

CITY OF MISSOURI CITY

# IN FOCUS



**FISCAL YEAR 2018 - 2019  
ACCOMPLISHMENTS & HIGHLIGHTS**



# THE "SHOW ME CITY"



**CITY MANAGER ANTHONY J. SNIPES**

Hello, "Show Me City" Residents, Partners and Stakeholders:

Welcome to the Third Edition of *In Focus*—Missouri City's annual report that details the team's accomplishments, challenges and upcoming projects.

Residents voted in 2017 to change the Fiscal Year from July 1 through June 30 to October 1 through September 30, beginning with Fiscal Year 2019, giving Fiscal Year 2018 an additional three months. From the close of Fiscal Year 2018 and through the first five months of Fiscal Year 2019, Missouri City's S.P.I.R.I.T. (Service, Professionalism, Innovation, Respect, Integrity & Teamwork) has paved the way for our safe, scenic city to remain one of the Nation's BEST places to live, work and visit.

All City employees played a key role in our success for Fiscal Year 2018 and my special thanks go out to the dedicated professionals in each of their departments: City Secretary, Communications, Development Services, Economic Development, Financial Services, Fire & Rescue Services, Human Resources & Organizational Development, Innovation & Technology, Legal, Municipal Court, Office of Performance & Strategic Initiatives, Parks

& Recreation, Police Department, and Public Works.

While *In Focus* serves as an annual showcase of our successes, the City also has other staff-produced publications in which residents can see highlights of their civil servants' hard work throughout the year. They include the "Show Me Missouri City" citizen newsletter; the bi-weekly City Manager's Update, a comprehensive report on operations; and Council Connection, a bi-monthly summary on Regular City Council Meetings. Residents can follow along by subscribing to these reports on the City website, [www.missouricitytx.gov](http://www.missouricitytx.gov).

As the City's exemplary staff members and I work toward creating the Fiscal Year 2020 Budget while maintaining steady operations in Fiscal Year 2019, it's imperative to reflect on our achievements to date and to plan for our accomplishments on the horizon.

- Anthony Snipes

## MCTX CITY COUNCIL



**MAYOR YOLANDA FORD**

**Current Committee Membership:**  
• 14 METRO Multi-City Coalition



**VASHAUNDRA EDWARDS**  
COUNCILMEMBER, AT-LARGE POSITION #1

**Current City Council Committee Memberships:**  
• Livable Community  
• High Performance Organization



**CHRIS PRESTON**  
COUNCILMEMBER, AT-LARGE POSITION #2

**Current City Council Committee Memberships:**  
• Economic Development  
• High Performance Organization  
• Community Development Advisory



**REGINALD PEARSON**  
COUNCILMEMBER, DISTRICT A

**Current City Council Committee Memberships:**  
• Planning, Development and Infrastructure  
• Community Development Advisory



**JEFFREY L. BONEY**  
COUNCILMEMBER, DISTRICT B

**Current City Council Committee Memberships:**  
• Livable Community  
• Finances and Services  
• Planning, Development and Infrastructure  
• Community Development Advisory



**ANTHONY G. MAROULIS**  
COUNCILMEMBER, DISTRICT C

**Current City Council Committee Memberships:**  
• Livable Community  
• Economic Development  
• Finances and Services



**FLOYD EMERY**  
COUNCILMEMBER, DISTRICT D

**Current City Council Committee Memberships:**  
• Finances and Services  
• Economic Development  
• High Performance Organization  
• Planning, Development and Infrastructure

# MCTX CELEBRATES ANOTHER MILESTONE YEAR

## NO. 3

Location in Texas to buy a house  
by [www.homearea.com](http://www.homearea.com)

2018 was another banner year for the “Show Me City” as the region’s most diverse municipality again earned prestigious awards and recognitions, engaged citizens and stakeholders in a series of strategic initiatives and elected its 11th Mayor in a historic runoff election that resulted in a mayoral change after 24 years.

MCTX also remained one of the nation’s premier residential and commercial communities with two first-class amenities—the Recreation & Tennis Center on Cypress Point Drive and the Quail Valley Golf Course/City Centre on La Quinta Drive. On the home front, the City was ranked the no. 3 location in Texas to buy a house by [www.homearea.com](http://www.homearea.com), an online real-estate resource for consumers and researchers; Pharr and Beaumont are the only two State cities that ranked higher.

