







## WELCOMETO DAY ONE!

# APPROACH TO "MOUNTAINEERING"

- Base Camp: prep area before ascension
- Short Term Priorities: Next one to three years
- Rope Team: A group of mountaineers or climbers who are linked together in purpose and direction
- Trails: Customer Service and Financial Sustainability
- Reaching the Summit: Longer-Term Horizon (Ten Years)









#### DAY ONE AM @ A GLANCE

#### Thursday, February 1, 2024@Centerfor Civic Empowerment

9:00 AM	Welcome + Opening Remarks, Mayor Leeser
9:10 AM	Overview and Strategic Context,
	Interim City Manager, Cary Westin
9:20 AM	<b>Key Council Focus Areas/Priorities</b>
	First "Ice Fall" Breaker
~10:00 AM	Shareout by "Rope Team"
11:30 AM	Navigation Recap: Voice of our Community (VOC) Feedback







#### DAY ONE PM @ A GLANCE

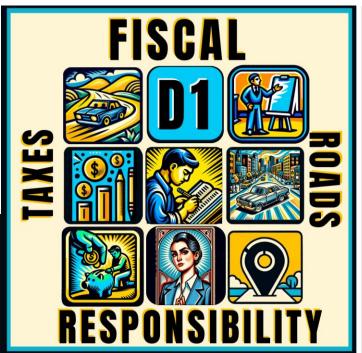
#### Thursday, February 1, 2024@Center for Civic Empowerment

Proceed with Working Lunch On-Site		
Focus: Short Term Priorities over next one to three years		
1:00 PM	Additional Community Feedback Opportunity (Call to the Public)	
~2:00 PM	Focus: Short Term-Priorities (next one to three years)	
	Financial focuskey commitments and considerations	
	Data-informedtop priorities	
	Begin to navigate from consensus to commitment	
3:00 pm break		
Priority Mapping by key theme		
3:10 PM	Customer Service/Experience	
	Financial Sustainability	
Adjoumment by 5:00 pm		

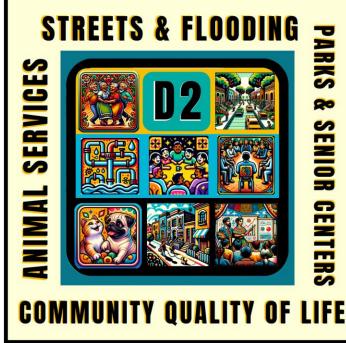


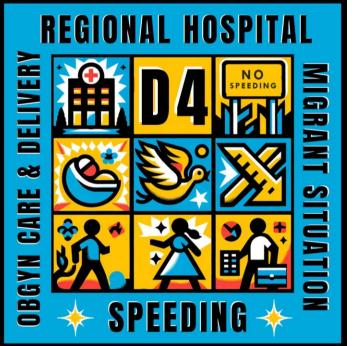


Key Council Focus Areas Over Next One to Three Years









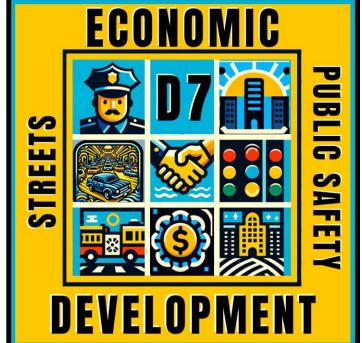


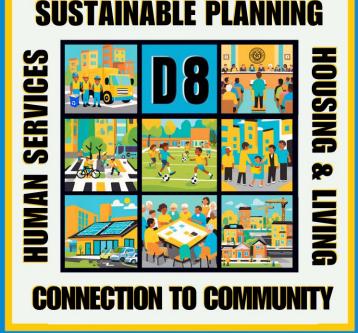


Key Council
Focus Areas
Over Next
One to Three
Years









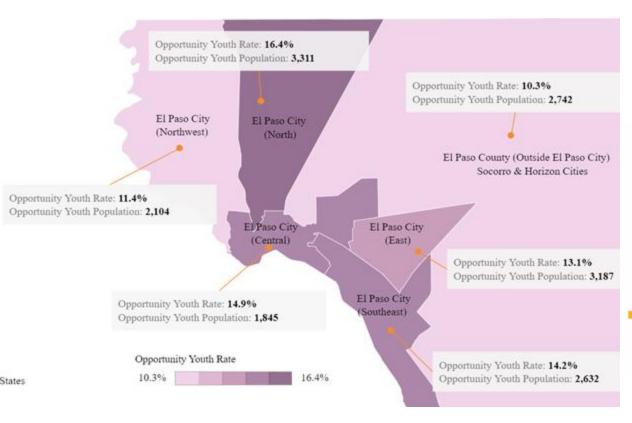




# In the next two years, the best thing that could happen for is .



# OPPORTUNITY YOUTH IN EL PASO COUNTY



Source: Hunt Institute calculations using data from the U.S. Census Bureau, American Community

Survey 5-Year Estimates Public Use Microdata Sample.

