

CITY OF MISSOURI CITY

# IN FOCUS



**ANNUAL REPORT AND STRATEGIC UPDATE  
2019-2020**





**MAYOR YOLANDA FORD**

## Hello, Missouri City Residents, Partners and Stakeholders,

**Welcome to the Fourth edition of In Focus, an annual report and strategic update on the state of the City.**

During this time of change in Missouri City, I have partnered with Council and staff to be a resource to citizens, area stakeholders and staff.

As the presiding officer of the City, who currently serves as the emergency management director pursuant to Section 418.1015 of the Texas Government Code, my leadership during the COVID-19 pandemic has entailed: identifying resources to assist residents, convening and managing virtual meetings, hosting PPE & Food Distributions, participating in conference calls with State, County and local officials, directing staff on COVID-19 operational policies to safeguard City employees and facilities, leading the recruitment effort for a new City Manager, working with staff on planning for the Fiscal Year 2021 Budget and meeting with residents and stakeholders on priority issues and projects.

So many people in our community have been heroes during this pandemic and I want to extend my gratitude to all of them - first responders, postal workers, medical professionals and personnel, delivery services, my fellow Councilmembers, appointed officials and our valued City employees.

Collectively, we are all united to protect our Missouri City village, working side-by-side to flatten the curve and impact of an unprecedented pandemic. We continue to work with Fort Bend County to provide testing sites, and our partnership will help guide us through this challenging time.

Lastly, as we approach the beginning of Fiscal Year 2021, I look forward to working as your mayor as we strive to keep pushing our City forward. I am honored to serve each and every one of you and humbled to call Missouri City my home.

Sincerely,  
Mayor Yolanda Ford



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

**Current City Council Committee Memberships :**

- Public Safety and Technology
- Economic Development
- Planning, Development, and Infrastructure
- Ordinances, Resolutions, Elections, and Council Governance Review



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

**Current City Council Committee Memberships :**

- Finances and Services
- Economic Development
- Community Development Advisory
- Ordinances, Resolutions, Elections, and Council Governance Review



**DR. CHERYL STERLING**  
COUNCILMEMBER, DISTRICT A

**Current City Council Committee Memberships :**

- Finances and Services
- High Performance Organization
- Planning, Development and Infrastructure
- Community Development Advisory
- Ordinances, Resolutions, Elections and Council Governance Review



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

**Current City Council Committee Memberships :**

- High Performance Organization
- Public Safety and Technology
- Livable Community
- Community Development Advisory



**ANTHONY MAROULIS**  
COUNCILMEMBER, DISTRICT C

**Current City Council Committee Memberships :**

- High Performance Organization
- Public Safety and Technology
- Livable Community
- Economic Development



**FLOYD EMERY**  
COUNCILMEMBER, DISTRICT D

**Current City Council Committee Memberships :**

- Finances and Services
- Livable Community
- Planning, Development and Infrastructure

# JOIN MCTX MAILING LISTS



## BI-WEEKLY UPDATES

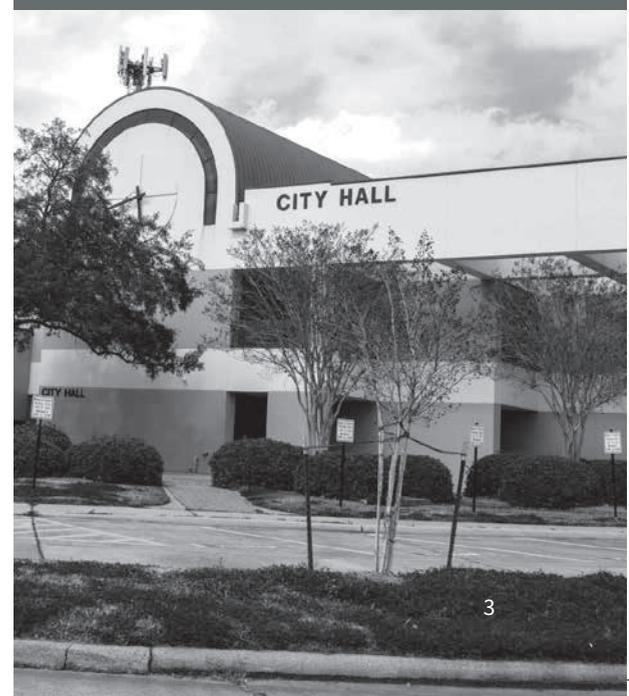
### COUNCIL CONNECTION

The report provides an overview of the Council Meetings.

### MCTXPRESS DIGITAL NEWSLETTER

This biweekly report serves as an update to citizens and stakeholders on City programs, activities and operations.

[www.missouricitytx.gov](http://www.missouricitytx.gov)





# CHARTING THE CITY'S PROGRESS

**2020 continues to progress forward with a focus on City Council priorities, departmental business plan objectives/goals and challenges that staff is working collaboratively to meet with proactive strategies and solutions. A number of vital initiatives, include:**

- **COVID-19 Response:** As of August, Missouri City surpassed 1,600 positive cases including concerning numbers at a few nursing homes, according to Fort Bend and Harris counties. Due to the alarming increase of cases in the region, City offices remain closed to the public. However, staff is diligently working to ensure continuation of operations to deliver excellent customer service to the citizens. The City's Emergency Operations Center is also activated and the team is working with local, state, and federal agencies to ensure residents are informed of experts' guidelines on how to contain the virus and to deliver basic necessities by conducting food and personal protection equipment (PPE) drives. The City will receive CARES Act funding to help assist with the financial impact of the pandemic. Residents were encouraged to participate in a brief survey so City officials can better understand the needs of the community at large.
- **2021 Budget:** Planning for the Fis-

cal Year (FY) 2021 blueprint is under way, and staff is discussing initiatives to assist in the growth of economic development and redevelopment throughout the City. The proposed budget includes a decrease in the property tax rate, and key items in the proposal include hazard pay for first responders, funding for the sidewalk program, and a small business loan program. With the Texas Legislature approving Senate Bill 2 in 2019, which requires the City to hold an election on any increase of property tax revenue greater than 3.5 percent, Staff is developing the FY 2021 budget under this guidance.

