

**DEE MARGO**  
MAYOR

**TOMMY GONZALEZ**  
CITY MANAGER



**CITY COUNCIL**

PETER SVARZBEIN, DISTRICT 1  
ALEXANDRA ANNELLO DISTRICT 2  
CASSANDRA HERNANDEZ, DISTRICT 3  
DR. SAM MORGAN, DISTRICT 4  
ISABEL SALCIDO, DISTRICT 5  
CLAUDIA ORDAZ PEREZ, DISTRICT 6  
HENRY RIVERA, DISTRICT 7  
CISSY LIZARRAGA, DISTRICT 8

# PERFORMANCE EXCELLENCE RESULTS

## How we are achieving El Paso's Vision

### Safe + Beautiful Neighborhoods

- Part I crime rate decreased 12% over the same period the previous year
- Two Police academies scheduled each year, adding over 100 police officers
- 300 patrol vehicles were authorized
- Fire Department one of 7 agencies nationwide both Internationally Accredited and ISO Class One
- Only Fire Department facility to rank in top 100 Best Fleets across the globe
- From 24% to 85% adoptable animals adopted, returned or rescued (exceeded 70% FY18 target)
- Close to 38,000 potholes repaired
- 95 streets resurfaced
- 100 capital projects completed including street reconstruction
- \$111 million worth of Capital improvement project work under contract (FY18) +\$31.2M over prior year
- 345 children participated in the "Safety Town" 6 week program from 2016-2018.
- Nearly 98,000 residents provided support and information from Department of Public Health
- Recognized as Gold Level Healthy Community by the Texas Department of State Health Services
- Public Health collaborate with Fire Department to improve access to disease prevention
- More than 3,200 resident receive health screening and vaccination services at neighborhood fire stations in FY18
- El Paso is a 100RC Exemplar City-Powerful incorporation of the resilience strategy principles and initiatives into the City Strategic Plan
- 2018 Texas Chapter of the American Public Works Association's Management Innovation award for the City's innovative waste exchange program

### Vibrant Regional Economy

- More than \$1.07 Billion in new capital investment added over last 4 years
- More than 11,500 jobs created/retained
- 21 projects in downtown area
- 6 projects in downtown historic district
- 354+ new residential units
- 1,200+ hotel rooms by 2020
- 357,000+ square feet of new and rehabilitated office/retail spaces
- 19 additional flights announced since 2015 (15 cities non-stop)
- 2018 Best Airport by Size and Category (2-5 million passengers in North America) by Airport Council International's (ACI) Airport Service Quality (ASQ) Customer Experience Awards.
- \$32 million State funding for Bridges Intelligent Transportation Projects

— more —

*Promote Transparent and Consistent Communication Among All Members of the Community*

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**Vibrant Regional Economy (cont.)**

- El Paso Named Top Convention Cities in the USA for 2018 by MeetingSource.com
- El Paso ranked second nationwide in Top Employment Growth Rate (3.3% growth) from June 2016 to July 2017 (#1 ranking was Dallas/Plano/Irving – only .3% higher) according to Real Estate Center’s Monthly Review of the Texas Economy
- Best Run Cities in America (ranked 1st in Texas) by WalletHub

**Recreational, Cultural+ Educational Opportunities**

- Parks and Recreation Department now part of 1% of 12,000 agencies to be accredited
- Close to 290,000 residents participated in Parks and Recreation indoor and outdoor leisure services to persons of all ages
- National Medal recipient Institute of Museum and Library Services
- Over 156K+ people attended targeted programming throughout Museums and cultural programs
- Excellence Award by the Texas Municipal Library Director’s Association
- 27 Quality of Life facilities programmed to provide free Wi-Fi service by 2020 (13 completed in FY18)
- El Paso Zoo stands in elite company with Quarter Century Award
- 130,000 enjoyed downtown festivities during last year’s Winterfest offerings (60 days of winter fun)
- Named a 2018 All-America City by the National Civic League in June 2018
- 2018 Best Cities for Recreation (ranked 1st in Texas) by WalletHub in 2018
- Ranked Top Ten Best Places to Live by Areavibes.com in 2017 and 2018
- Forbes ranked #1 Lowest Cost of Living in 2018
- El Paso named a top-ranking city in Governing and Living Cities by Equipt to Innovate survey in 2018
- Ranked in the top 25 cities with the best work-life balance by SmartAsset in 2018
- Top Retirement Destination (profiled in “8 Cities for Downtown Living”) by Where to Retire Magazine in 2018
- 2018 Best of Texas Awards Winner by the Center for Digital Government
- El Paso Museum of Art was awarded the 2018 National Medal for Museum and Library Services

— more —

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## WHY PURSUE BALDRIGE?

Baldrige helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations.

In collaboration with the greater Baldrige community, the Baldrige Program offers:

- A systems approach to organizational excellence
- Award-winning leadership development
- Self-assessment tools
- Organizational assessments by teams of experts across sectors with extensive training in the Baldrige Excellence Framework
- Presentations and workshops on how to improve
- Conferences and other events that showcase best management practices

The City of El Paso selected the Baldrige framework for its journey to excellence based on:

- **International Best Practice Criteria:** The evaluation process is comprehensive and helps organizations to strengthen their competitiveness and to shape and share best practices across sectors
- **Workforce Focus:** Reinforces that pursuing excellence starts with an engaged workforce who understand how they contribute to the organization's success, now and in the future
- **Community Focus:** Results-oriented to ensure operations are efficient and align with customer requirements