

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

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

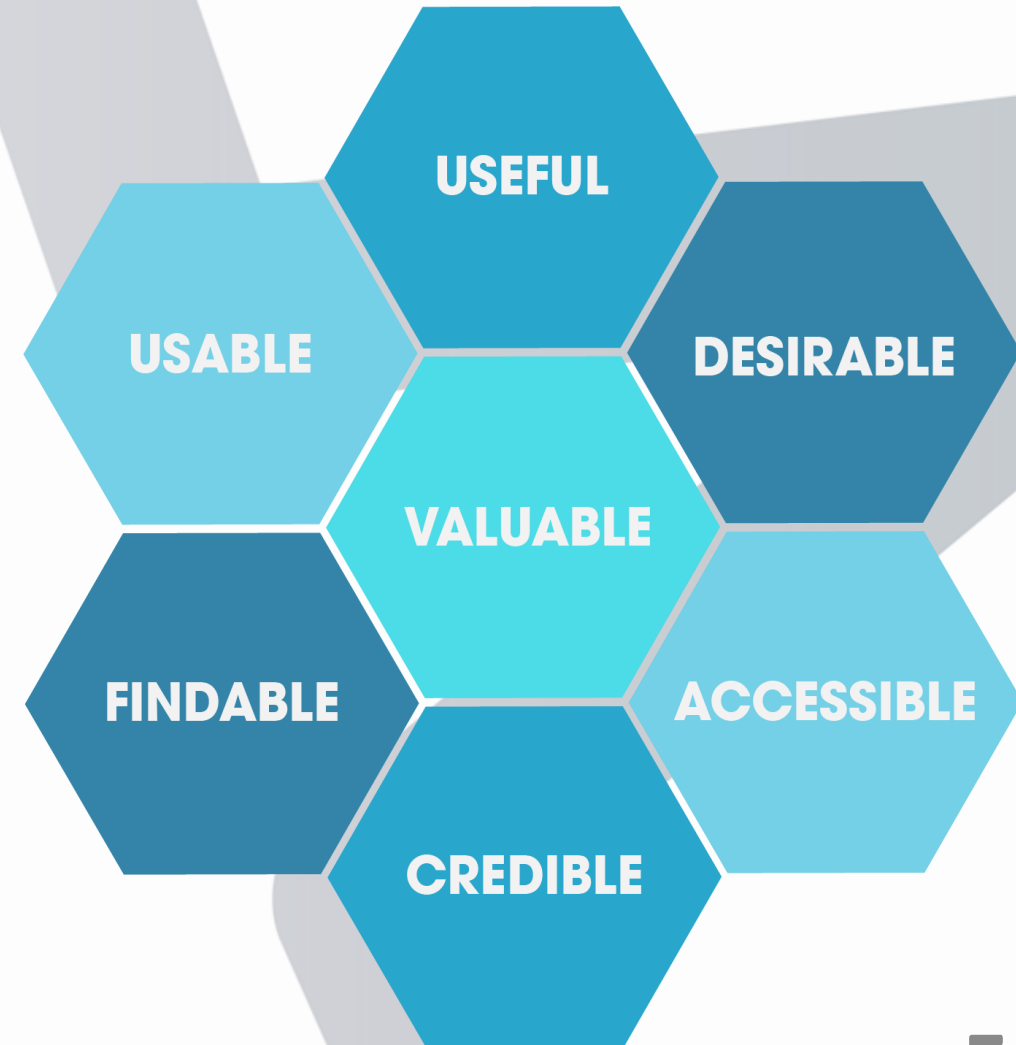
Information Technology Services – User Experience

