



FY24 KEY ACCOMPLISHMENTS

GOAL 2 (PUBLIC SAFETY)

GOAL 7 (INFRASTRUCTURE)

GOAL 8 (HEALTHY COMMUNITY)

SAFE AND BEAUTIFUL NEIGHBORHOODS

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 2



FIRE

- 2024 NAFA 100 Best Fleets Award, improved from #74 to #56
- 1st Annual Medal Day Banquet
- 2nd Annual Fire Fest
- Class #103 graduated 42
- Class #102 currently at 38
- Telecommunicator Recruitment
- Paramedic Class #8 graduated 25
- Adopted 2021 International Fire Code
- Reduction in high frequency utilizers by 451 a month
- 67 AED cabinets installed with 50 including Narcan

MUNICIPAL COURT

- Reduction in hearing backlog from 48,856 to 21,522
- Texting Reminder program
- Westside Virtual Real-time Cashier
- Revised Ordinances to replace Hearing Officer with Municipal Associate Judge
- Collection agency issuing payment plans directly to individuals
- Added on-line seamless forms
- ADA renovation in 2 courtrooms
- High Volume winner of 2024 Traffic Safety Initiative Award



KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 2



POLICE

- **Crimes Against Persons Unit continues to surpass the national average clearance rate for Homicide"**
- **49.4%- EPPD clearance rate is 52.38%**
- **Incorporated the use of NIK-Y presumptive field test**
- **1105 Narcan Kits in the field**
- **EPPD Rebranding and recruitment processes – early hire program, reduction of academy length**
- **134th Academy Graduated 18 Officers**
- **135th Academy currently has 26 cadets**
- **136th Academy currently has 23**
- **Accepting applications for Lateral Academies**
- **Code Enforcement NET**
- **Signed new EHN Interlocal Agreement**
- **New Command Post Vehicle purchased**

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 7



CAPITAL IMPROVEMENT

- Initiated kick off for the Comprehensive Master Plan
- Currently 14 traffic signal projects 10 within construction – Community Progress Bond
- \$10M in federal funding from Safe Streets 4 All Grant Program
- Successful quick-build pilot project at Guillen Elementary
- Initiated safe routes to school action plan
- 141 active projects, \$796M of public investment

MASS TRANSIT

- Sun Metro Rising
 - Route enhancements recommendations finalized
 - Accessibility enhancements initiated (curb-cuts)
- Streetcar ridership restored to pre-COVID levels
- Contactless payment systems (validators), technologically advanced Ticket Vending Machines (TVMs) and mobile app enhancements
- Customer service process improvements
- Revenue Fleet Replacement Vehicles
- People-First (Staff) Initiatives:
 - National Transit Employee Appreciation Day
 - Employee recognition program
 - Safety teaching moments



KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 7



STREETS & MAINTENANCE

- **Completed Citywide Synchronization Program Phase 1:**
 - **East & Far East**
 - **Northeast & Central North**
 - **Downtown & Central South**
- **Began implementation of the Advanced Traffic Management System**
- **Resurfaced 45 basketball and tennis courts paid with ARPA funds**
- **Installed 175 picnic tables and 89 park benches**
- **Converted 56 parks irrigation systems to IQ4 centralized computer control**
- **Installed a Fluids/Oils Dispensing for Lube Shop at MSC Lafayette**
- **Implemented a Diesel Exhaust Fluid (DEF) Station at the MSC to accommodate the Diesel units**
- **Started a new program where we bought a 250 ton pin press for Automated Side-Loader (Refuse Trucks) Arm Rebuilds – saving the cost of 3rd party work**
- **First Departmental installations of Solar Illumination at two park sites**
 - **Marina Rios Park and Austin Park Pond**



KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 8



ANIMAL SERVICES

- Relaunched Low-Cost Spay/Neuter Clinic
- 11,724 Free Microchips
- 2,878 New Pets assisted by Fosters
- Free Vaccines to the Public –1,221
- 25,827 Volunteer Hours
- 1,010 pets transferred to Rescue Partners
- Kicked off 'Make Adoption your Only Option' and Anti-Backyard Breeding Campaigns

COMMUNITY + HUMAN DEVELOPMENT

- Completed the Love Your Block initiative in 7 neighborhoods with only \$40K in grant funds. This resulted in 26 projects with the help of 590+ volunteers.
- Supported 6.4K+ individuals through funding from HUD and THDCA, spearheaded by the results of the Community Needs Assessment.
- Through the El Paso Helps Collaborative 9.5k+ households were assisted through vital support such as 24/7 street outreach, resource navigation, Homeless Prevention, and Rapid Rehousing.



KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 8

ENVIRONMENTAL SERVICES

- Continued recycling opt-in and black belt challenge to reduce contamination to 24% from previous high of 35%
- Maintain first time trash/recycling collection rate above 99.9%
- Construct new landfill scales at the Greater El Paso Landfill
- Purchase 24-acres in east El Paso for future Municipal Service Center and Citizen Collection Station

PUBLIC HEALTH

- Completed Department Strategic Planning
- 2023 Silver Recognition – Texas Communities Program
- 2023 Project Public Health Ready (PPHR) recognition – NACCHO
- Vaccinated about 17,000 El Pasoans against flu



KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 8

PUBLIC HEALTH

HIV/STD Division awarded
the "Best Organization Serving
El Paso" LatinX Conference



Opening of new WIC location





FY24 KEY ACCOMPLISHMENTS

GOAL 4 (QUALITY OF LIFE)

EXCEPTIONAL RECREATIONAL, CULTURAL & EDUCATIONAL OPPORTUNITIES

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 4



LIBRARIES

- Reopened 13 of 14 facilities
- FY24 materials circulation outpacing FY23 circ by 10%
- FY24 visitation outpacing FY23 visitation by 13%
- Achievement of Excellence in Libraries award for 2023
- 153 Total Graduates of Career Online High School
- Began operating first library reengagement program
- Started Enhanced Library Card program

MUSEUMS AND CULTURAL AFFAIRS

- MCAD re-branded the Downtown Art & Farmers Market as The Market and relocated program to Cohen, supporting broader goals supporting site re-development
- Museum of History finalist for National Medal for Museums (2nd time in 3 years) and Museum of Art featured in *New York Times*
- FY24 program attendance outpacing FY23 by 13%

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 4



PARKS AND RECREATION

- Celebrated Five Recreation Center Re Openings FY 2024
- Over 437,000 visitors throughout WinterFest six weeks season
- Over 300 Live Active EP events
- Record-breaking participants for Mini Sports

EL PASO ZOO AND BOTANICAL GARDENS

- Opened the Penguin Oasis in 2023. Attendance increased by 16%, first 4 months. (2 babies hatched 6/18)
- Opened new restroom and nursing station
- Hosted the Chihuahuan Desert Education Conference
- First baby giraffe ever born in El Paso
- Mexican Wolf cross fostering program
- Komodo Dragon on display
- New Rhino, Binturong and several other species on exhibit.

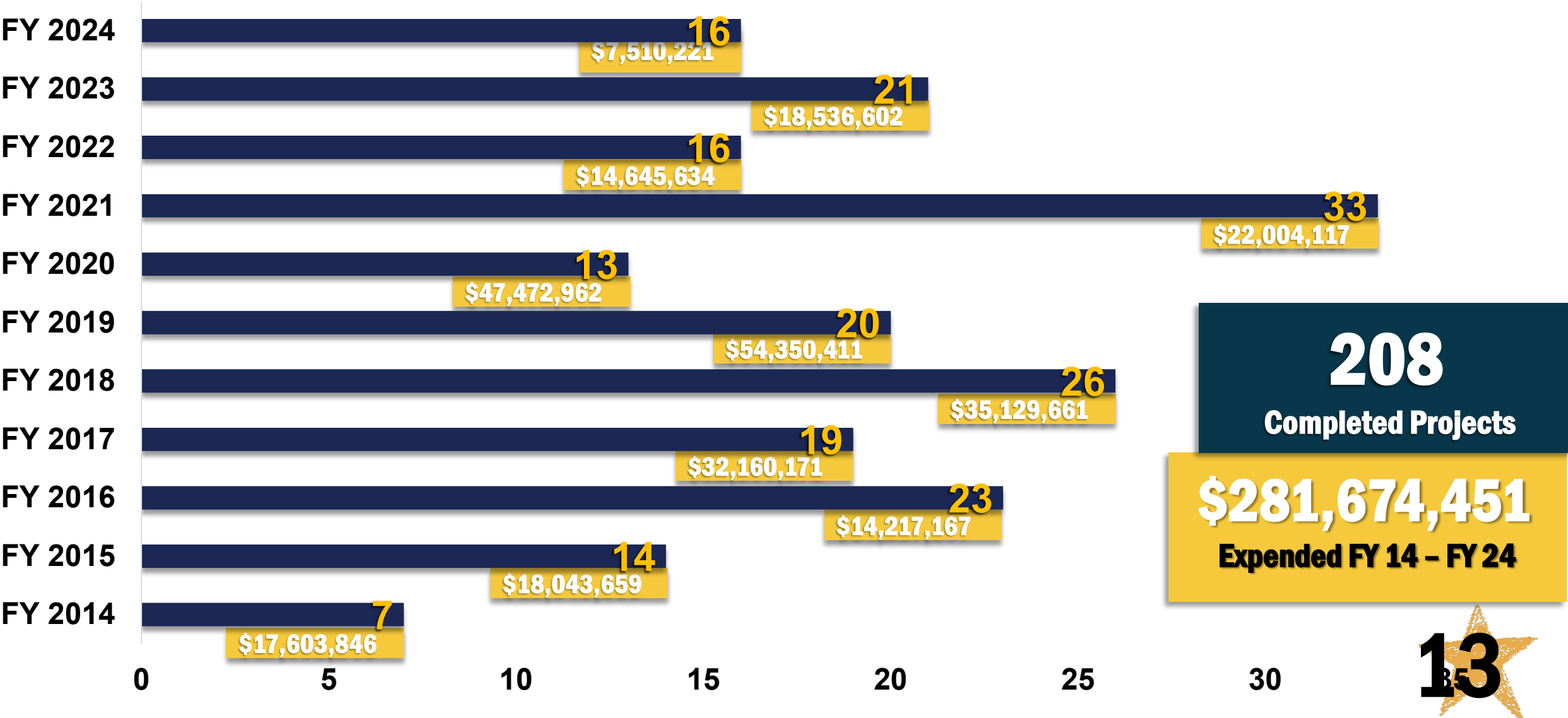
KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 4