The City also continued its economic development growth, its innovative public safety and technology programs and its transformative City Hall Complex upgrades that feature lighting, painting, signage, landscaping, an outdoor performance plaza and facility restrooms.

A focus on superior customer service and the City’s Values (mission, vision, credo, code of ideals) were priorities as all employees worked to achieve business plan performance goals and to maintain efficiencies across all operations.

### MCTX had numerous accomplishments in Fiscal Year 2018-2019, including the following gains:

- Securing Council adoption of the Economic Development Master Plan
- Completing six economic development agreements; the projects are anticipated to generate more than \$150,000,000 of new capital investment in Missouri City and involve: Comcast, NatureBest, Phillips Edison, Ridge Development, Warren Alloy and Best Buy, which held a grand opening for its 550,000-square-foot facility on Oct. 23. This location is to replenish inventory to more than 70 stores in the Texas, Louisiana and Mississippi region and support customer deliveries.
- Being recognized in Verizon’s national “Best Small Cities for Small Businesses” report, which listed the “Show Me City” as one of America’s best places to operate a company in, ranking the area No. 42 in a list of the nation’s top 50.

• Receiving accolades for excellence in fiscal stewardship through:

- Earning the Distinguished Budget Presentation Award from the Government Finance Officers Association for the 30th consecutive year;
- Earning the GFOA’s Certificate of Achievement for Excellence in Financial Reporting for the 36th consecutive year;
- Earning State Comptroller Transparency Stars for “outstanding” online transparency in Traditional Finances and Debt Obligations; and
- Receiving an upgraded bond rating from AA- to AA from S&P Global Ratings, a division of Standard & Poor’s Financial Services LLCT

• Winning a KaBOOM! Playground Grant funded through Blue Cross and Blue Shield of Texas and utilizing the monies to host a Build Day with citizen volunteers for a new “Scenic” recreational area at Roane Park

• Earning Texas Court Clerk’s Association Awards

• Winning multiple tournaments through the City’s first-rate Tennis programs, including the State Champion title for the 14 and under division at the 2018 Fall Sectional Championships.

• Reducing Part I and Part II crimes to record lows citywide over the past five years through the Data-Driven Approach to Crime and Traffic Safety (DDACTS) initiative

• Implementing a Fire Strategic Plan

• Receiving a \$15,000 Rebuild Texas Fund Grant

• Conducting a 2018 Citizen Survey and releasing results showing that residents have a positive overall perception of the City, and citizen satisfaction with City services is much higher in the “Show Me City” than in other communities

• Prioritizing sidewalk and pavement repairs based on a needs assessment in strategic alignment with Council approved funding

• Facilitating the presentation of Clean Restaurant Awards to 64 food establishments

• Hosting about 53,618 round of golfs, 100 tournaments, 42 golf and 320 non-golf events at the Quail Valley Golf Course & City Centre. Facility also set a single day record for rounds of golf played with 410 rounds on Friday, March 30, 2018.

• Issuing about 6,723 permits in fiscal year 2018 with an estimated \$383,988,931.16 in project value and \$2,042,959.57 in permit fees and collecting about \$437,760.56 in alarm permit fees. More than \$283,371.06 was collected in alarm permit fees as of Dec. 27.

• Implementing a new compensation and benefits study

• Hiring the first Animal Services Manager

• Launching two new MCTX-METRO transit services: the 363 Community Connector and 364 Flex Route to enhance mobility for residents, stakeholders and visitors

These achievements are indicative of the quality public service all team members strive to provide to residents, businesses and stakeholders.

The City experienced another historic milestone in December, 2018 after a transition in Council leadership with the election of Mayor Yolanda Ford in the Dec. 8 Runoff Election. Ford, who won 51.95 percent of the vote citywide over long-serving Mayor Allen Owen, is the first female and first person of color to serve in the role.

After being sworn into office by Presiding Judge Debra Sinclair in the presence of hundreds of guests who filled the Chambers, the foyer and the City Hall Lobby at the Dec. 17 Regular City Council Meeting, Ford said: “I just want to take this opportunity to thank God, my parents, my family and everyone who supported me to get to this point. I sincerely appreciate it. And, I know we have a lot of differences, but with that, we have to learn to appreciate our differences so that we can work together to get things done.”