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

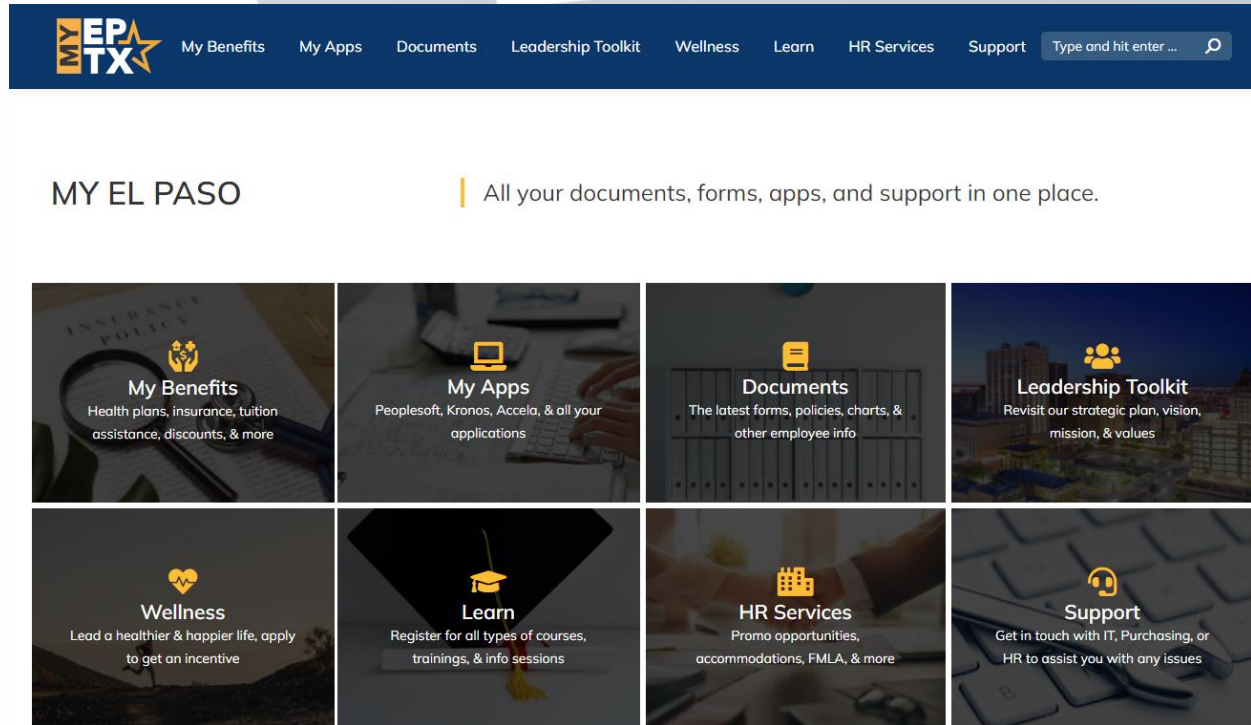
Information Technology Services – My El Paso

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 from 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.**

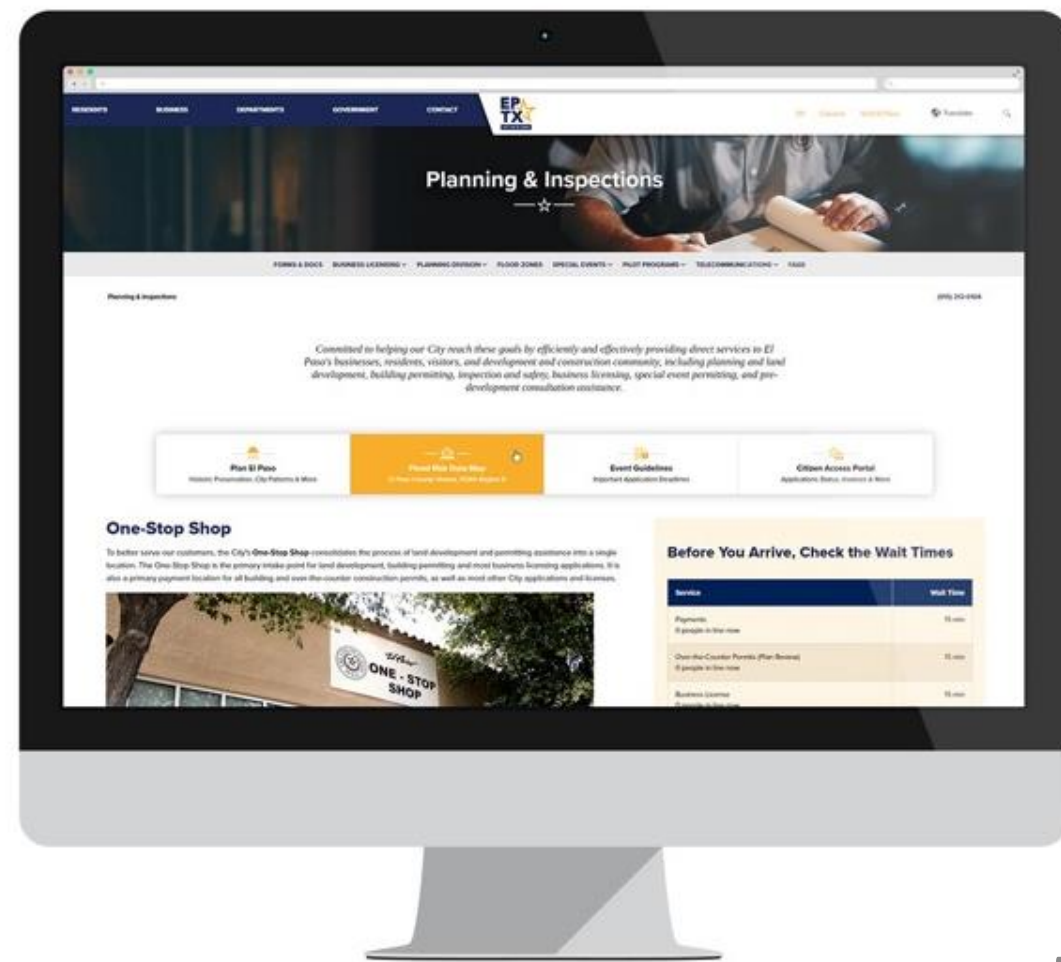
Full **audit of over 1,000 external links.**