13.1%

EL PASO COUNTY
OPPORTUNITY YOUTH RATE

15,821

EL PASO COUNTY OPPORTUNITY YOUTH POPULATION

120,497

EL PASO COUNTY TOTAL YOUTH POPULATION









# Recap of KEY FEEDBACK METHODS (Snapshot)

#### Voice of our community from data to insights

- Council 1:1 Briefings, Feedback Forms + Work Sessions
- Community Partners and Collaborators
- Community Needs Assessments
- Community Progress Bond Development
- Biennial Community Survey
- Top Resident Services Requested Analysis
- Integrated Budget Process---Chime in! Survey
- Board/Committee strategic visioning + alignment
- Department Workshops
- Workforce Pulse Surveys







#### Top categories of city services based on importance-satisfaction ratings

2023 City of El Paso Community Satisfaction and Priority Survey. ETC Institute's *DirectionFinder*®

#### PARTNER ROUNDTABLES

#### January 8th & January 9th Sessions

#### **Key Takeaways**

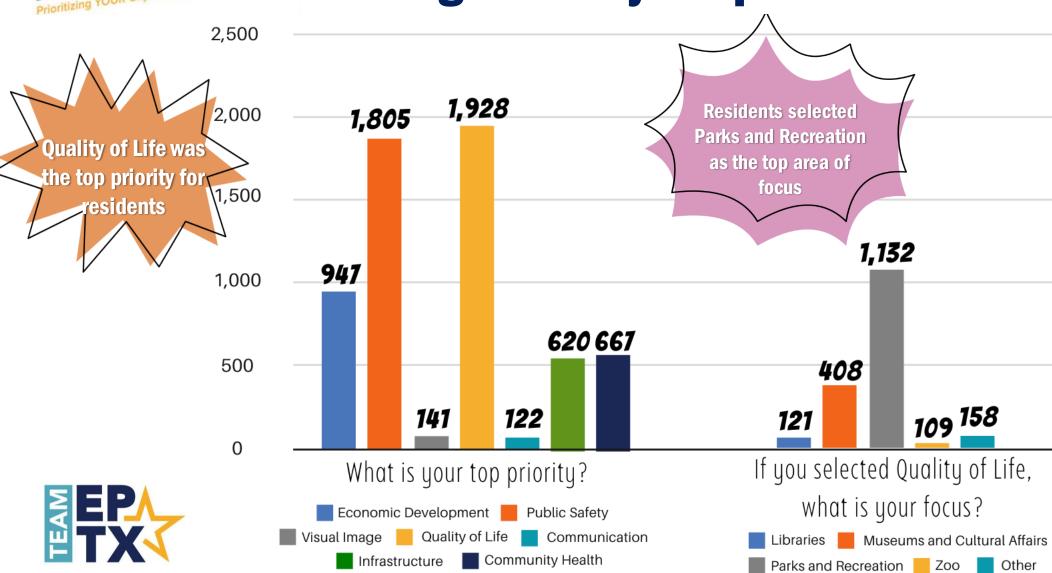
- Expansion of assistance to Local Small Businesses and Microenterprises
  - Business One Stop Shop (BOSS)
  - Subscription based bookkeeping and providing bilingual support services
- Facilitate Communication and Transparency
  - Data sharing
  - Ongoing strategy sessions
- Illuminating pathways and building talent pipelines
  - Formal apprenticeships and "infrastructure academies"
  - Focus on Opportunity Youth and Young Adults-market Breakthrough 915 online and physical resource hub
  - Quality workforce development and well-trained, high-level talent







## Chime In! **Budget Survey Responses**







#### PARTNER ROUNDTABLES

#### January 8th & January 9th Sessions

#### **Key Takeaways**

- El Paso as a Smart City at the forefront of adopting emerging technologies
  - Creation of a Tech District in Alameda corridor
  - Internships, Entrepreneurship, Computing in K-12
- Public Private (non)Profit Partnerships and Advocacy
  - Recognition
  - Sustaining programs/services after federal funding ends
- Built Environment through a Health Lens
  - Improve and add Quality of Life amenities
  - Improving sidewalks, walkways, hike and bike trails
- Considering other energy sources (i.e. Fleet pilots with Renewable & Compressed Gas)
- Maximize international procurement opportunities





#### STRATEGIC ALIGNMENT SNAPSHOT



#### **Regional Renewable Energy Advisory Council**

MIGUEL FRAGA, CHAIR / JOSHUA SIMMONS, VICE-CHAIR

Recommendations of the RREAC will be aligned with strategic goals in pursuit of the identified and adopted mission / vision

#### **KEY RREAC PRIORITIES BASED ON STRATEGIC GOALS**

- Create a Bilingual Education Campaign
- Identify and study the viability of solar /renewable energy code requirements.
- Reduce overall energy consumption and enhance energy efficiency in municipally owned facilities
- Recommend incentive programs targeted for businesses in the area of renewable technology



September 13th, 202

**OSAB Adopted Mission Statement** (10.11.23)

To advocate for the acquisition and preservation of sustainable, welcoming, **natural** open spaces for all to experience and enjoy.