Then, Mayor Ford proceeded to conduct her first official action of the meeting by administering the oath-of-office to At-Large Position #2 Councilmember Chris Preston, who won his third term with 64.19 percent of the vote citywide in the Dec. 8 runoff contest. Later in the meeting, Preston, who also won terms in 2014 and 2016, was elected by Council to be the City’s Mayor Pro Tem.

Also, as part of the City’s first November General Election cycle, Vashaundra Edwards was elected to At-Large Position #1 and Reginald Pearson was appointed by Council to fill the District A Vacancy that became available when Ford ran for Mayor.

Other current Councilmembers serving are: Jeffrey Boney (District B), Anthony Maroulis (District C) and Floyd Emery (District D).

In addition to the City’s “Show Me” spirit being in full force at the inauguration ceremony, it was also evident throughout the year as staff launched the First Annual Public Administration Day, hosted the Fourth Annual Black History Month Celebration, Second Annual Mother’s Day Cake Decorating Event, Second Annual Leadership NOW Symposium, and partnered with citizens for the annual Dad & Daughter Dance, July 4th Festival, National Night Out block parties, Stuff the Squad Car & Fire Truck, Shrimp Boil Tennis Tournament and the 3rd Annual Community Night Out Festival, which drew record attendance from across the region.

“Missouri City is thriving because of our strong partnerships with citizens and stakeholders,” said City Manager Anthony J. Snipes, who was appointed to serve on the Board of the Institute for Building Technology and Safety (IBTS) in August, 2018. “Our exemplary teams manage quality municipal programs and our stewardship of taxpayer dollars is rated at the highest standards by financial agencies nationwide. Staff will continue to build on the City’s reputation as a safe community with beautiful neighborhoods, to attract viable commercial and retail enterprises, to renovate and maintain the infrastructure and to expand recreational opportunities.”

“I’m excited about the opportunity to lead this great City through the next phase of its growth and development in partnership with all constituencies,” said Mayor Ford. “My fellow Councilmembers and I are fully committed to help keep our budgets balanced, our streets safe, our economy thriving, and our infrastructure strong. We look forward to a progressive and prosperous New Year.”

“ I’M EXCITED ABOUT THE OPPORTUNITY TO LEAD THIS GREAT CITY THROUGH THE NEXT PHASE OF ITS GROWTH AND DEVELOPMENT IN PARTNERSHIP WITH ALL CONSTITUENCIES

- MAYOR FORD

# 2018 CITIZEN SURVEY RESULTS SHOW: RESIDENTS HAVE POSITIVE PERCEPTION OF CITY

City Council was presented an overview of the 2018 Citizen Survey results at the Monday, July 16, Regular Meeting. The analysis showed that residents have a positive overall perception of the “Show Me City”, and that satisfaction with City services is much higher in MCTX than in other communities.

From Monday, April 16 through Monday, May 21, Missouri City conducted its 2018 Citizen Survey, which was administered through the nationally recognized ETC Institute via phone, mail and the Internet.

“Approximately 86 percent of the residents surveyed indicated Missouri City is an ‘excellent’ or ‘good’ place to live, which is significantly higher than the national average of 70 percent,” said Jason Morado of the ETC Institute in the presentation to City Council. “Approximately 80 percent of those surveyed indicated Missouri City is an ‘excellent’ or ‘good’ place to raise children, which is also significantly higher than the national average of 68 percent.”

Missouri City rated above the Texas average in 62 of 78 areas, and above the U.S. average in 55 of 78 areas. Satisfaction with the overall quality of City services rated 14 percent above the Texas average and 12 percent above the U.S. average.

“We are excited to see these high marks in the perception of City services and our image, and that extends to our vast network of engaged citizens,” said City Manager Anthony Snipes. “We have made great strides since the 2016 survey to improve our standing both on a regional and national stage, and it is rewarding to see our collaborative efforts result in positive citizen feedback.”

Residents also identified the following three areas as top overall priorities: Flow of Traffic and Congestion

Management; Maintenance of City Streets, Sidewalks, Infrastructure; and Police and Fire Services. Missouri City has seen noticeable increases in satisfaction in the following areas since the previous 2016 Citizen Survey:

- Overall quality of trash and yard waste services;
- SeeClickFix to report code violations;
- Bulky item pick-up/removal services;
- Quality of social media outlets; and
- Overall flow of traffic and congestion management

Notable decreases in satisfaction since the 2016 survey are:

- How easy City was to contact;
- How well issue was handled;
- Enforcement of traffic laws;
- Enforcements of local codes and ordinances; and
- How quickly staff respond to requests

“We value citizen engagement and have utilized previous survey results to make important long-range planning and investment decisions,” Mr. Snipes said. “As the budget process progresses, we will take into account this citizen feedback and identify areas of growth and improvement.”