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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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

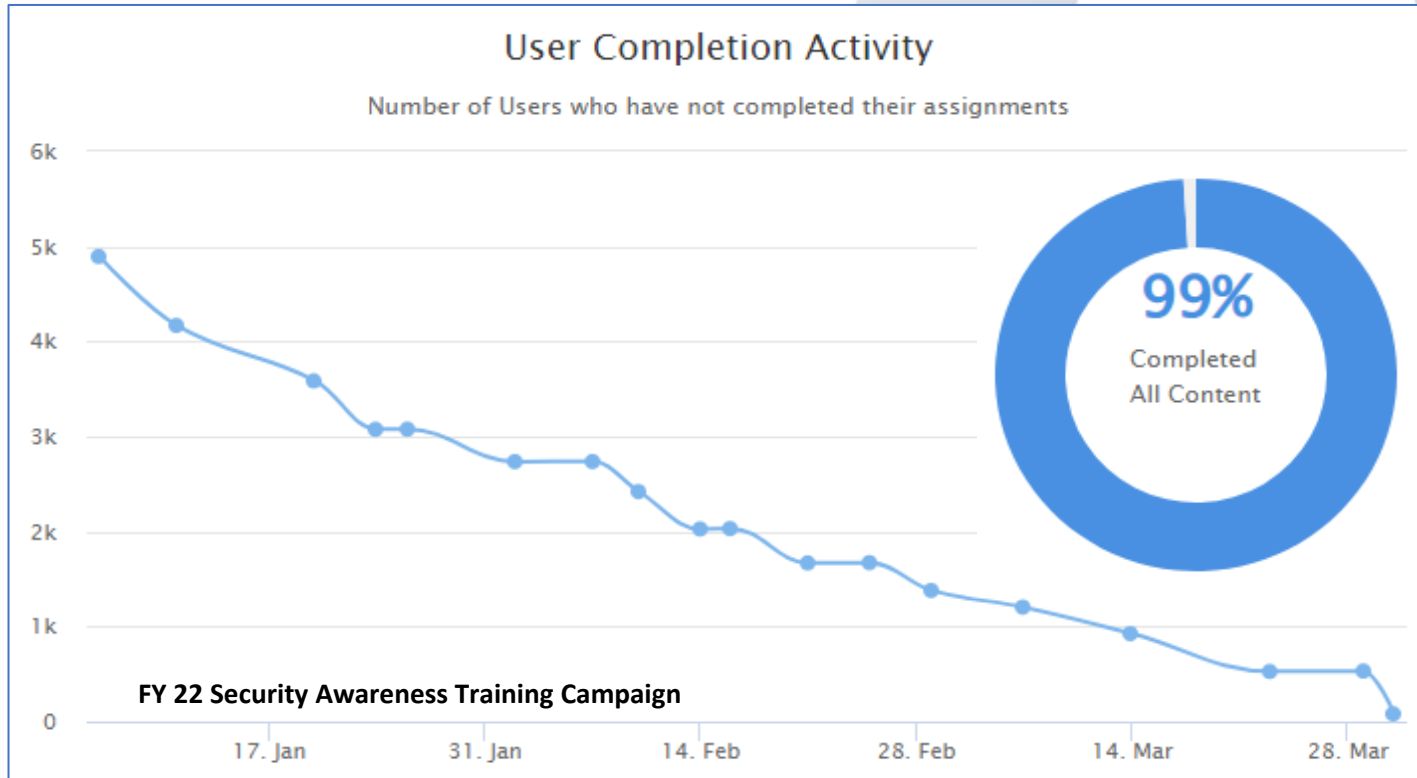
- Monthly Co-Learning with Regional L&D Professionals
 - Juarez, El Paso, Las Cruces
 - UMC, GECU, NMSU, Helen of Troy, Cenaltec, Aldea ...