**OSAB Adopted Vision Statement** (11.08.23)

The Open Space Advisory Board is committed to increasing the quantity, improving the quality and protecting the integrity of natural open spaces for the El Paso community, where residents and visitors alike can connect with nature and engage in recreation through a variety of diverse landscapes and opportunities, such as year-round activities and access to a first-class trail system.

Goal 4.1: (City 6.1/6.2) Address Veteran employment in the city strategic plan by placing a goal (6.1.1) to Obtain a 15% Veteran Workforce by 2025

Goal 4.2: (City 5.5) Address Veteran communication in the City strategic plan by placing a goal (5.5.1) to Expand Veteran presence on our web pages and social media sites and build a comprehensive strategy to connect with Veterans and Service Members

Goal 4.3: (City 8.1) Address Veteran homelessness in the city strategic plan by placing a goal (8.1.1) to Sustain the funding of case management,





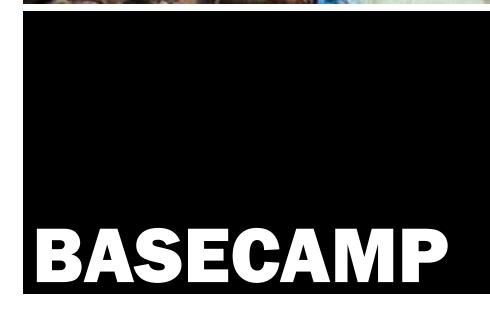
Goals

by placing a goal (8.1.1) to Sustain the runding of case management, supportive services and rental assistance to homeless Veterans

























## Agenda

- Fiscal Management
- Property Tax & Valuations
- Sales Tax Collections
- Short-term needs and long-term goals
- Capital projects and debt service





# Fiscal Management Our Approach

Reduce organizational risk

Deliver services efficiently & effectively

Maximize revenue opportunities

Balance needs/goals w/ available revenue



# Maximizing Resources Protect taxpayers and Maintain Services

- Above average property value growth last couple of years
- Unprecedented sales tax growth
- Dissolved and modified Reinvestment Zones = more property tax revenue for General Fund
- Created a "Pay for Futures" fund to minimize impact from collective bargaining agreements
- Utilized grants to help cover cost of new firefighters
- Increased annual pay-go funding for vehicles, equipment, and facility improvements
- No debt issuance for bond projects utilized bond proceeds on-hand



# Balancing Needs/Goal w/ Available Revenue

#### **Short-Term Needs**

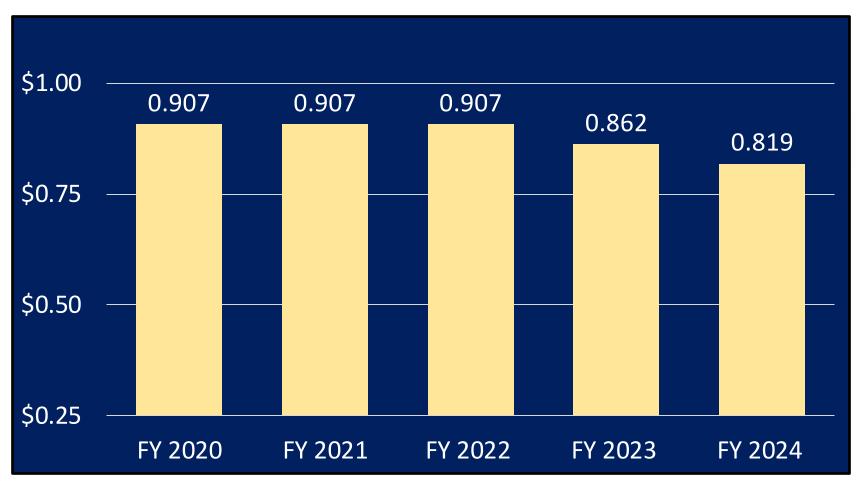
- Spending Pressures labor costs, contracts, materials, supplies, and remaining voter-approved debt to issue
- Maintenance of Aging
   Infrastructure existing condition
   (and allocated annual funding) is
   below the required levels ex.
   Streets, facilities, parks, etc...

#### Long-Term Goals

- Maintain all infrastructure to be at an acceptable standard
- Financially sustainable
- Utilize updated comprehensive/master plans to assist with identifying gaps in service