**CAPITAL
IMPROVEMENT**

QUALITY OF LIFE
**208 COMPLETED
PROJECTS!**

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 4



The background features a collage of three images: a man kissing a dog on the left, a modern building in the center, and a park with people on the right. The entire image is overlaid with a semi-transparent orange filter.

FY24 KEY ACCOMPLISHMENTS

***GOAL 1 (ECONOMIC
DEVELOPMENT)***

GOAL 3 (VISUAL IMAGE)

VIBRANT REGIONAL ECONOMY

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 1



AVIATION

- New flights to Ontario CA, Chicago Midway and San Diego in 2024
- Passenger Traffic up 6% in 2023 from 2022
- Innovation Factory, phase I of the BBB grant for advanced manufacturing opened and fully occupied
- Five-year \$276 million Capital Improvement Program approved
- Most advanced drone safety/security detection system in the US
- \$850K grant from the Consolidated Appropriations Act of 2024 for the reconstruction of the Terminal Drive Bridge

INTERNATIONAL BRIDGES

- 8,000+ overtime hours funded (for U.S. Customs and Border Protection) to reduce or stabilize cross-border wait times
- 2,500+ overtime hours funded (El Paso Police Department) for safety and traffic control measures
- Added public view cameras at Stanton and Ysleta-Zaragoza to increase customer awareness of traffic conditions
- Increased gateways allowing for additional parking meters to push time from Park915 app

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 1



DESTINATION EL PASO

- Consistent flow of high impact convention bookings: TX Society of Architects, Neighborhoods USA, TX Democratic Party, WireTech
- El Paso continues to lead state and national averages
- Ranks in Top 3 for hotel occupancy in the state
- The Plaza Theatre continues to rank in the top 50 in the Pollstar World Wide attendance and ticket revenue rankings
- Welcomed 16,000+ visitors to Magic of Lights, drive-through holiday lights experience, at Camp Cohen

ECONOMIC

DEVELOPMENT

- A \$70M expansion by Eaton Corporation will create 575 Full-times jobs and retain 300 full time jobs, operations directly support 875 jobs and annual salaries of \$50M+ annually
- Meta will build an \$800M Phase 1 of 5 Hyperscale Data Center, the construction will generate hundreds of temporary jobs. Over the next 25 years, Meta will construct an additional 4 phase and replenishment of equipment will lead to a total investment of over \$4 billion.
- Notes Live Sunset Amphitheater
 - \$80-million, world-class air 12,500-capacity amphitheater to rekindle the Cohen Entertainment District Master Plan
 - New Project Benefits:
 - \$5.4 Billion impact for the El Paso community

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 3

- Over 2,300 postcards sent to property owners in Historic Districts generated reduced rates of unpermitted construction
- City Council adopted updated Impact Fees through year-long effort
- Implemented updated building code amendments to Title 18



Property is located within a designated El Paso Historic District, it is expected that regular maintenance and repair of the property, or any modification to the appearance of your property, requires review and approval from the Historic Landmark Commission (HLC). The review process is not limited to: roofing, painting, landscaping, window replacement, air conditioner replacement, and new additions or construction. Please contact us with any questions at HPO@elpasotexas.gov or 915-212-0992 for more information. Your contribution to preserving El Paso's abundant history is sincerely appreciated.