- **Growth & Development:** In FY 2019, 4,695 permits were issued with \$422,919,955.42 reported in project valuation; and a total of \$2,152,741.71 collected in permit fees. Also, during the same time frame, a total of 5,265 alarm permits were processed with fees totaling \$377,278.35. And, for FY 2020, as of July, 3,110 permits

# #13

## "BEST CITIES TO LIVE IN TEXAS, 2019"

- CHAMBER OF COMMERCE



were issued with an estimated \$219,588,445.44 in project valuation and \$2,264,542.40 collected in fees. In that same time frame in FY 2020, a total of 5,725 alarm permits were processed, with fees totaling \$291,145.25.

- **Public Safety:** The MCTX Police Department and Fire & Rescue Services are preparing for an election that may lead to a civil service structure for the teams.

Another key operational update is the City Council appointment of new City Manager, Odis Jones, a collaborative and seasoned executive with more than two decades of expertise in managing complex governmental operations and economic development organizations. He has managed a budget of more than \$250 million and 1,500 employees during his career. Mr. Jones is nationally regarded as a leader in restoring solvency to local governments as he worked on the team in Detroit during its 2013 National Bankruptcy filing where he led the restructuring of Detroit's Street Lighting and Electric Grid system. His efforts were applauded by President Barack Obama and he was featured in *The New York Times*; *TIME* magazine, *FORBES* and *FORTUNE* and was also a central participant in an international television commercial with Citibank Global.

"Mr. Jones is bringing those change agent skills to Missouri City to help firm up the City's financial apparatus as well as to encourage the City's local economy to grow," said Mayor Yolanda Ford. "He is an excellent fit for the CEO position and we are looking forward to his leadership, vision and demonstrated ability to obtain outstanding results."

Adherence to policies and procedures is also a priority, with Council and staff working collectively to follow existing guidelines and, where there is an opportunity to improve efficiencies, they are working to create and implement new protocols.

"Moving the City forward continues to be our main concern with an emphasis on strategic initiatives that will generate new revenue sources, create new partnership opportunities and expand our reputation as a safe, scenic municipality to potential new homeowners and business owners," said Mayor Ford. "As we continue to grow, balance will be important to ensure we make the best decisions in the interest of our engaged citizenry."

Along with Mayor Ford, the City's other six elected Councilmembers are also striving to achieve these goals. They include Cheryl Sterling (District A), Jeffrey L. Boney (District B), Anthony Maroulis (District C), Floyd Emery (District D), Vashaundra Edwards (At-Large Position #1), and Mayor Pro Tem Chris Preston (At-Large Position #2).

**As a result of the public stewardship of City staff, MCTX has earned a wide variety of awards and recognitions in 2019 and 2020. These include, but are not limited to:**

- Earning the 32nd consecutive Distinguished Budget Presentation Award by the Government Finance Officers Association of the United States and Canada (GFOA) for preparing and presenting a budget of the highest quality for Fiscal Year 2020.
- Earning the No. 34 rank in a list of 154 Texas cities rated by Alarms.org, the official site of the National Council for Home Safety and Security—an association of licensed alarm companies, installers, contractors and trade groups. The City also earned the No. 49 safest city rank in Texas by SafeWise, a security system resource website.
- Reaching a new milestone of the highest single month record to date at the Quail Valley Golf Course with a total of 6,488 rounds of golf being played in May, 2020.
- Making the list of "Greenest Cities in Texas" by Just Energy, a multinational energy and gas company with its U.S. headquarters based in Houston. MCTX came in at number 17 on the list, which is the fourth-highest ranking in the region.



- Making the list of the "Best Cities to Live in Texas, 2019" by Chamber of Commerce, an online organization that assists with the longevity of small businesses. Missouri City came in at number 13 on the list, which is the third-highest ranking in the region.

**CONTINUED ON PAGE 18**

# OUR VISION FOR GROWTH

## STRATEGIC PRIORITIES & OBJECTIVES

### INFRASTRUCTURE

- Reassign Fort Bend County Mobility Bond allocated funding to fund key roadway infrastructure projects within the City via interlocal agreements
- Aggressively complete sidewalk repair program during FY 2021
- Complete the Master Drainage Plan update working with other stakeholders
- Complete the General Land Office funded Flood Gauge Installation Project
- Complete corridor study for Highway 6 to improve traffic progression

### FIRE DEPARTMENT

- Design and construction on Fire Station #6
- Procurement of new engine for Fire Station #6
- Establish a community-wide annual Cardiopulmonary Resuscitation/First Aid Program
- Ensure department employees are adequately equipped including protective clothing and gear to meet the state adopted guidelines
- Provide for equipment to maintain and enhance services including Breathing Air Compressor replacements at Fire Station 3 and 4, outfitting of Squad 31, and a 4 x 4 F150 including- 4 door Outfitting, lights, radio, gun mount, bed cover, etc.