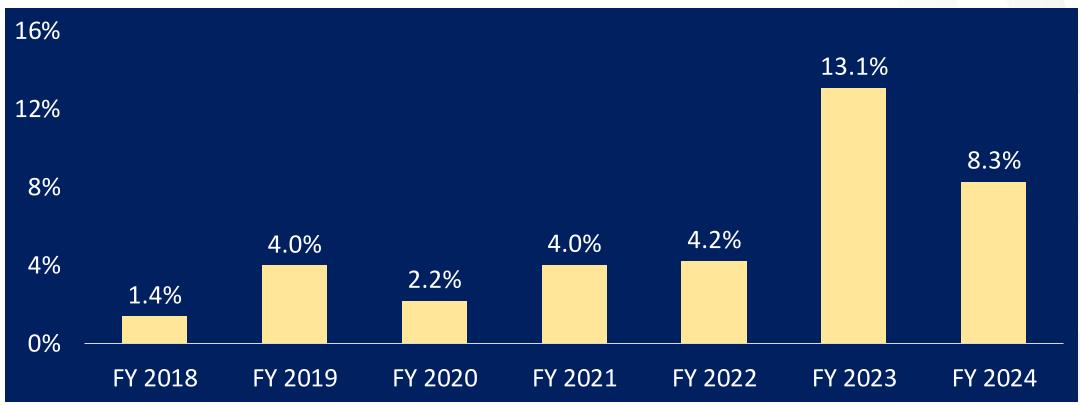


## **Property Tax Rate**



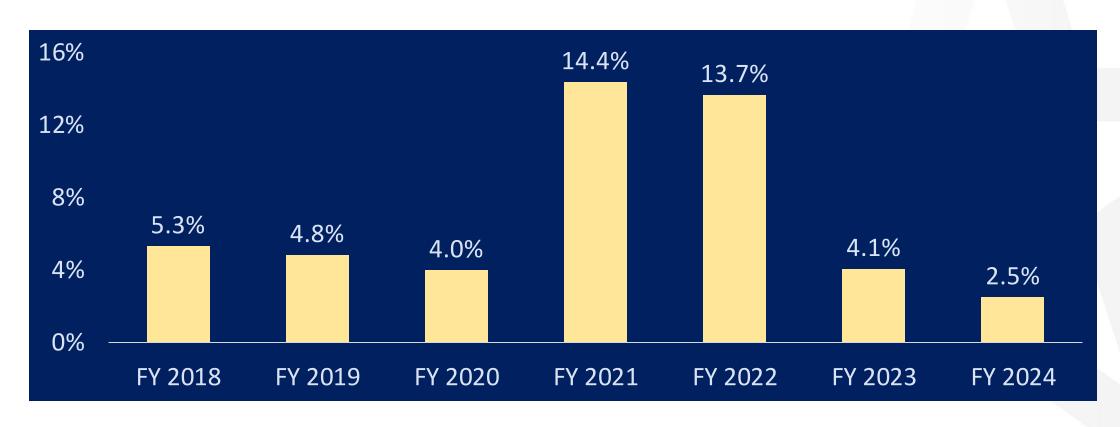


## **Property Valuations**





#### **Sales Tax Collections**







## Recent Operation Update Presentations



#### **Police**

- Staffing
  - Recent academy goals (budgeted #'s) have not met the target
  - Staffing requirement for the new Far East Regional Command
- Vehicles
  - 348 cars and motorcycles replaced in 2017 and 2018 all will soon begin reaching end of lifespan
- New Programs (Technology)
  - Digital video recording system (bodycams) and City Watch Camera system initially funded through grants, will require General Fund investment in upcoming years



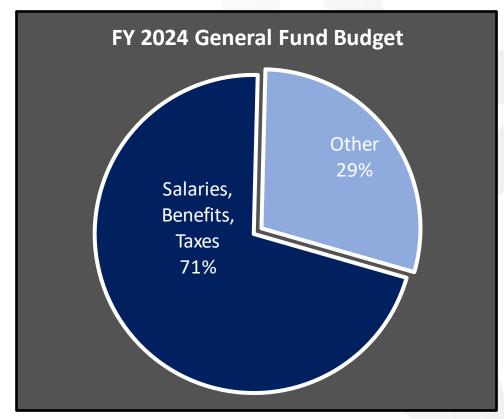
### **Fire**

- Staffing
  - Fire staffing increasing for Fire Stations 36 and 38
  - SAFER grant will help with personnel costs over next three years, then General Fund will pick up full cost
- Equipment/Apparatus
  - Fire apparatus replacement has a 48 month built time and inflation impacts
  - % of apparatus exceeding life span will increase dramatically over next four years
  - Fire Air-PAK 75 SCBA 2007 Model updated to 2013 edition is discontinued and will need replacing
- Facilities several bond projects have experienced scope reductions due to increased costs



#### Workforce

- Largest cost driver of General Fund budget
- Competitive Compensation
  - 27% increase in min. wage since May 2022
  - Council target of \$15 per hour minimum wage (currently at \$13.11 per/hr)
- Healthcare Benefits City has been covering cost increases last 5 years
- Public safety staffing increases new stations and regional commands coming online





## **Street Maintenance**

- Since 2018 Average citywide
   Pavement Condition Index has stayed steady at a rating of 65 (fair condition
- 50% of streets rank in the fair to very poor condition
- Current investment is only approximately 25% of necessary annual amount
- Unpaved Rights-of-Way 33% of alleys (1/3) are unpaved and 32 unpaved streets in our inventory