ETC’s goal was to achieve a minimum of 400 completed surveys; this was accomplished with a total of 413 households completing a survey. The results for the random sample of 413 households have a 95 percent level of confidence with a precision of at least +/- 4.8 percent.

**82%** OVERALL SATISFACTION WITH TRASH & YARD WASTE SERVICES

**80%** SATISFACTION WITH PERCEPTIONS OF THE CITY AS A PLACE TO RAISE CHILDREN

**86%** SATISFACTION WITH PERCEPTIONS OF THE CITY AS A PLACE TO LIVE

**76%** OVERALL SATISFACTION WITH PARKS & RECREATION PROGRAMS & FACILITIES





# “SHOW ME CITY” SNAPSHOT: PUBLIC SAFETY & CODE ENFORCEMENT

**DID YOU KNOW?** MCTX POLICE AND FIRE & RESCUE SERVICES HAVE UNIQUE WEBSITES:  
[www.missouricitypolice.org](http://www.missouricitypolice.org)  
[www.missouricityfirerescue.org](http://www.missouricityfirerescue.org)

SCAN THE QR CODE TO SEE THE FIRE STRATEGIC PLAN



# 87%

## OVERALL CITIZEN SATISFACTION WITH POLICE & FIRE SERVICES

- 2018 CITIZEN SURVEY

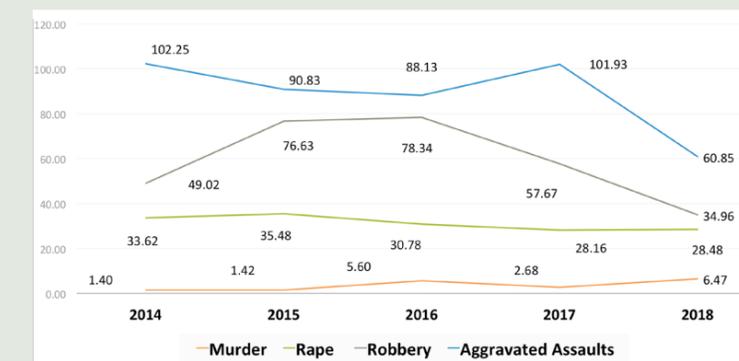
Missouri City is a safe, scenic City that is rated one of America’s “BEST” Places to live, work and visit. Code initiatives are integral in keeping our landscape clean and green and a collaborative effort by citizens and staff in this area is reflective of the "Show Me" City’s designation as the only Platinum Scenic City in the region. The distinction reflects the area’s utilization of strict ordinances and regulations, resulting in increased economic development and property values.

In keeping with Missouri City’s ongoing commitment to public safety and staff’s implementation of educational and outreach initiatives that engage residents citywide; the Police Department and Fire & Rescue Services continue to manage a strategic agenda of programs that are vital in keeping the City’s streets safe. Here is a graphic highlighting the efforts of Police, Fire and Code Enforcement over the past year:

To assure strategic enforcement of codes and consistency overall, City Manager Snipes convened a Nuisance Abatement Committee in August, 2016 to develop the philosophy, processes, communications and means to measure the outcomes and reporting out on Code Enforcement initiatives. The task force is making strides and includes employees in his office, Code Enforcement, Police, Fire & Rescue Services, Development Services, Legal and Communications.



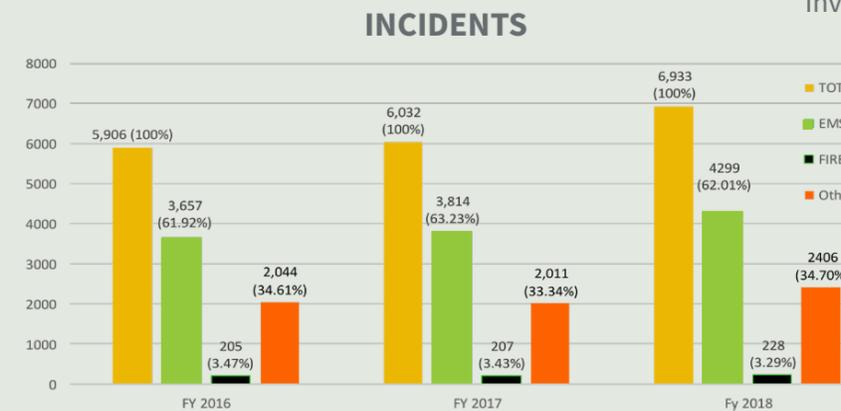
UCR PART 1 VIOLENT CRIMES PER 100,000 POPULATION