### BEAUTIFICATION

- Public art for Parks Installations
- Red Carpet Run Entry at entrance to City Hall on Texas Pkwy
- Reader/Monument Signs and Landscape throughout the City
- Electronic Signage and communications at Independence Blvd.
- Parks entrance signage

### PARTNERSHIPS

- TXDOT for beautification project
- General Land-Office flood alert system (gauges)
- CARES Act funding from Fort Bend County and Harris County
- Fort Bend County/Developer – Beltway 8 Connector project
- Mobility Projects with Fort Bend County

### ECONOMIC DEVELOPMENT & REDEVELOPMENT

- Support developers' efforts to proceed with Sienna Town Center
- Support property owners and developers' efforts to attract new business consistent with and FM 1092
- Continue to support development in industrial/business park zoned properties
- Support development of property along Fort Bend Toll Way
- Support economic recovery of City from COVID-19

## BUDGET & TAX RATE ADOPTION: \$0.598035 PROPOSED 2020 TAX RATE

The City Council will have the Fiscal Year 2021 budget hearing followed by the budget adoption and 2020 Property Tax Rate adoption at the Monday, Sept. 21 Regular City Council Meeting. To review the proposed budget and for additional details, visit the City website.

SOURCE: Financial Services





## MEET THE NEW CEO, ODIS JONES

*“I see a prosperous Missouri City when it comes to economic development. With the right plans in place, we will bring to life the areas of the City that have challenges, and we will continue to provide our residents the best quality of life.”*

**City Manager Odis Jones** is a collaborative and seasoned executive with more than two decades of expertise in managing complex governmental operations and economic development organizations. He earned a Master’s Degree in Public Administration from Western Michigan University, a Bachelor’s Degree in Sociology from Central Michigan University and completed the Capital Markets Forum program at Harvard University.

## CITY MANAGER'S TOP 5 PRIORITIES

- Having an effective response to the COVID-19 pandemic
- Strengthening the financial security of the organization
- Enhancing our economic development prospectus
- Improving staff morale and building a performance-based culture in City Hall
- Improving customer service to our Citizens



## ON THE MOVE IN THE CITY



To upgrade mobility flow for residents, first responders, stakeholders and visitors, City Council Members voted at their Jan. 21 Regular Meeting to approve the purchase of two new leading-edge software programs: The Centracrs Advanced Transportation Management System (\$189,650) and The Glance Preemption & Priority System from Applied Information (\$409,650). Both these systems were paid through the City’s METRO funds.

The Centracrs system and associated services will essentially allow traffic management staff to visualize the whole entire city network of traffic signals in real-time from the traffic management center and to make real-time adjustments to those signals as necessary. The Glance signal preemption system utilizes web and cloud based computing to seamlessly combine cellular, radio transmission and GPS technology into one solution, allowing for faster emergency response times with the ability of clearing traffic in advance of police and fire vehicles approaching transit signals. Learn more on the City website.

# 20 MILLION GALLONS PER DAY

On May 13, 2019, MCTX hosted the groundbreaking ceremony for Phase II of the Regional Surface Water Treatment Plant. The plant currently holds 10 million gallons of water every day, and will hold 20 million gallons of water every day when the expansion is complete in 2021.

The \$14 million expansion is part of the largest capital improvement project in Missouri City's history. While the expansion is ongoing, the plant is expected to pump up to one million gallons of water every day for the Municipal Utility Districts throughout the community.

## WATER TREATMENT PLANT MOVES INTO PHASE TWO

# THE RESULTS ARE IN...

# 2020 CITIZENS SURVEY

The 2020 Citizens Survey was conducted by the ETC Institute earlier this year. It was mailed to a random sample of 3,000 of Missouri City's 75,000 households and received approximately 420 citywide responses.

The survey included a component called "Importance-Satisfaction (I-S) analysis" which examined the importance residents placed on each City service and the level of satisfaction with each service, to help the City identify investment priorities for the next two years.

**Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are:**

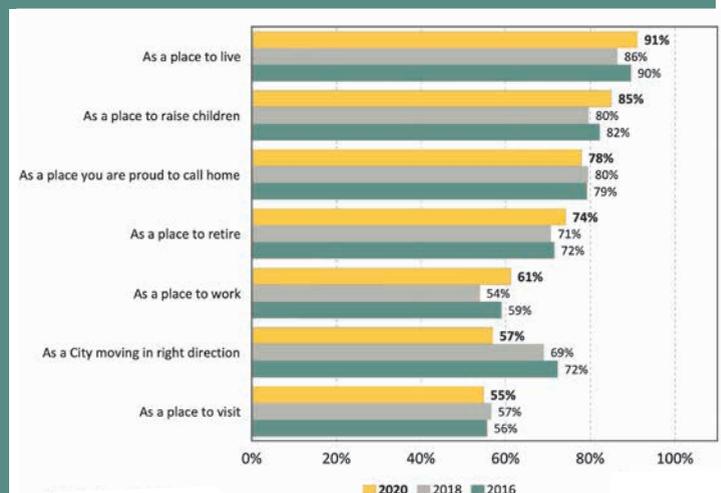
- 1) Overall maintenance of city streets, sidewalks, and infrastructure
- 2) Overall effectiveness of communication by City government
- 3) Overall flow of traffic & congestion management on streets in the City
- 4) Overall efforts by city government in your area to ensure community is prepared for emergencies

"We will continue to rely on strategic planning and maintenance for roadways through the City's Pavement Maintenance and Management Program to improve mobility along major corridors and to increase safety along trails and sidewalks for pedestrians and bicyclists," said Shashi Kumar, Director of Public Works and City Engineer.