# PCI AVEMENT CONDITION INDEX

PCI Range	Condition Description	2022 Data % of Network	2018 Data % of Network	2008 Data % of Network
91-100	Excellent	11.57 %	27.66 %	26.75 %
81-90	Very Good	17.52 %	14.16 %	22.72 %
71-80	Good	16.16 %	15.48 %	17.06 %
61-70	Fair	12.21 %	10.31 %	17.59 %
43-60	Marginal	25.08 %	19.56 %	10.46 %
21-42	Poor	17.41 %	10.06 %	5.00 %
0-20	Very Poor	0.05 %	2.77 %	0.42 %

COEP PCI Average	65.29	65.42	75.54
Percentage Good or Higher	45.25 %	57.30 %	66.5 %
Percentage Fair or Lower	54.75 %	42.70 %	33.5 %



## **Parks System**

- Inadequate funding to modernize and sustain existing assets
- Playground replacement 25 "D" rated and more reaching end of useful life
- Shade structures new and replacements (116 playgrounds need shade structure)
- Irrigation system
  - 84 systems need to be upgraded to Centralized Computer Control
  - Need to renovate irrigation systems in 39 parks
- Updated Parks Master Plan currently unfunded is required for accreditation and grant applications



## **City Facilities**

- Inadequate funding to modernize and sustain existing assets
- Summer 2023 Council approved adding \$5 million to facilities budget
- 250+ buildings/structures, or 3.5 million square feet
- 2/3<sup>rds</sup> of existing facilities are more than 30 years old
- More new facilities coming on board ex. Community Readiness Center, Fire Stations, Police Regional Command, Training Academy/Headquarters
- Need to maximize current, unimproved, space ex. Back half of City Hall
- Inadequate maintenance funding shorter lifespan, increased maintenance costs, customer service impacts
- Need to increase facilities maintenance budget for repairs and staffing



# Discretionary and Formula Grant-Funded Programs

- Deliver priority projects for our community at a reduced burden to local taxpayers
- Utilize Grants Partnership Agreements matching funds, MOU's, participation commitments, in-kind contributions, letters of support
- Federal & state funded transportation projects
- Requires proactive planning and budgeting for matching commitments and other priority grant opportunities



## **Debt Service**

- \$600 million in voter-approved debt remaining to issue over next several years
- Future property value growth expected to slow (value growth x tax rate = available revenue)
- No existing debt to be retired for another five years
- Interest rates fluctuating rates and future uncertainty (impacts debt costs as well as minimizes future refunding opportunities)



## **Voter-Approved Bond Status** (\$ in millions)

	Authorized	Debt Issued	Pending to be Issued	Cash on Hand
2012 Quality of Life	\$473	\$345	\$128	<b>\$71</b>
2019 Public Safety	\$413	\$167	\$246	\$102
2022 Community Progress	\$272	\$46	\$226	\$43
Total	\$1,159	\$558	\$601	\$216



## **Estimated Debt Model**

- Intended to provide general idea of future impact these numbers will change based on future assumptions
- Only includes remaining authorized (voter-approved) debt to be issued
- Cash flow needs (amount of issuance each year)
- Interest rates economic/market conditions
- Future property valuation changes

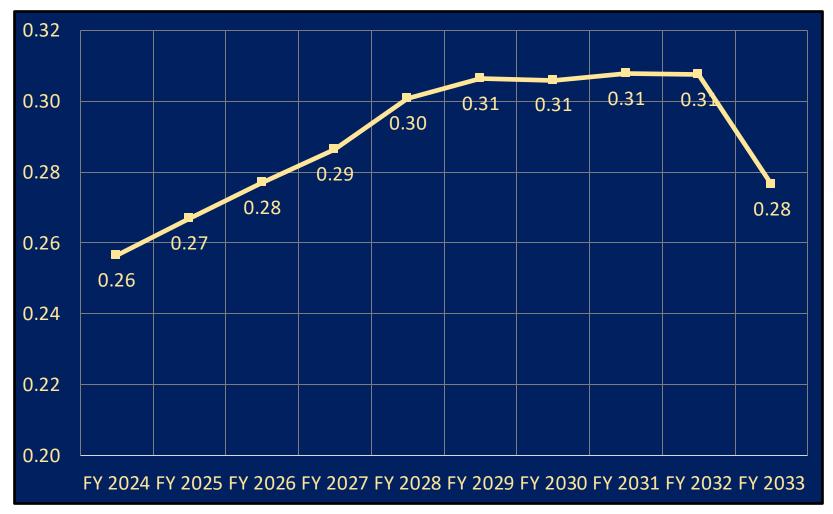


## **Forecasted Debt Issuances**

	2025	2026	2027	2028	2029	2030	2031	2032	2033	Total
2012 Quality of Life	\$20.0	\$60.0	\$48.5	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$128.5
2019 Public Safety	\$89.0	\$63.0	\$40.5	\$27.4	\$16.3	\$9.5	\$0.0	\$0.0	\$0.0	\$245.8
2022 Community Progress	\$42.8	\$ <b>4</b> 5.1	\$32.7	\$25.3	\$19.7	\$15.4	\$15.4	\$15.4	\$14.7	\$226.4
Total	\$151.8	\$168.2	\$121.7	\$52.7	\$35.9	\$24.9	\$15.4	\$15.4	\$14.7	\$ <b>600.</b> 1



