

OSCAR LEESER
MAYOR

TOMMY GONZALEZ
CITY MANAGER



CITY COUNCIL
PETER SVARZBEIN, DISTRICT 1
LARRY ROMERO, DISTRICT 2
EMMA ACOSTA, DISTRICT 3
CARL L. ROBINSON, DISTRICT 4
MICHEL R. NOE, DISTRICT 5
CLAUDIA ORDAZ, DISTRICT 6
LILY LIMÓN, DISTRICT 7
CORTNEY CARLISLE NILAND, DISTRICT 8

SPECIAL WORK SESSION MEETING OF THE CITY COUNCIL MEETING MINUTES
COUNCIL CHAMBERS
July 7, 2015

The City Council met at the above place and date. Meeting was called to order at 2:47 p.m. Mayor Oscar Leeser present and presiding and the following Council Members answered roll call: Peter Svarzbein, Larry Romero, Michiel Noe, and Cortney Niland. Late arrivals: Lilia Limón at 2:50 p.m., Claudia Ordaz at 2:51 p.m., Emma Acosta and Carl Robinson at 2:53 p.m.

AGENDA

NO ACTION was taken on the following items:

For discussion and action: FY2016 Budget, as presented by the City Manager.

1. Goal Team 3 – Visual Image

Mr. Fred Lopez, Capital Improvement Department, gave a PowerPoint presentation on file with City Clerk's Office.

Representative Romero questioned Mr. Lopez regarding expansion of the tree farm. Representative Romero would like a larger tree farm.

Representative Romero questioned, "Are the number of trips contractors have to make been reduced?"

Mr. Larry Nichols, Director of Planning and Inspections, answered "the number of trips depend on the completeness of the plans and corrections made. There is a Lean Six Sigma project."

Mr. Tommy Gonzalez, City Manager, spoke of the analysis being conducted with the customers to reduce the number of trips required.

Representative Limon questioned Mr. Nichols on the inconsistency of plan reviews and the back and forth that takes place when different inspectors find different problems.

Mr. Nichols discussed measures being taken to improve uniformity and consistency in plan reviews.

Ms. Laura Cruz-Acosta, City Manager's Office, briefed Council on the project with customers and their concerns about the permitting and inspection process.

Ms. Nancy Bartlett, Chief Performance Officer, spoke of the Lean Six Sigma project and the value of having a customer on the project.

Representative Limon questioned Mr. Lopez on a 20 FTE staffing table reduction.

Mr. Gonzalez replied, "Staffing reorganization placed these positions in Economic Development." Christy Cobos, CIP, detailed the reorganization.

Mayor Leeser thanked Mr. Lopez for his presentation and making a better climate for doing business in El Paso.

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2. Goal Team 5 – Communication

Mr. Enrique Martinez, Director of Information Technology, gave a PowerPoint presentation on file with City Clerk's Office.

Ms. Juliet Lozano, PIO, Public Information and Corporate Marketing Manager, continued with the presentation.

Mr. Martinez highlighted the FY16 planned accomplishments.

Representative Svarzbein questioned the 9 Quality of Life facilities; answered provided by Mr. Martinez.

He also had a question regarding Slide 17, Social media platforms; Ms. Lozano answered.

In regards to the 311 mobile application and implementation system he asked if there is an ability to enhance that application. Can it push out information as opposed to it being a passive portal? Interested in using it to broadcast District 1's traffic information due to the I-10 expansion. Ms. Lozano explained traffic notice initiatives.

Ms. Nancy Bartlett and Mr. Enrique Martinez gave more details on the status of the application.

Representative Acosta questioned the absence of a staffing table in the budget book. And asked on Slide 12, what the reduction of 243k was. Mr. Martinez answered mainly connectivity and telephone lines.

Representative Acosta questioned, "How are citizens rating communication as successful? How are the citizen survey results? Increasing neighborhood associations? NLC in Spanish?"

Ms. Bartlett replied, "Instead of using IPAD, the City will conduct the satisfaction study in-house."

Representative Acosta also questioned the technology/communication plan. Slide 15 shows "70% of City websites have been moved into content managerial system." Representative Acosta stated, "Constituents are having a difficult time accessing information."

Mr. Martinez replied, "Information Technology is making some adjustments to the links."

Representative Acosta mentioned the search function is not efficient, yields too many documents. She asked if IT has a plan to make the website more user-friendly. Mr. Martinez replied they will provide more training sessions.

Regarding 311 calls, Ms. Acosta asked if District offices will be alerted to 311 calls in their district. Expected to go on-line in September, 2015.

Ms. Bartlett asked Mr. Martinez to give Council an estimate of how many alerts are received daily for each district.

Representative Acosta would like a report every morning from the system.