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

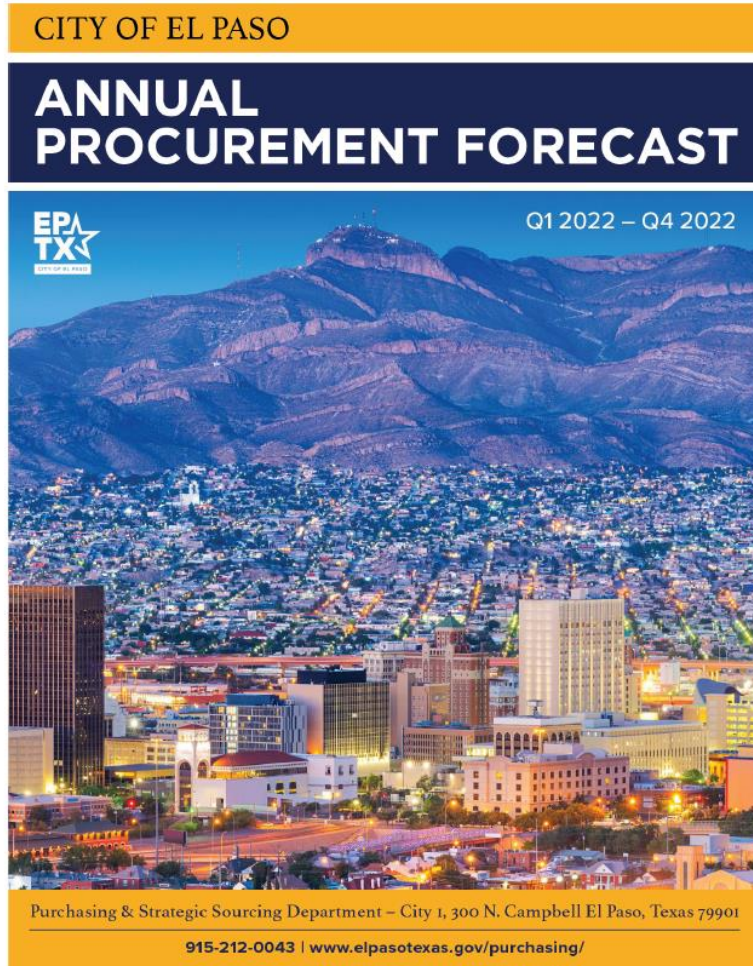
City Security Awareness Training Hours

Total Employees Trained:	5,345
Total Hours Trained:	7,227

Key Accomplishments

Purchasing & Strategic Sourcing

Procurement Forecast



Quarterly Procurement Updates to the Forecast

Online Bidding System



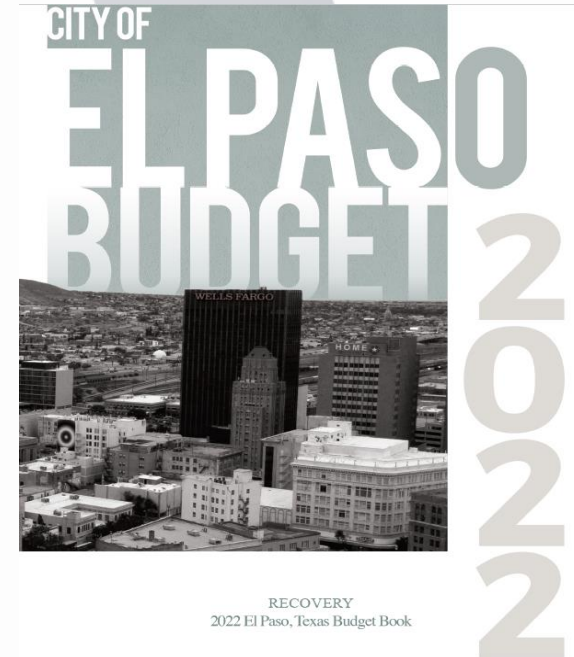
1,230 Registered vendors by Purchasing & Strategic Sourcing!