Estimado Dueño de Propiedad Histórica:

La Ciudad de El Paso quisiera recordarle que su propiedad está ubicada dentro de un distrito histórico designado de El Paso. Como propietario de una propiedad histórica valorada, se espera que se requiera mantenimiento regular. Antes de comenzar trabajo que altere o modifique la apariencia de su propiedad, es importante comunicarse con nuestra oficina para verificar la necesidad de un permiso/aprobación para mantener su propiedad al día con la Ciudad de El Paso. Cualquier trabajo que altere la apariencia de su propiedad requiere revisión y aprobación de la Oficina de Preservación Histórica o de la Comisión de Monumentos Históricos (HLC). Ejemplos de modificaciones que requieren aprobación incluyen, entre otros: techos, pintura, paisajismo, reemplazo de ventanas, reemplazo de aire acondicionado y nuevas adiciones o construcciones. Si tiene alguna pregunta, comuníquese con nosotros a HPO@elpasotexas.gov o al 915-212-0992 para obtener más información. Agradecemos sinceramente su contribución a la preservación de la historia abundante de El Paso.



FY24 KEY ACCOMPLISHMENTS

GOAL 5 (COMMUNICATION)

***GOAL 6 (SOUND
GOVERNANCE)***

HIGH PERFORMING GOVERNMENT

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 5



INFORMATION TECHNOLOGY

- HR + Financials Systems upgraded to cloud-based
- Call Centers Upgraded to Cloud-based – enhanced customer experience
- Cybersecurity Training – 5th training cycle since 2018
- Email Scam Resilience Testing -- 5.77% workforce phishing scam rate resulting in lower than the industry average (7.1%)

STRATEGIC COMMUNICATIONS

- Supported programming for 150th Anniversary Celebrations, Streetcar events, Little Amal, Dia de los Muertos, Chalk Block, WinterFest, and broader programs across the City
- Increased Social Media Engagement by approx. 10 percent
- Won 4 Awards from the Texas Association of Telecommunications Officers and Advisors (TATOA) and 3 AVA Digital Awards for several successful media campaigns

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 6



CITY ATTORNEY

- Utilities - \$23.6 M savings for rate payer
- Lexby Lopez v. CoEP
 - Jury Verdict: \$0 (zero)
- Prosecution – focus on public safety - dangerous dog cases and noise violation
- Major Transactions -
 - Project Seafox
 - Blue Origin
 - Bonham & Morehead purchases

CITY CLERK

- December 2023 District 2 Special Election
- January 2024 District 2 Run-Off Election
- Deployed A.L.I.C.E. kiosk to facilitate in person requests
- Launched City Clerk Self-Service Online Portal
- Implementation of Title 2 Amendment for Disclosure of Campaign Contributions and Donations

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 6



TRANSFORMATION OFFICE

- 2nd year “BEST” Award – International Association of Talent Development
- TAP Tuition Assistance – 490 employees
- Over 35,000 learning hours, 5,000 active learners, 350 unique courses
- 38 Innovation Projects Delivered Across the Organization. Seven in progress
- 7 New Innovation Courses with a focus on Customer-Centric Design launched, Learning path from Employee, Team, Customer, and Strategy

HUMAN RESOURCES

- 2023 Platinum Award for Leading the Way in the Workplace Well-Being Recipient (2nd consecutive year)
- HR + Financial Systems upgraded to cloud-based
- Secured City employee benefits contracts for civilian, fire and police workforce
- Executive Recruitment – Health Director, City Manager (in progress)

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 6



INTERNAL AUDIT

- **FY 2024 HOT Audits are in progress. Expected completion by end of FY 2024.**
- **Cybersecurity Audits RFQ – Vendor Selected**
- **City of El Paso Employee Hotline Program**
 - **31 calls received and 30 calls resolved as of 6/17/2024**

OFFICE OF THE COMPTROLLER

- **Received the GFOA Crown Medallion for the first time ever for submitting the ACFR, PAFR and Budget Book for Awards.**
- **Deployed the updated Accounts Payable, P-Card and Travel Policies with on demand trainings.**
- **Deployed the Pilot program to monitor department's subrecipient monitoring practices.**
- **Earned \$40 million in investment earnings**

KEY ACCOMPLISHMENTS @ A GLANCE – GOAL 6



PURCHASING & STRATEGIC SOURCING

- Online bidding system (Bidders 2,866)
- Self Service- Vendor Registration Portal (1,694 Suppliers)
- 10th consecutive Achievement of Excellence in Procurement Award
- 11th Annual Cooperative Purchasing Expo (1,800 Attendees)
- Procurement Academy

TAX OFFICE

- 2nd Year of implementing ACT 8.0 software to accept tax payments at County Tax Offices. (\$74.2 million / 25K transactions)
- Community Outreach to Senior Centers in 2023 providing 9 cybersecurity + Tax information sessions.
- Mobile Bank at CAD (\$4.6 million / 1,487 transactions)