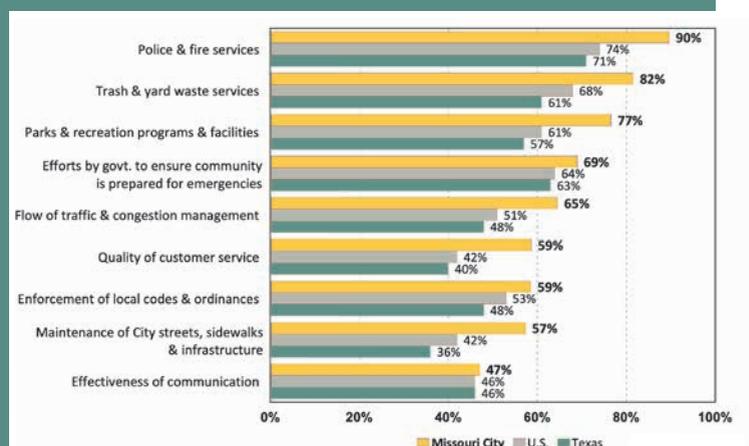
Another priority area for citizens is communications/public information services. The survey responses among residents who had an opinion, were: the quality of the City's website (56%), the availability of information about city governmental services and activities (47%), and the quality of social media outlets (46%).

"Communications is essential to educating and engaging the citizens and our team values public input and feedback," said the department's director, Stacie Walker. "It is customary for the team to closely review all survey results and, as has been historically done, we will use them to customize business plan initiatives and improve outreach."

## RATINGS OF MISSOURI CITY: 2016-2020



## OVERALL SATISFACTION WITH MAJOR CITY SERVICES MISSOURI CITY VS. THE U.S. VS. TEXAS



# 91%

RATED MISSOURI CITY AS A GOOD OR EXCELLENT PLACE TO LIVE

- 2020 CITIZENS SURVEY

# CONQUERING THE CORONAVIRUS PANDEMIC



FOR EMERGENCY CITY UPDATES VISIT,  
[WWW.MISSOURICITYREADY.COM](http://WWW.MISSOURICITYREADY.COM)



INCLUDE COVID-19 PPE IN YOUR  
HURRICANE PREPAREDNESS KIT

## COVID-19: NEWS YOU CAN USE

As we see increasing cases in the region, most of the City offices remain closed to public except for the Recreation & Tennis Center, the Police Station lobby and the Quail Valley Golf Course & City Centre. Residents may still call 281.403.8500 for assistance, questions or concerns.

Also, in accordance with local and state mandates, a mandatory face covering is required within the City.

In addition, Hurricane Season continues until November 30 and the peak is expected in September. Residents are advised to be prepared ahead with basic necessities and urged to include COVID-19 protection essentials like masks, hand sanitizers, anti-bacterial wipes, first-aid kits and prescription medications.

MCTX citizens are encouraged to sign up for alerts and follow the City's official websites and social media outlets to receive timely, accurate information during any emergency. The two main platforms used by City staff to share real-time information are the MCTX Emergency Management website, [www.MissouriCityReady.com](http://www.MissouriCityReady.com) and the MCTX Twitter account, [Twitter.com/MissouriCityEM](https://twitter.com/MissouriCityEM).



# MCTX TO GET \$3.7 MILLION IN CARES ACT FUNDS

As part of the federal government’s Coronavirus Aid, Relief, and Economic Security Act (CARES Act), a Coronavirus Relief Fund (the Fund) was established to be used to make payments for specified uses to States and certain local governments. From the Fund, Fort Bend County received \$134,262,393 from the State of Texas and Missouri City is eligible to receive up to \$3,763,760.

Staff met with several regional organizations including the MPACT group, an Emergency Response & Disaster Recovery Consulting Firm that specializes in federal grant management services, to review and compile various projects that could be eligible for Fund disbursements. A full overview of the proposals was presented to City Council at the July 20 Special Virtual Meeting.

To gauge the needs of the MCTX community, staff created an online survey to engage residents, businesses and stakeholders in the process. Individuals were able to share their input on the proposed projects.

The feedback from the survey will be reviewed by the City Council and Staff before the funds are allocated to the proposed assistance projects.

## MORE DETAILS

For additional information regarding the MCTX CARES Act Funds, approved programs, application details, list of frequently asked questions and more, visit [www.missouricitytx.gov](http://www.missouricitytx.gov).



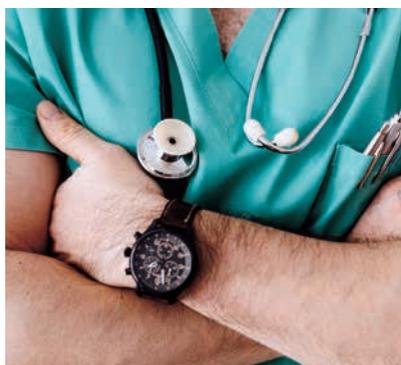
**WASH YOUR HANDS WITH SOAP AND WATER**



**CLEAN AND DISINFECT "HIGH TOUCH" SURFACES OFTEN**



**WEAR A CLOTH FACE COVER AND GLOVES WHEN GOING OUT IN PUBLIC**



**GET TESTED IF YOU HAVE SYMPTOMS OR HAVE BEEN EXPOSED TO COVID-19**

# CITY ACCOMPLISHMENTS... BY DEPARTMENT

City departments celebrated major successes from 2019 - present. We are thrilled to share a few top accomplishments to keep you informed of City operations.