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**

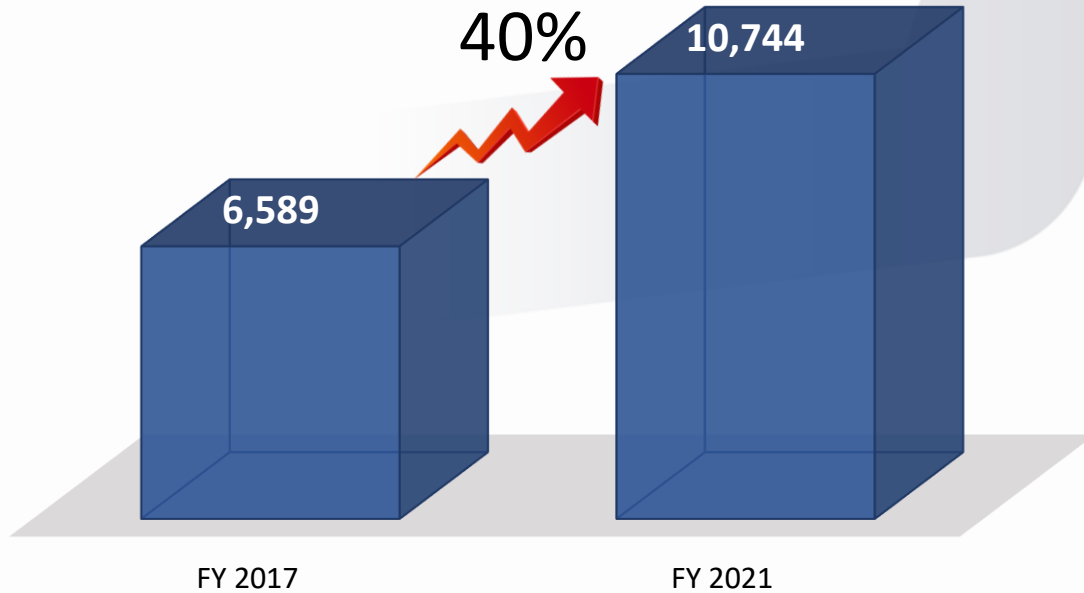
*..."The budget document was **also** outstanding in identifying the short-term organization-wide factors that influence the decisions in the making of this budget."*

GFOA Reviewer

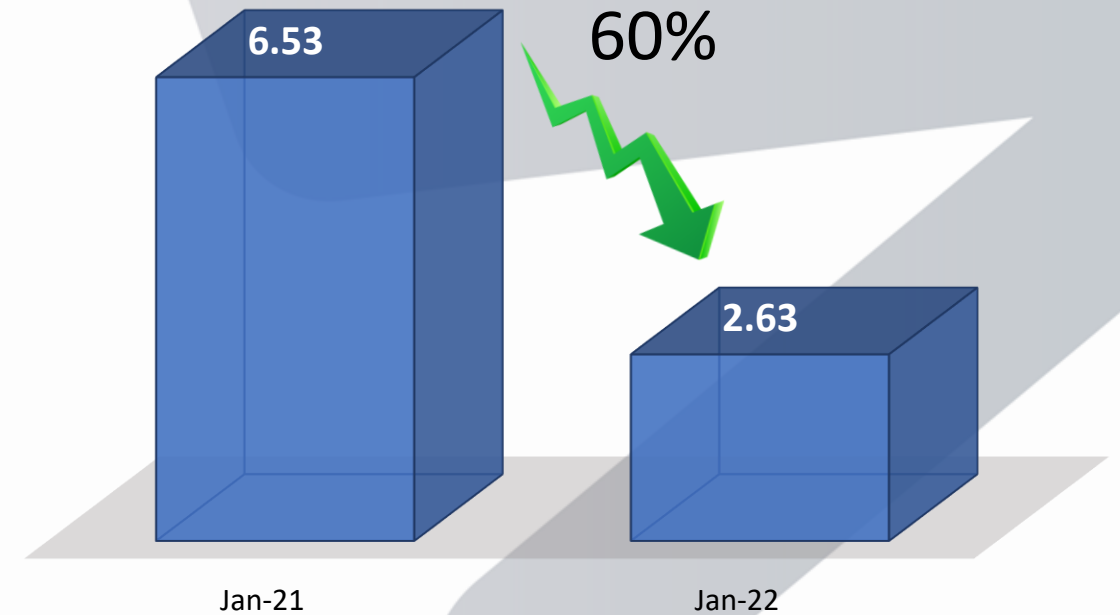
Key Accomplishments

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



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