## **Estimated Debt Model**





## **Debt Limits**

Description	Limit	Current
Total principal amount of all tax-supported indebtedness/total taxable assessed valuation	10%	3.0%
Net direct debt service as a percent of Net Operating Revenues should not exceed 20%	20%	8.6%
Council established maximum debt service tax rate (increased by 5 ¢ in 2019)	40 ¢	26 ¢ (current) 31 ¢ (FY 2029)



## **Debt Service**

- Future debt issuances will be based on cash flow
- All potential options to minimize future debt rate increases are being evaluated, including:
  - Refunding old debt
  - Utilizing debt service reserves for defeasance of outstanding bonds
  - Implementing a commercial paper program





## **CITY COUNCIL MEMBERS**



Feedback Snapshot

## What do you hope emerges as a top priority supporting customerservice?

**7 out of 8 responses** provided reference opportunities to improve overall **311 process** and customer experience including service levels, feedback loops and consistency

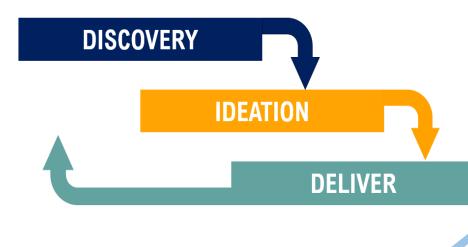




## 311 REDESIGN



# A HUMAN CENTERED DESIGN APPROACH



## DESIGN PERSPECTIVE







## DESIGN PERSPECTIVE







## HUMAN CENTERED DESIGN

## DISCOVERY







INTERVIEW
EMPATHY
MAPPING

**CUSTOMER JOURNEY** 

**ANALYSIS** 

**THEME** 

**REFRAME** 



DEVELOP PROTOTYPES



TEST & REFINE

DEVELOP PORTFOLIO OF INITIATIVES



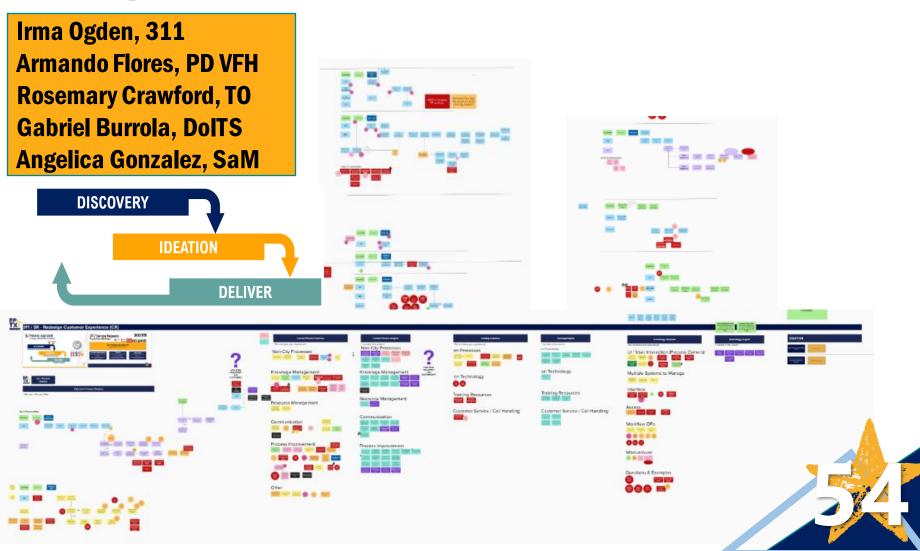
## 311/SERVICE REQUESTS

#### **Process Owner Workshops**

Chief Zarur, PD
Arthur Alvarado, PD Codes
Danny Soto, PD Codes
Nicholas Ybarra, ESD
Jimmy Smith, ESD

Ginny Castaneda, ESD Myrna Workman, ESD Javier De La Cruz, P&I Nathan Walsh, P&I Cesar Ortiz, P&I

Amy Orona, P&I
Brenda Cantu, P&I
Gina Ramirez, Animal Svcs
Melissa Hawthorne, Health
Meshawn Asberry, Health



## 311/SERVICE REQUESTS

#### **DISCOVERY**

10 **WORKSHOPS** 

Health, SaM, Animal Services, PD - VFH

324

**DATA POINTS** 

311, PD Code Enforcement, ESD, P&I,

**KEY THEMES** 

**Process Improvement, Knowledge, Technology** 

11

**KEY INSIGHTS** 

**IDEAS** 

IDEAS/INITATIVES (PORTFOLIO)

**TBD** 

**TBD** 

Residents want to feel empowered to ensure their neighborhood is clean and safe

Residents are frustrated/confused when submitting requests

Resident's expectations for SLA is not correct or met.

