

The past twelve months have been extraordinary, exciting and extremely productive for the City of El Paso. Among our many achievements has been the relatively smooth transition to fully implement the Council-Manager form of government, along with the first election of Mayor and Council to four-year terms. This involved major cultural adjustments for all members of the organization and the significant rewriting of many ordinances, policies and rules. The most significant of those changes have been accomplished.

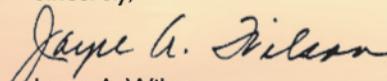
In addition, we began the fiscal year with a serious budget shortfall. With tremendous cooperation and teamwork, we were able to reduce costs to eliminate the need to use fund reserves to support operations. We also revamped our budget process to allow more meaningful participation and input to better shape this important policy document. The end result was the first balanced budget for the City in ten years, a drastic streamlining of the organization which allowed us to fund new facilities from the quality of life bond initiative, while preserving core services, and not increasing the overall tax rate.

We put various systems in place to work closer with employees to keep them apprised of news and current issues within the organization and to elicit direct feedback on how to better meet their needs and to improve services and overall organizational performance.

The City of El Paso is committed to meeting each and every citizen's needs more efficiently, effectively and expediently – with a focus on enhanced customer service. Our goal is to inspire trust and confidence that we exist for our community and service is our purpose. With Teamwork, Collaboration and Cooperation at all levels, the City will do nothing less than work tirelessly to accomplish and meet these goals.

I thank the Mayor and Council, all City Employees, and the citizens of El Paso for their assistance in making my first year truly dynamic... I know the best is yet to come.

Sincerely,


Joyce A. Wilson
City Manager

