



City of El Paso + El Paso Water Utilities

A Resolution Encouraging Increased Alignment through Communication + Coordination

Goal 6. Set the standard for sound governance and fiscal
management

Item 8
August 16, 2021





Overview

- Resolution + Purpose
- System Status Reporting
- Strategic Planning Integration
- Operational Coordination
- Other Strategic Opportunities

Resolution + Purpose

- To encourage increased alignment between the City of El Paso and the El Paso Water Utilities to enhance the delivery of services key to our community's quality of life including water, emergency response, and planning and development services through:
 - Quarterly System Status Reporting
 - Strategic Planning Integration
 - Operational Coordination
 - Other Strategic Opportunities
- The result of Council direction provided on August 2, 2021

Quarterly System Status Reporting

- Encourage increased communication through quarterly system status reporting to City Council during a Council meeting
- Emphasis on the following areas:
 - Product Quality
 - Customer Satisfaction
 - Financial Viability
 - Infrastructure Management & Performance
 - Enterprise Resiliency

Strategic Planning Integration

- Ensure alignment between City and EPWater organizational strategic objectives through participation in the City's annual strategic planning process, including:
 - Involvement in annual strategy planning sessions;
 - Development of shared strategic objectives addressing goals, challenges, and opportunities; and
 - Participation in performance measurement monitoring, periodic reporting, and knowledge sharing to advance strategic objectives.

Operational Coordination

- Planning Document Coordination
 - Participation in the development of and updates to relevant portions of the City's planning documents and other development rules and regulations
- Existing and Proposed Facilities
 - Sharing current and future facility locations and capacities
- Capital Improvement Plan Project Coordination
 - Emphasis on projects impacting the public right-of-way to minimize public inconvenience, disruption or damages during construction

Operational Coordination

- Emergency Operations
 - Cooperation in the planning and implementation of emergency operations response procedures
 - Notification and coordination to ensure consistent response messaging; and
 - Provision of continuous, without interruption live call center service to respond to emergency service requests
- General Coordination and Information
 - Data to assist City in understanding growth patterns impacting City services;
 - Maps and records of City-owned, EPWater managed property
 - Participation in joint projects to address emerging issues and opportunities using results-focused tools such as Lean Six Sigma

Other Strategic Opportunities

Provide Council with a report that will assist in policy decisions impacting:

- Growth Management
 - Overview of properties held in trust that have been or may be declared inexpedient to the System and as such, may be sold
- Open Space Conservation and Preservation
 - Update on potential stormwater projects that serve a dual open space purpose, including a maintenance plan for the dual purpose “Lost Dog Trail” property
- Water Supply
 - Update regarding EPWater’s regional efforts to meet the existing and future water resource needs of its service area

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Mission

Deliver exceptional services to support a high quality of life and place for our community



Vision

Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government



Values

Integrity, Respect, Excellence, Accountability, People