Residents feel their requests will not be addressed/resolved by the City - in a timely fashion

> Residents feel intimated by technology

Residents feel their requests will not be addressed/resolved by the City (initial call back)

Residents are upset that requests are lost due to lack of communication

Residents are confused on which organizations own non-city services.

Resident's issues are improperly closed due to duplication

Residents are unsure how to retrieve status updates

Residents are provided incorrect information.

"I wonder if this means?"

## 311/SERVICE REQUESTS

"How Might We", moving from – INSIGHTS TO IDEATION

**HOW DOES** 

THIS AFFECT OUR

CUSTOMERS?

#### **IDEATION**

Residents want to feel empowered to make their neighborhood is clean and safe

51. HMWs

HMW ensure customers feel their issue was understood and addressed?

HMW empower Departments in navigating end-to-end process flow (access, knowledge) HMW ensure 311 center and app can gather critical information from customer for proper processing

HMW keep training updated with POC, workflow, and process changes?

Using "How Might We"
Questions to Ideate on
the Right Problems

**Process Redesign** 

**Knowledge Mgt** 

**Technology** 





# DESIGNING THE CUSTOMER EXPERIENCE

Residents are frustrated/confused when submitting requests

Residents want to feel EMPOWERED to make their neighborhood is clean and safe

**IDEATION** 

HMW ensure customers feel acknowledged and listened to?

HMW ensure customers understand the request process (Service Level Agreement)?

HMW ensure customers understand how to obtain status updates?



innovation TEAM TRANSFORMATION OFFICE

DoITS data review with Operating Departments to identify quick wins



### CITY COUNCIL MEMBERS

Feedback Snapshot

Most significant priorities adopted in 30 by 30 strategic objectives

- 2 out of 4 responses selected Expand investment in public safety operations and
- 2 out of 4 responses selected *Complete Quality of Life Bond Projects* and develop signature programming (2.0) as key priorities



#### 30 BY 30 KEY STRATEGIC OBJECTIVES

#### Activate targeted (re)development (Goal 1)

- Medical Center of the Americas/Alameda
- Reimagine Cohen/Angora Loop/Northeast Parkway - Five Points
- Airport Development
- High priority corridor development plans
- Infill growth strategies
- Parking strategies
- Disposition of City-owned properties

#### Expand Downtown revitalization redevelopment (Goal 1) to include

- Streetcar corridor vibrancy
- Convention center renovation
- Parking management plans
- Uptowr

#### Enhance cross-border mobility experience for bridge users (Goal 1)

- Capital Improvement Plan implementation
- Revamp toll operations schedules and lane management
- Launch new business-friendly practices and services improving

speed-to-market and supporting entrepreneurship/microenterprises (Goal 1)

Identify and develop plans for areas of reinvestment and local partnership (Goal 1)

#### Expand investment in public safety operations (Goal 2)

- Staffing needs
- Program annual Police and Fire vehicle replacement
- Development and completion of new public safety facilities
- Programs supporting safe and sustainable communities



Establish a brand that celebrates and promotes El Paso's unique identity and offerings (Goal 3)

#### Complete Quality of Life Bond Projects and develop signature programming (2.0) (Goal 4)

- Mexican American Cultural Center
- Children's Museum
- Multipurpose Cultural and Performing Arts Center

Align and implement key investment strategies (linked to 6.6) sustaining and enhancing park system operations and outdoor offerings (Goal 4)

Expand workforce development and organizational focus on continuous improvement through targeted training, activating partnerships, and growing best practices (Goal 6)

Become a model for activating interagency and multisector partnerships and demonstrate results under the Communities of Excellence framework (Goal 6)

### Optimize resources by evaluating and aligning service delivery mechanisms

- Shared Services
  - Community Preparedness/Continuity of Operations
  - Volunteer Programs

Create and implement a plan to address long-term liabilities and sustain the City's Bond Rating

14 Identify potential new revenue streams (Goal 6)

15 Establish Bond Election (Goal 6)

#### Define and begin implementation of a Smart Community Roadmap through the strategic integration of technology and data-driven action into city operations (Goal 6)

- Document, publicize and maximize existing smart technology already deployed
  - Implement an open-data initiative
  - Expand Digital Inclusion efforts (linked with 4.2)
  - Create a real-world laboratory environment to explore scalable smart technology pilot applications
  - Establish partnerships to facilitate smart neighborhood development and deployment

### Expand the investment and beautification of street infrastructure (2.0) (Goal 7)

- Streets Resurfacing
  - Streets Reconstruction Plan
  - Most-Traveled Streets program
  - Citywide aesthetics program (trees, medians, etc.)
  - Comprehensive Green Infrastructure Plan
  - Entryway and wayfinding
- Implement improvements and activate programming that supports and promotes multimodal transportation (2.0) (Goal 7)
- Create and implement
  a comprehensive facility
  and fleet investment plan (2.0)
  (Goal 7)
- Establish Eastside and Mission Valley
  Growth Plan and begin implementation
  and complete Comprehensive Master
  Plan update. (Goal 7)
- Evaluate and integrate key policies, practices and space planning improving community health outcomes and risk reduction (Goal 8)
- Support affordable, high-quality housing options especially for vulnerable populations (2.0) (Goal 8)

