



Fiscal Policy

To ensure long-term financial stability and sustainability of the City Government

Accomplishments

- Debt Management Policy adopted November 2005
- Budget Policy adopted by City Council April 2006
- Standard and Poor's bond rating for the City of El Paso is AA. Fitch's bond rating for the City is AA-
- Revenue Diversification policy, Fees and Charges policy, Annual Review of General Revenues policy and Review of Revenues by Revenue Initiating Department policies were all approved by the City Council in April 2006
- Procurement Card (P-card) fully implemented
- Internal Audit function established and functioning
- Develop systems to ensure that assets are adequately safeguarded

Customer Service

To be a high-performing, customer-focused organization

Accomplishments

- Trained department heads in customer service using leading management paradigms
- City consultant studied major City departments' customer service strategy
- Core-team of managers following-up on the consultant's work. Early survey results indicate a need for a combination of both internal and external customer service training sources to be utilized
- Focus groups utilized to develop a professionally crafted mission statement for City Council review
- Customer service training included in New Employee Orientation
- All City recruitment and promotional exams now include a test of customer service skill and ability