## COMMUNICATIONS

Leveraged the City's social media outreach to increase civic engagement utilizing, Facebook, Twitter, Instagram, YouTube, and growth of the City's Snapchat account.

Produced more than 70 MCTV videos that received more than 27,797 total views and 309 shares including Kids' Corners, the "In the News" series, community spotlights, hurricane preparedness videos, public safety initiatives, promotional videos and more. The team also coordinated, hosted, produced and livestreamed about 40 Zoom virtual meetings including ones for City Council, Planning & Zoning Commission, Parks Board and more.

Planned, marketed and hosted four Leadership Luncheon events including the third annual Mother's Day Cake Decorating Event.

Increased participation in the Municipal Volunteer Program by 100 new volunteers in 2019.

Enhanced citizen/community engagement through HOA outreach and facilitation of the fifth year of MCCU class with more than 30 stakeholders. Please see the following numbers: attended 44 HOA Community Events; 40 HOA Meetings/Annual Meetings; coordinated 73 Facility Openings and facilitated more than 300 questions/complaints/inquiries from residents and property managers.

Provided exceptional communication coverage and education/outreach during the COVID-19 pandemic by serving as PIO during the entire time of EOC activation. The team made necessary communications as needed to the public via all citizen communication tools including news releases, video messages, mayoral letters, social media posts, graphic designs, community outreach and more as needed. The team also coordinated several PPE donations and Food/PPE distribution events.

Designed and produced customized, innovative design materials for major projects with significant organizational impact (Cost Savings by in-house Designs: estimated \$90,000 based on industry costs).

Planned, compiled, wrote/edited, designed and produced the citizen newsletters, digital newsletters, and annual report.



## PUBLIC WORKS

A successful Reuse Pilot filter project was completed in March, 2019. A new re-use filter is being added to the Regional Surface Water Plant (SWTP) expansion currently underway. Upon completion, this will result in re-using up to one (1) million gallons per day of water for potential irrigation use.

The team worked with an Energy Saving's initiative project to identify retrofits to city owned facilities and streetlights to reduce and conserve energy usage citywide.

ADA compliant handicap doors have been installed at City Hall and annexes to retrofit the building to meet ADA standards.

Fully implemented computer software for Animal Services dispatched calls, documentation of animals' intake/outcome, registration, vaccinations, ID#, etc.

Initiated utility infrastructure expansion projects (Mustang Bayou & Steep Bank Flat Bank Creek Wastewater Plant Expansion) to meet growth demands of the service area.

Negotiated and executed a raw water contract with Gulf Coast Water Authority (GCWA) to secure raw water to meet ultimate build-out in the City and ETJ.

Successfully completed city-wide sidewalk and pavement assessments as part of the Pavement Maintenance and Management Program (PMMP).

Upgraded streetlights within the City limits to LED as part of the energy savings initiative program.

Purchased and deployed the Applied Information GPS Pre-emption System to aid in traffic movement for emergency vehicles.

Developed an interactive map to show City parcels potentially being impacted by river inundations levels to aid in emergency management.

Completed and passed the Federal Emergency Management Agency's (FEMA) National Flood Insurance Program (NFIP) audit in August 2019.

**352 FULL-TIME EMPLOYEES** 



## DEVELOPMENT SERVICES

Maximized capabilities of new EnerGov Permit and Plan Review Management Software Online Portal with ongoing Educational Opportunities.

Continue to administer the Development Codes, including subdivision ordinances, zoning, building codes, and proposed legislative and local amendments to the codes as necessary.

Implemented process improvements in the Development Review Process.

Comprehensive Plan Update Implementation: Jumpstart subcommittee process and collaborative effort with new Economic Development Plan.

Successfully made necessary operational and business continuity adjustments to department operations in response to COVID-19; communication with internal and external customers, pre-development conferences, application intake, development reviews and inspections remained in progress through remote means and reduced in-office staff.

Implemented Citizen Self Service, an online permitting, electronic plan review, and payment system to better enhance the customer experience and meet plan review project goals during a major pandemic.

Completed, through collaboration with the Legal Division, Communication Department and Public Works Department, a significant update to the City Subdivision Ordinance to provide new and revised procedures for the submission of plat and related applications, certain permit applications (land development) and parkland dedication proposals. Update aligned city regulations with legislative changes that became effective in 2019.

Assisted the Financial Services Department in the adoption of new development fees to make necessary revenue enhancements to the fee schedules for development review and plan review services.

Timely submission of the 2020-2023 CDBG Consolidated Plan, Action Plan, & A.I. Plan to HUD and gained necessary approvals.

Completion of the Missouri City Comprehensive Housing Study Plan.

Implementation of Census LUCA and Assisted with Census 2020 Task Force.



## OFFICE OF PERFORMANCE & STRATEGIC INITIATIVES

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.

Developed a formalized Performance Indicator review and approval process to create consistency and applicability in the addition or removal of departmental Performance Indicators.