| Year       | 2014  | 2015  | 2016  | 2017  | 2018  |
|------------|-------|-------|-------|-------|-------|
| Population | 71395 | 70465 | 71482 | 74561 | 77242 |

Innovative strategies, community partnerships and prevention programs have helped the Missouri City Police Department reduce crime to record lows citywide in the past five years utilizing one of the department’s new programs—DDACTS (Data-Driven Approach to Crime and Traffic Safety).

The initiative is aimed at reducing the incidence of crime, crashes and traffic violations by drawing on the deterrent of highly visible traffic enforcement and the knowledge that crime often involves the use of motor vehicles.



**“CRIME HITS RECORD LOWS CITYWIDE THROUGH THE DATA-DRIVEN APPROACH TO CRIME AND TRAFFIC SAFETY (DDACTS) INITIATIVE.”**



74,561  
POPULATION

A SAFE, SCENIC CITY THAT IS ONE OF AMERICA'S

# BEST PLACES TO LIVE, WORK & PLAY!

## AWARDS & ACCOMPLISHMENTS

### RECOGNIZED AS ONE OF THE "BEST SMALL CITIES FOR SMALL BUSINESSES" BY VERIZON

The City was recognized in Verizon's national "Best Small Cities for Small Businesses" report, which listed the "Show Me City" as one of America's best places to operate a company in, ranking the area No. 42 in a list of the nation's top 50.

### METRO COMMUNITY CONNECTOR LAUNCHES SERVICES IN MISSOURI CITY

As a partner of METRO, the City launched two new MCTX-METRO transit services to enhance mobility for residents, stakeholders and visitors: the 363 Community Connector and 364 Flex Route.

### CRIME HITS RECORD LOWS CITYWIDE

Part I and Part II crimes reduced to record lows citywide over the past five years through the Data-Driven Approach to Crime and Traffic Safety (DDACTS) initiative.

### CITIZENS GIVE MISSOURI CITY HIGH RATINGS

The 2018 Citizen Survey showed that residents have a positive overall perception of the City, and citizen satisfaction with services is much higher in the "Show Me City" than in other communities.



24,116

NUMBER OF HOUSEHOLDS IN MISSOURI CITY LIMITS



88,896

MEDIAN HOUSEHOLD INCOME IN MISSOURI CITY



3,006

NUMBER OF BUSINESSES IN MISSOURI CITY LIMITS

# CITY SECRETARY

1. Executed trainings of 30 departmental records management liaisons as per City ordinance regarding City records management program.
2. Implemented new software (Microsoft Integration) and delivered trainings for staff to better manage documents and email as per records management retention schedules.
3. Completed audit regarding 112 alcoholic beverage establishment accounts, bringing accounts current. This was achieved in coordination with the Financial Services Department in an update of billing process and establishing renewal standards of processes.
4. Coordinated 6th Annual Clean Your Files Day on Jan. 19, 2018.
5. Coordinated the Newly Elected Council Orientation Session, which provided information to new Councilmembers, with City staff from Nov. 30, 2017 to Dec. 1, 2017. Updated the City Council Orientation Packet Handbook for distribution to newly elected officials.
6. The Deputy City Secretary successfully received certification through the Texas Municipal Clerk Certification Program and graduated in January 2018.
7. Enrolled the City Secretary and Deputy City Secretary in recertification program of the Texas Municipal Clerks Association.
8. Continued the education of the City Secretary and support staff in ongoing training of records management and city clerk office responsibilities through Texas Municipal Clerks Association.