Sustain the Live-Release Rate (2.0)

Create and implement the Urban
Energy Plan and identify state
and federal legislative and funding
opportunities
(Gnal 8)

Seek out and activate interregional and binational partnership opportunities that support trade, technology, and tourism (linked with 1.5) (Goal 8)

#### Grow existing and attract new target industries,

including advanced manufacturing and international development; creating an innovation-driven culture of technology that fosters economic prosperity and creates high paying career pathways

(Goal 1)

Continue the development of integrated planning efforts with Communities of Excellence (COE) partners (Goal 1)

Plan and implement dynamic and broadly partnered talent management strategies (Goal 6)

Develop a bond package focused on addressing identified community priorities and needs aligned with targeted areas of investment (Goal 7)

Develop solutions to increase access and services for El Pasoans experiencing or at-risk of homelessness (Goal 8)





## **30x30 Status Priorities**

36 **COMPLETE** 

53
IN PROGRESS



## 30x30 Status Priorities

#### 6. Expand investment in public safety operations

- Staffing needs
- Program annual Police and Fire vehicle replacement
- Development and completion of new public safety facilities
- Programs supporting safe and sustainable communities

## 8. Complete Quality of Life Bond Projects and develop signature programming

- Mexican American Cultural Center
- Children's Museum
- Multipurpose Cultural and Performing Arts Center

10. Expand workforce development and organizational focus on continuous improvement through targeted training, activating partnerships, and growing best practices

2 IN PROGRESS

3 COMPLETED

4 IN PROGRESS

4 COMPLETED

7 IN PROGRESS



## STOPLIGHT INDICATOR







Expand investment in public safety operations

Staffing needs
 Program annual
 Police and Fire
 vehicle replacement
 Programs
 supporting safe and

sustainable



## **30 BY 30 STATUS**

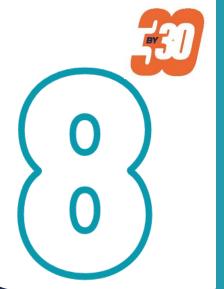
#### **Capital Improvement**

- Completion of NE PD command center HVAC replacement, Fire Station 5 gym floor replacement, Fire station 19 & 21 Renovations, FS 36 (new station)
- Began procurement of FS 38, PD training academy, FD Headquarters and 4 FS renovations
- PD Eastside Regional Command Center began construction early 2022 and will be complete by spring 2024.

#### **Fire**

 Replacement of 54% of the front line fire apparatus and ambulances that exceed the service life. Complete Quality
of Life Bond
Projects and
develop signature
programming

- Mexican American Cultural Center
- Children's Museum
  - Multipurpose Cultural and Performing Arts Center



## **30 BY 30 STATUS**

#### **Capital Improvement**

- Successfully passed Community Bond this past Nov.
  - Long range plans and comp plan setting foundation for any upcoming bond.

#### Zoo

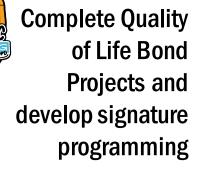
- Opened the penguin oasis in December 2023. Creating custom programming and special guest encounters.
- GOH Rhino to be on exhibit February 2024

#### Library

Dorris Van Doren Library opened to the public on January 24, 2024.

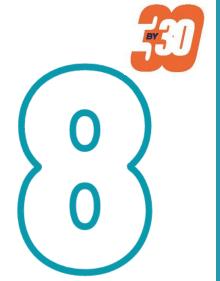
#### **MCAD**

State officially re-designated the Downtown Arts District, allowing arts
entities within the boundaries to access state funds for programs, marketing
and capital expenses annually. Currently District sees over 2M visitors
annually





- Mexican American Cultural Center
- Children's Museum
  - Multipurpose
    Cultural and
    Performing Arts
    Center



## **30 BY 30 STATUS**

#### **Capital Improvement**

- Multipurpose Center
- GMP for 200M complex in NE
- Continuing fire station renovation and Special Teams facility

#### Zoo

- Completing K Dragon
- Completing AH2 building
- Completing Galop renovation
- Completing Leopard
- Completing all other bond projects
- Creating new events for special needs people on the Autism Spectrum
- Zoo to become Kulture City certified.

#### Libraries

Main Library Branch to open in early to mid 2024

#### **MCAD**

- MACC will be complete in February
- La Nube Children's Museum will be complete in the summer

## 30x30 Status Priorities

14. Identify potential new revenue streams

2 COMPLETED
5 IN PROGRESS

26. Grow existing and attract new target industries, including advanced manufacturing and international development; creating an innovation-driven culture of technology that fosters economic prosperity and creates high paying career pathways

1 COMPLETED

2 IN PROGRESS