Facilitated the development and implementation of updated City Strategic Statements (Vision, Mission, Credo, Code of Ideals, and Leadership Philosophy).

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.

Conducted a review of the City's Strategic Plan document, in preparation for an anticipated five-year refresh of the document.

Oversaw LGC finances and operations, engaging management in greater transparency through regular reporting and integrating budget development into the City's standard processes.

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.



## POLICE

Transitioned from Uniform Crime Reporting (UCR) to the National Incident Based Crime Reporting System (NIBRS) well ahead of the Federal deadline of January 2021.

Code Enforcement staff working in collaboration with WCA and City Administration facilitated a neighborhood cleanup, by successfully soliciting donations of paint, cleaning supplies and minor tools from area businesses to assist citizens in need with cleanup and neighbor improvement.

Successfully utilized Data Driven Approaches to Crime and Traffic Safety (DDACTS) to reduce Part I crimes and vehicle crashes.

Police Personnel attended over 400 HOA and Civic Meetings, including 6 "Coffee with a Cop" events.



## FIRE & RESCUE SERVICES

Assembled the Missouri City Fire & Rescue Services Apparatus committee to initiate the purchase and design of a new fire engine and ladder truck. The vehicles were delivered in January, 2020.

In alignment with the Health and Wellness initiative, the department finalized and executed a contract with Life Scan to perform annual firefighter physicals. The implementation began in June, 2019.

The team researched, presented recommendations, and implemented the web-based solution Lexipol. It will provide MCFRS with continuously updated, policies, and related training content, delivered through an online platform and mobile app.

The department established a new Smoke Detector Program (Blitz) through an agreement with the Red Cross, which provided free smoke detectors that were installed during this program. Through this initiative, our department has conducted a total of three blitz campaigns and installed more than 85 smoke detectors in about 50 homes.

Community engagement was enhanced by the implementation of tracking through the use of software, which documented 134 events with over 300 hours. Two open houses were conducted with more than 400 attendees. Also, firehouse safety presentations were conducted at 20 schools and daycares that totaled over 1,700 students.

Acknowledged the newly promoted or hired personnel. Lieutenant Joshua Calloway, Engineer/Operator Terry Jordan, Office Manager Tijuana Nickerson, Fire Inspector-Investigator, Shannon Prater, Office Assistant Carrman Rivers, Firefighters, Kayla Jasso, Sean Marshall, Joshua Garcia Lopez, and Parker Glenn.

Worked in collaboration with City staff and Martinez-Architects to bring the design of the Fire Station six - Administration to 100% completion. Once the land conveyance is complete, this project will go out for bid construction with the goal of breaking ground in 2020.

Took delivery of the two new replacement apparatus from Pierce Manufacturing of Appleton, Wisconsin. The new Engine and Tower are built to the current safety and technology standards meet NFPA 1910 standards for construction for Automotive Fire Apparatus. The cost of both units was \$2,239,086.00, with an expected service life of 20 years.

In FY2020 the City has received a total of \$736,188 reimbursement from FEMA for Expenses incurred from Hurricane Harvey response. This amount includes \$14,140.30 of cost-share reimbursement from the State of Texas and \$722,048 out of \$896,763.63 initially requested from FEMA.

City Council approved the replacement 18 new breathing airpicks, and components were approved and purchased for \$141,088.00.

City Council approved an amendment to the charter on April 20th, which established the Fire Prevention - Community Risk Reduction Division. A Police Agency within Missouri City Fire and Rescue Services. This action facilitated an Originating Agency Identifier (ORI) being assigned to the division, which provides the ability of Arson Investigators assigned to the division TCOLE commissions.

A new Physical Abilities was implemented for the department to utilize in the recruiting and hiring of new firefighters.

MCFRS held its second annual Smoke the Detector Blitz with the assistance of the Red Cross in Fondren Park. A total of 38 smoke detectors were installed.

MCFRS collaborated with the help of Lifting Families Together to facilitate the Chief Santa Toy Giveaway at the Community Center. MCFRS Chief Santa also shared toys with the Boys and Girls Club, numerous churches, shelters, and citizens of Missouri City at large. Over 1000 toys and holiday gifts were given away.

Fire Rescue 1 Academy was implemented as a new training and records system for our department. This solution follows best practices, providing modern learning with nearly 450 courses based on current standards. This also includes the management of mandatory continuing education requirements for employee's Fire and EMS certifications. The cost of implementation of the replacement software was \$6,220.00 and is offset by fees for the software being replaced.



## CITY SECRETARY

Completed an audit regarding 112 alcoholic beverage establishment accounts, bringing all past due accounts current.

Executed trainings of 30 departmental records management liaisons as per City ordinance regarding City records management program and document management.

Updated the City Council Orientation Packet Handbook for distribution to newly elected officials.

Coordinated the Newly Elected Council Orientation Session, which provided information to new Council members, with City Staff from Dec. 19, 2018 and Dec. 20, 2018.

City Council ordinance directed trainings of 33 departmental records management regarding City records management program and document management.

Coordinated required bi-annual training regarding the Texas Public Information Act (PIA).

Enrolled City Secretary, Deputy City Secretary, and Records Management Specialist in certification and recertification programs of the Texas Municipal Clerks Association.

City Secretary elected for fifth consecutive year to Texas Municipal Clerks Association Board of Directors serving current term of Vice-President.