# COMMUNICATIONS

1. Oversaw the redesign of the City's main web presence MissouriCityTX.Gov to improve functionality, navigation and mobile access. The November 2017 launch of the City's website included full implementation of City Council website pages; social media connections; branding for the City's new Mission, Vision, Credo, and Code of Ideals; unique customized department homepages and URLs; a portal for a livestream of the MCTV municipal channel and the ability for users to translate content into multiple languages that represent the City's cultural diversity.
2. Served as the City's Public Information Officers during activation of the EOC in 2017 and 2018, including provision of all public, media and stakeholder outreach during Hurricane Harvey and the January 2018 winter event. Communications coordinated all public, media and stakeholder outreach during both incidents.
3. Developed, designed, and oversaw the roll-out of the Missouri City Parks Foundation website Mcparksfoundation.org, as well as, its 501©3 Parks Foundation sponsorship packet and the Veterans Memorial fundraising project.
4. Managed the Travis Scott Name Day Ceremony and Key to the City Presentation during the 2018 Black History Month Celebration of Culture & Music on Feb. 10, 2018. This included design/creation of the Key to the City Plaque/Awards, marketing materials, and media coverage which was shared locally and by several nationwide publications and online news sites. After the event, a recap video was produced in-house and posted on MCTV and social media outlets.
5. Managed the municipal cable television audit, including an inventory of all cable drops, boxes, systems in City facilities, assessment of service/cost and recommendations for improvements and upgrades.
6. Collaborated with the Innovation & Technology and Human Resources & Organization Development Departments by conceptualizing and developing designs for the Citywide Intranet.
7. Launched the City's first-ever app—MCTX Mobile, enhancing the overall quality of programming and improving transparency, outreach, mobile capability and community engagement. Included was a comprehensive marketing campaign.
8. Produced more than 42 MCTV videos that received 36,992 total views and 290 shares. Enhanced citizen/community engagement through HOA outreach, launch of the fifth year of Missouri City Citizens University class with more than 30 stakeholders and several Leadership Luncheons including the Houston TranStar tour.



## COMMUNITY INVOLVEMENT

The City increased participation in the Municipal Volunteer Program by 189 new volunteers accepted in 2018 which contributed 5,645 volunteer hours to the City.

# DEVELOPMENT SERVICES

1. Managed the implementation process for the conversion from the City's existing permitting software to our new system, EnerGov Permit and Plan Review management software in March, 2018.
2. Facilitated and managed the adoption process for the 2017 Comprehensive Plan update.
3. Completed several projects within the Community Development Block Grant areas including minor housing rehabilitation/ADA retrofitting to 10 owner-occupied houses through the Housing Rehabilitation Program; installation of parking lot lighting and additional parking at the Hunter's Glen Park and replacement of existing high-maintenance surfaces like walking/jogging trail improvements in Buffalo Run Park.
4. Planning division responded to approximately 867 projects. This number includes only the initial Planning & Zoning Commission review for zoning and plat projects, not including preparation for City Council and revisions submitted for plats. It also does not include other responsibilities including responding to inquiries on general development questions; inquiries on open projects; pre development meeting coordination, facilitation, and follow up; working with other City Department/Divisions on research related to projects (i.e. - Code Enforcement sweeps or general business, etc.) and other City wide projects that may be underway.
5. Plan Review team issued about 6,723 permits in fiscal year 2018 with an estimated \$383,988,931.16 in project value and \$2,042,959.57 in permit fees. Team also collected about \$437,760.56 in alarm permit fees.



# ECONOMIC DEVELOPMENT

[www.missouricitycodev.com](http://www.missouricitycodev.com)

1. Completed and secured adoption of the Economic Development Master Plan.
2. Revised Incentive Policies consistent with the economic development plan.
3. Pursued interim session discussions on new incentive program.
4. Completed six economic development agreements (historical 20 year average is .85 projects per year). Projects anticipated to generate over \$150,000,000 of new capital investment in Missouri City.
 

|               |                      |
|---------------|----------------------|
| A. Best Buy   | D. Phillips Edison   |
| B. Comcast    | E. Ridge Development |
| C. NatureBest | F. Warren Alloy      |

# FINANCIAL SERVICES

[www.mctxfinance.com](http://www.mctxfinance.com)

1. Received a "Clean" audit opinion for the Annual Audit.
2. Received the Distinguished Budget Award.
3. Received the State of Texas Financial Transparency Award.
4. Created and received approval of the citywide Cash Handling Policy on which all City departments received training.
5. Designed and implemented a new capital asset policy.
6. Conducted citywide budget training sessions to enhance internal departmental knowledge of the budget process.
7. Conducted multiple community input sessions regarding the City's annual budget, Capital Improvements Program, and projected economic forecasts.

