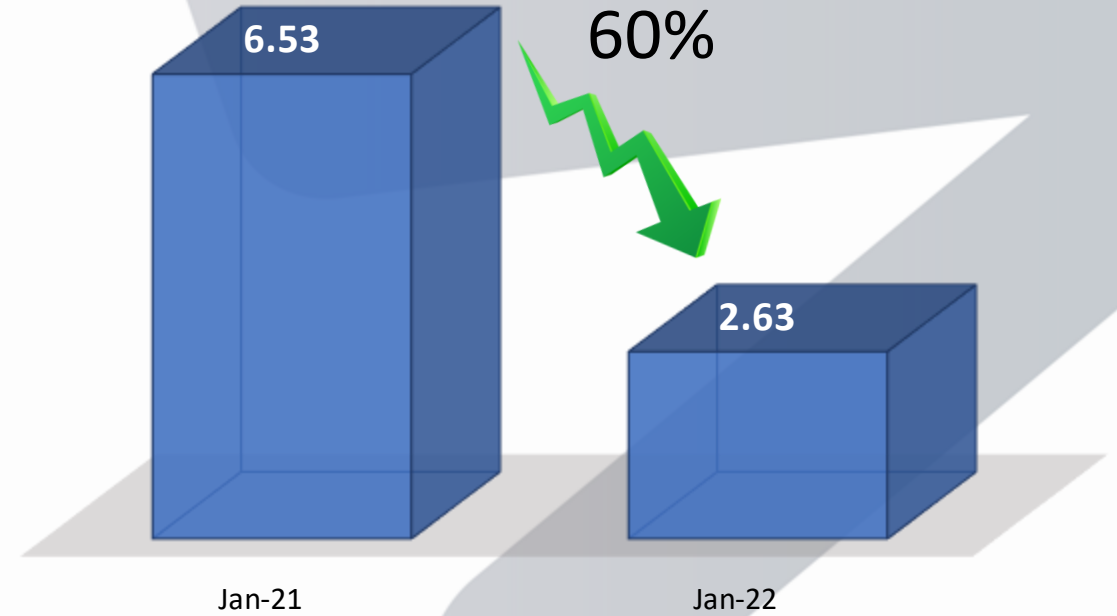
Key Accomplishments

City Attorney's Office

OPEN RECORD REQUESTS



AVERAGE DAYS TO CLOSE





Key Accomplishments

City Attorney's Office

Transparency and Efficiency – Charter and Redistricting Process

Statewide Entertainment District Leader

Establishing best practices billing outside counsel

Revamp of Real Estate Process reducing expired leases from 92-26

- **\$196M Savings for Texas Gas Securitization (Winter Storm Yuri)**
- \$2.5M in new airport leases
- City to be reimbursed from Class Action Opioid Settlement
- LSS Project to increase efficiency in Right of Possessions
- Implementation of new software High Q
- Claims & Complaint process accessible on City Attorney website



Key Accomplishments

Tax Office

Mobile Bank & Drop Box CAD

January 25th -31st
\$4.7 million

1,345 transactions

Payment Drop Box - Delinquent Law Firm

January 25 - 31, 2022

Socially Distanced
County Tax Offices
October 1st – January
31st, 2022
\$65.2 million /
24,435 transactions



Key Accomplishments

Office of the Comptroller

- Deployed Popular Annual Financial Report (PAFR)
- Received 21st year GFOA Award in Financial Reporting

6th Year of Zero Financial Audit Findings






Key Accomplishments

City Clerk

- Increased access to services by automating forms required of newly appointed or reappointed board appointees resulting in the reduction of non-compliance letters mailed out.

Annual Financial Disclosure Short Form
Department Head / Designated Employee



This form may be used by City appointed officials, as designated employee, defined in Ordinance 019139 (Section 2.92.050 of the City Code) subsection A 4 of this section who have no significant change to report from the full financial disclosure previously filed with the City Clerk.

I, * report that I have no changes to report regarding my financial disclosure statement. I have filed a full financial disclosure within the last five years.

Department Head/Designated Employee (Printed Name): *

Department: *

Signature Here
CLICK TO SIGN

Signature _____

* 01/20/2022



Key Accomplishments

Internal Audit Office

- Total HOT Delinquent Payments collected since 2015 **\$2,908,826.11**
- Total HOT Audit collected Q1 + Q2 FY22 **\$638,633.64**
- City of El Paso Employee Hotline Program
- Franchise Fee Audits



Key Accomplishments

Human Resources

The Wellness program consists of the following benefits:

- ✓ Group Fitness Classes
- ✓ Wellness Education Classes
- ✓ One-on-One Health Coaching
- ✓ Shape It Up program
- ✓ Fitness Membership Reimbursement

Outstanding Accomplishments:

- Wellness Education classes increased by almost **450 %** in FY 2021.
- Group Fitness classes increased by over **350 %** in FY 2021.
- Group Fitness sessions **doubled** in FY 2021, and we are on track to meet those same numbers this year.





Key Accomplishments

Human Resources

- 7.2% minimum wage increase + signing incentives
- Centralized service request system for employee requests (Ongoing)
- Online Exams
- Digital Onboarding + Offboarding Process
- Automated Performance Management System
- HR4VETS Program

25



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