## FINANCIAL SERVICES

Received a "Clean" audit opinion for the Annual Audit.

Received the Certificate of Achievement for Excellence in Financial Reporting and Distinguished Budget Presentation Award.

Re-structured department to include Treasury Division.

Refunded Series 2010A bonds resulting in present value savings of \$547,583.

Revised the PCard policy and designed a learning management system (LMS) for PCard training.

The Purchasing Division was an exhibitor at the Houston Community 2020 Small Business Expo.

Designed a process for notifying potential vendors of bidding opportunities.

Revised the Safety Footwear policy.

The majority of the Purchasing Division now holds State of Texas procurement certifications.

Financial Services implemented the Contract Administration Manual.

Purchasing designed a LMS for contract administration training.

Purchasing Training for City Employees: What's Going On In Purchasing - November 2019, Requisition and Purchase Order Training - January 2020.



## QUAIL VALLEY GOLF COURSE & CITY CENTRE

Partnered with the Quail Valley Garden Club to remove old/sick trees and replaced with new trees along Murphy Rd/FM1092.

Developed Family Golf Night, a program that promotes families playing golf together by offering free golf to children under the age of 12 with a paying adult.

Developed a junior golf program matrix. This created a framework for junior golfers to develop skills from beginners to being able to play in high school and college.

Installed and implemented a new point of sale system that integrates all aspects of the business including customer relationship management.

Updated the website to make it more appealing to non-golf customers. This included a brand new look and way of navigating the site as well as the addition of videos and a 360 degree virtual tour of the event spaces.

Implemented a capital improvement fund for the LGC.



## MUNICIPAL COURT

Launched the sharing piece of Avail Web with law firms set for pre-trial.

Implemented the use of warrant door hangers and post cards for warrant round up.

Implemented the warrant recovery initiative.

Implemented the AvailWeb sharing piece to allow law firms earlier access to clients' evidence set for pre-trial.

Implemented door hangers and post cards pertaining to warrants which gives customers an opportunity to contact the court and resolve their business prior to being arrested.

Implemented the pre/post warrant resolution initiative. This initiative gives customers more awareness of their current court business and allows for opportunities to resolve prior to warrant issuance and/or arrest.

Implemented virtual court sessions to allow customers to resolve their court business during COVID related closure.

Purchased/Implementation of Yondr for cell phone free courtroom experience.

Incode software upgrade to allow for better system performance and efficiency which enhances our service to our customers.

# METRO CONSOLIDATED MCTX SERVICES

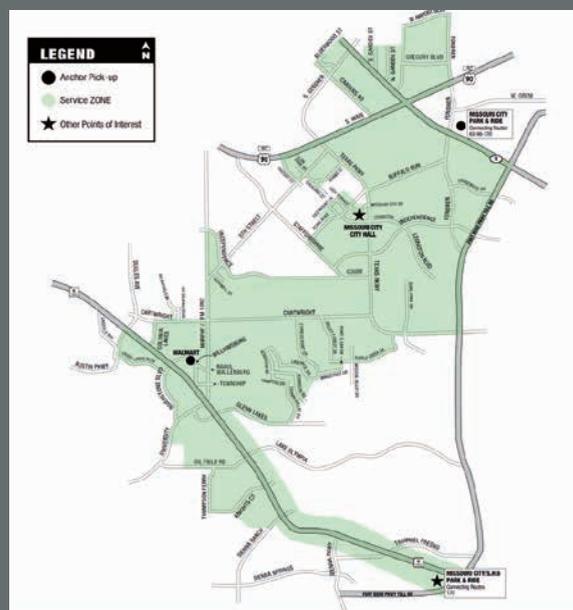


On Tuesday, Jan. 28, METRO in partnership with Missouri City hosted a public hearing to discuss and receive

feedback on its proposed MCTX service changes, to merge the 364 Flex Route with the 363 Community Connector.

According to METRO officials, this change was mainly to redeploy existing resources to better serve the community by simplifying customer usage with one service for the entire area instead of two services.

Learn more at [www.ridemetro.org](http://www.ridemetro.org).





## H.R.

Successfully enrolled active and retired employees for the 2019 benefits year with minimal service disruption.

Processed more than 7,000 applications for employment, including administering testing for police, fire, telecommunications (911 operators), etc. to fill more than 30 vacancies in the City.

Implemented the City of Missouri City 2020 Employee Benefits Summary Guide.

Designed & Implemented COVID-19 Procedures & supporting documents.

Filling open positions of Director of HR & Organizational Development, HR Manager, and a part time HR Generalist.

Successfully enrolled active and retired employees for the 2020 benefits year with minimal service disruption.

Implemented a new nationwide pre-employment background check software, saving the City between \$50.00 to \$250.00 plus per applicant.



## LEGAL

Developed foundation for internal legal compliance and monitoring system.

Provided legal advice and drafted documents relating to the proposal and review of multiple pieces of legislation for the 86th Regular Session of the Texas Legislature.

Facilitated internal training on harassment and discrimination, planning and zoning law, small cell equipment and tower regulations, the Texas Open Meetings Act, and local government ethics.

Provided legal advice and drafted numerous utilities agreements.

Administered a rating system to measure the City's satisfaction with the provision of internal legal services.



## PARKS & RECREATION

Monthly memberships at the Recreation & Tennis Center reached a total of 1,505 in October, 2019, breaking the previous September, 2018 record of 1,361, making for the highest membership total in the history of the facility.