# FIRE & RESCUE SERVICES

[www.missouricityfirerescue.org](http://www.missouricityfirerescue.org)

1. Participated in or assisted with 1300 high-water rescues and evacuations during Hurricane Harvey (fall 2017).
2. The 2017-2021 Strategic Plan finalized and published in the third quarter.
3. Participated or concluded research of the deployment operations plan and standard of cover study by Citygate finalized in March 2018. Reviewed recommendations of the 2017 facilities study and final revision of the comprehensive plan supported plans to build station six. These efforts led to City Council approving the sale of bonds to start building station six in May 2018.
4. Established a stakeholder committee to assess and research current and future technologies for the department which resulted in the Lexipol/web base system to improve policy and procedure management.
5. Purchased new training drones and will host a drone certification class that will certify 11 of our Police Officers and 4 Arson Investigators. This will enhance awareness and data collection for both disciplines.
6. Researched and will present recommendations for enhanced work related to health screenings in line with the health and wellness initiative.



# HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT

1. Successfully enrolled active and retired employees for the 2018 benefits year with minimal service disruption.
2. Processed more than 7,000 applications for employment, including administering testing for police, fire, telecommunications (911 operators), etc. to fill more than 25 vacancies in the City.
3. Partnered with members of the Community to administer the delivery of funds gathered via an online application to distribute relief funds to employees who were adversely impacted by Hurricane Harvey.
4. Partnered with Benefits consultants to reduce the overall cost of medical, dental and vision insurance to active and retired employees from 19% to 10%.



MISSOURI CITY

# INNOVATION & TECHNOLOGY

1. Implemented and upgraded the new Exchange server. The deployment provides a path to have redundant servers increasing the availability of Mail and increasing productivity.
2. Implemented and replaced end of life-cycle datacenter. This action reduces and minimizes system downtime and loss of City revenue.
3. Implemented and maintained Police Car and Body Camera Project. This program addressed changes in new technology to ensure the right solution is set in place for both functionality and officer safety.
4. Updated and maintained the Wireless LAN Controller to provide corporate and free Wi-Fi across all City buildings for employees, guests, and citizens. Replaced all end of life access points to maintain continuity.
5. Supported 450 users, 1,735 different hardware devices, more than 85 operating systems and application software packages, and supported users in the acquisition and installation of computing equipment and software that best meets their needs.
6. Continued to maintain and support all City servers and software, including Tyler MUNIS, OSSI, INCODE, EPO management, Coban storage, and Solarwinds.
7. Maintained and enhanced the new email archive system to provide better access to emails for open records requests and ensure that email data is retained according to the retention policy.

# LEGAL

1. Provided legal advice and drafted ordinances, contracts and other documents relating to the implementation of multiple pieces of legislation from the 85th Regular Session of the Texas Legislature.
2. Completed multiple regulatory ordinances, including ordinances regulating City parks, mobile food trucks, commercial window coverings, fines for certain zoning violations, and the naming of City streets and other facilities.
3. Completed the review and adoption of the Personnel Policy.
4. Provided internal training on warrant procedures, regulations related to the Parks Department, small cell equipment and tower regulations, the Texas Open Meetings Act, and local governmental ethics.
5. Provided legal advice and drafted documents related to proposed Charter amendments, tax abatement agreements and economic development agreements.
6. Provided legal advice and drafted multiple orders and documents to assist City staff with the Hurricane Harvey response.

# MUNICIPAL COURT

1. Collaborated with Innovation & Technology team to bring the Incode Solution server onsite. This innovative solution allowed for cost savings and enabled staff to provide consistent and efficient customer service, be more productive, and to fully utilize the existing software by streamlining current processes.
2. Implemented electronic case flow management, a vital, efficient process improvement. Successfully implemented case flow management for all processes outside the court room.
3. Developed an innovative community engagement and outreach strategy which increased citizen safety both on the roadways and at home.
4. Received state-wide recognition for community engagement efforts via winning the Municipal Traffic Safety Initiative Award (medium volume court) from the Texas Municipal Courts Education Center.
5. Increased Court security on premise with a strong emphasis on prevention and proactive measures. New security measures include an operational walk-through metal detector, a handheld detector, forming of the Court Security Committee as required by statute, with continuing enhancements under review both inside and outside the court room.