Mr. Gonzalez replied, "they can get that for you. The volume will be tremendous."

Regarding website changes to content management, Ms. Acosta would like to have the ability to make changes themselves in District 3 without delays by relying on IT staff. An expensive system like this should be user-friendly.

Electronic customer feedback system. Mr. Martin Bartlett, PIO, spoke of the plans to make technology available.

Representative Acosta would like to use the technology Representative Noe used in one meeting she attended.

Representative Niland questioned, "Traffic mitigation teams and benefit Representative Svarzbein." Management software to track requests form citizens other than Accela, which does not work properly. Representative Niland raised this concern last year at budget hearings.

Mr. Gonzalez knows there is a way community needs can be tracked, but for real time views, there is some work to make corrections in Accela or outside of Accela through 311 mobile app.

Representative Niland stated, "Accela has absolutely failed." She would like a shared network to piggyback with other governmental entities.

Mr. Gonzalez replied, "More facilities with Wi-Fi capability to address direct public service. Keep Council more in the loop with an LRC. Should not overstep our boards."

Mr. Martinez replied, "Updates will be provided to Council."

Representative Limon questioned status on the voting system. Mr. Martinez replied, "98% done."

Representative Limon questioned, "What is done with the data from 311 Call facility? No system to provide information to El Paso citizens."

Representative Ordaz questioned, "Surveys in real time? Expand Wi-Fi to more areas in downtown."

Mr. Martinez replied, "That is correct, the County was previous owner of Digital El Paso."

Representative Niland said it is frustrating when something is not working and Council is not informed. DT serviced? Mr. Gonzalez replied, "DT not being serviced; not fully functional."

Representative Acosta questioned website training and timeline. Mr. Martinez replied, "Training was prior to going live. Training is available through IT staff. Requested training has been accommodated. Presentation coming to Council."

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3. Goal Team 6 – Sound Governance

Dr. Mark Sutter, Chief Financial Officer and Ms. Nancy Bartlett, Chief Performance Officer, gave a PowerPoint presentation, on file with City Clerk's Office.

Representative Acosta addressed Mr. Bruce Collins, Director of Purchasing and Strategic Sourcing, regarding "Concern from vendors who cannot submit bid documents on-line." Mr. Collins replied, "That is true."

Representative Acosta questioned, "Are we working toward it?" Mr. Collins replied, "In Peoplesoft implementation, that component failed 3 years ago. Now exploring cost effective alternatives."

Mr. Gonzalez replied, "We'll work toward that. Peoplesoft did not have the ability to do it."

Ms. Bartlett replied, "The City is implementing an IT Steering Committee to prioritize technological projects. We have 200 different software deployed in the City."

Representative Acosta stated, "We might get more bids and better bids if we have on-line filing option."

Tax Office: Escrow plans are not available on-line.

Maria Pacillas, Tax Deputy Administrator explained.

Dr. Sutter suggested we work with the vendor to get this option.

Mr. Gonzalez stated, "Timing is excellent because the company is resubmitting for the contract."

Human Resource: Status of ethics training.

Ms. Linda Thomas, Director of Human Resources stated, "that training is tracked."

Representative Svarzbein questioned, "Why wasn't there a fleet management system in place? No replacement schedule?"

Mr. Gonzalez replied, "It was a reactive system."

Dr. Sutter explained, "There was a system but not all the modules have been operational/functional."

Ms. Bartlett replied, "Due to financial reasons it appears the can was kicked down the road on fleet management."

Mr. Gonzalez replied, "Fleet replacement is important to public safety and deferred maintenance increases operational costs."

Suggested name for Vertical Information Officer, VIO.

Representative Limon questioned, "Slide 16, financial reports. Why so behind goal and who is responsible?" Dr. Sutter explained staff turnover has affected financial reporting.

Representative Limon expressed concern about expenditure reports and the difficulty in getting timely information from Peoplesoft. Also for deposits, she asked "how soon at start of the new year will the budget be loaded into the system?" Mr. Robert Cortinas, Director for Office of Management and Budget, explained close of month and closing timing of statements.

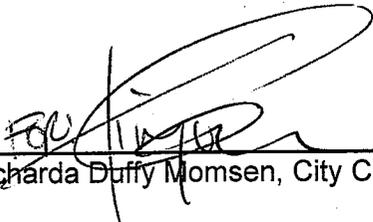
Dr. Sutter explained posting of transactions. He announced bond rating has been affirmed at AA and stable. Managerial changes to forecast revenue more effectively.

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Motion made by Representative Niland, seconded by Representative Romero, and unanimously carried to adjourn this meeting on July 7, 2015, at 5:23 p.m.

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APPROVED AS TO CONTENT:



Richarda Duffy Momsen, City Clerk