# OFFICE OF PERFORMANCE & STRATEGIC INITIATIVES

1. Oversaw quarterly reporting, and continual improvement of, the organization's first formalized business planning process which tracks progress toward initiatives identified in the City's Strategic Plan, Council Priorities, and Budget and is accompanied by performance measures.
2. Oversaw the establishment and grand opening of a Visitors Center and hiring of a Tourism Manager to promote Missouri City as a place to visit, to support local businesses, and to increase stays at local hotels.
3. Oversaw LGC finances and operations, engaging management in greater transparency through regular reporting and integrating budget development into the City's standard processes. Initiated an RFP process which will review LGC operations and structure with the ultimate goal of creating a Master Plan including goals and performance metrics.
4. Selected a consultant and initiated development of a cloud-based Performance Management solution to track business planning, performance metrics, and to show alignment of metrics and goals with the Council Strategic Plan.
5. Facilitated the development and implementation of updated City Strategic Statements (Vision, Mission, Credo, Code of Ideals, and Leadership Philosophy).

# PARKS & RECREATION

[www.mctxparks.com](http://www.mctxparks.com)

1. Completed playground expansion at Community Park's playground as a result of a \$75,000 grant from Niagara Bottling.
2. Recreation & Tennis Center reached 1,500 memberships in September, 2018, marking one of the highest total memberships in the history of the facility.
3. Growth of many recreation programs including the Junior Tennis program which grew by 80% from the last fiscal year.
4. Secured a community grant with KaBOOM! for the construction of a new playground at Roane Park which was installed in November, 2018.



# POLICE

[www.missouricitypolice.org](http://www.missouricitypolice.org)

1. Successfully passed and was re-recognized by the Texas Police Chiefs Association.
2. Successfully secured several grants including a grant through HGAC to purchase three License Plate Reader cameras; a third K-9 through K9's 4 Cops; through the Office of the Governor for a Mobile Video Surveillance trailer; the Texas Department of Public Safety for a STEP Program (overtime to focus on speeders, impaired drivers, distracted drivers and seat belt violations).
3. Hosted several outreach initiatives including five Coffee with a Cop events; the Break the Chain Charity basketball tournament; the Survival of the Fittest softball tournament; youth Pride basketball tournament and more.
4. Emergency Communications center went live with ASAP (Automated Secure Alarm Protocol).
5. Destroyed over 700 pounds of prescription drugs. Partnered with FBISD and the DEA for drug take back days.
6. All in-car cameras and body cameras were upgraded to the Utility camera system. All sworn officers and code enforcement officers were issued body cameras.
7. Partnered with Union Pacific several times to monitor and identify motor vehicle violations at railroad crossings in the city.

# PUBLIC WORKS

1. Developed and implemented the Animal Services Standard Operating Procedure (SOP) Manual as part of several enhancements proposed to the City's Animal Services Division. This SOP establishes a benchmark for the standard of care provided at the City's animal shelter.
2. A pilot reuse filter project was installed at the Surface Water Treatment Plant in the summer of 2018. This will pave the way for the City to embark on this latest water conservation/re-use strategy to use discarded water with minimal treatment for irrigation and recreational use.
3. The Engineering Division of Public Works developed a formal process for submitting "new product" approval applications. The new product list and application is updated on the website and has made it more efficient for vendors to update their products to the current industry standards and seek Missouri City's approval for use in infrastructure projects within the City and ETJ.
4. Updated older Trafficware controllers with Econolite controllers and updated signal timing throughout the City. These new generation controllers will aid towards implementing signal progression and mobility initiatives.
5. Strategically prioritized sidewalk and pavement repairs based on the needs assessment for implementation established in alignment with Council approved funding.
6. Developed a process for extracting and geo-enabling public safety data so that it could be analyzed and viewed through mapping applications and focused dashboards.
7. Addressed essential needs around the City Hall complex, including painting, roof replacement, upgraded lighting, and landscaping.



1522 TEXAS PKWY.  
MISSOURI CITY, TX 77489

PHONE: 281.403.8500



STAY CONNECTED WITH MISSOURI CITY

@MISSOURICITYTX



[WWW.MISSOURICITYTX.GOV](http://WWW.MISSOURICITYTX.GOV)