The Forestry program oversaw the planting and maintenance of 1708 new trees to the City Urban Forest, including 20 trees as part of the Missouri City Tree Challenge and Memorial Tree Programs; overall the Department received 12 grants and donations, valued at \$8,314.

The Recreation division developed and implemented 17 new programs and events, including: Tots Sports, Fencing, Adaptive Tennis, Intro to Adult Tennis, Softball Clinics, Soccer clinics, Beginners' Archery, and the MCTX Family Fest.

The Tennis program within the Recreation Division obtained 3 grants: a \$10,000 grant from USTA to resurface the tennis courts at the Recreation & Tennis Center, a \$200 Adult Social Play grant to cover cost of food and drinks for tennis players and a \$600 grant for the Adaptive Tennis program.

Recognitions earned by the Department include the Community Awareness Award from the Arc of Fort Bend County to Facilities Operations Manager Kyle Frye and Tennis Administrator Cristina Escamos for their efforts in creating policies and programs to accommodate members of Arc; and the Texas Recreation & Parks Society (TRAPS) Tex-Ternship to Recreation Manager Julia Thompson, which offered free attendance to and mentorship throughout the 2019 TRAPS Institute & Expo in El Paso; staff certifications include Archery Level 1 certification for 6 staff members of the Recreation Division, and Backhoe Certification for 3 staff members of the Parks Division.

Dedicated the "Pursue your Passion" Public Art Sculpture at its permanent location on Independence Boulevard between Highway 1092 and 5th Street.

On Veterans Day, November 11, 2019, the City of Missouri City, in collaboration with the Missouri City Parks Foundation, held a groundbreaking ceremony for the Missouri City Veterans Memorial. The project has been supported by generous donations from The George Foundation, Wells Fargo, H-E-B, Niagara Bottling, and many others.

The Parks & Recreation Department established The Missouri City PARD Safety Committee to evaluate and implement policies, procedures and strategies to align with industry best and safe practices.

The Arts in Public Places Program was designed to create an enhanced visual environment for Missouri City Residents, to commemorate the city's cultural diversity, integrate art into the development of capital infrastructure, and to promote tourism and economic vitality through artistic design within Missouri City. Additionally, the ordinance establishes public art standards and a process for accepting or commissioning fine works of art, funding, and policy for managing the city's art collection. The ordinance also creates a council appointed arts commission to manage the collection, and provides for city manager appointed program administrator.

In conjunction with the newly developed Recreation Program Plan, the Recreation Division increased recreation programming and citizen involvement opportunities with adding new senior programs like Chair Yoga, implementing the Backyard Sanctuary Program, and developing the Outdoor Recreation Program "MCTX Outdoor Adventure Recreation".

Major park and facility improvements include new park signage at Hunters Glen Park, Roane Park, Mosley Park, American Legion Park, Community Park, and Independence Park, the completion of Roane Park as a destination playground, parking lot replacement, trail connection, and landscape improvements to Mosley Park, added a paved driveway, parking lot, restroom, pavilion and made landscaping improvements to American Legion Park, and replaced the bleachers in the Gym at the Recreation & Tennis Center.

The Forestry program oversaw the planting and maintenance of 228 new trees in city parks and properties.

During the COVID-19 pandemic, the aim of the Parks and Recreation new weekly recreation on demand newsletter was to offer ideas and activities for the residents of Missouri City to do safely from their own home and that also aligned with programs that the department currently offers with Parks & Recreation. Each newsletter included exercise routines for all levels of ability, family and child-centered activities, local and distant park information and education.



## I.T.

Completed and enhanced the new Exchange server.

Replaced the current end of life access control system to ensure security and safety of employees. Also integrated the camera system to bring access and security system under a single glass pane.

Digitized Dispatch OnCall and Jail log Solution. Dispatch was utilizing old aged boards that was not visible and accessible for all dispatchers. Created an online log for users to update the log and a view to be displayed in the Dispatch command center.

Upgraded two Police Conference Rooms to provide a digital conference room experience with video conference capabilities.

Deployed and enhanced the new redundant Exchange servers.

Upgraded and implemented the new Citywide Backup solution.

Purchased and deployed upgraded Public safety Toughbook solution. The new solutions will provide public safety personnel better and consistent access to critical data to assist and protect Citizens.

Enhanced and maintained the Wireless LAN Controller to provide corporate and free Wi-Fi across all city buildings to provide a service for employees and Guests/Citizens.

Implemented and deployed Citizen Self Service portal for EnerGov to assist citizens with online access to permits and planning process and enable the feature to collect online payment for these services.

Upgraded and maintained citywide storage solution.

Maintained and updated PD Switch and Datacenter Core switches to current version of Cisco iOS to ensure all security and feature enhancement were current.



## ECONOMIC DEVELOPMENT

Began implementation of the Economic Development Plan.

Facilitating development of Fort Bend Town Center II, a 272,000 SF retail power center anchored by a Cinemark theater.

Completed a market assessment for the redevelopment corridor which evaluated the market potential for dining, medical, general retail and multi-family projects.

Partnered with TIRZ 1 and Fort Bend County on the development of the Veterans Memorial project, the Parks Maintenance Facility project and the redevelopment of the Missouri City Middle School gymnasium.

Facilitating planning and development of approximately 3,000,000 SF of commercial space in and around US 90A and Beltway 8.

# EXPLORE MISSOURI CITY AMENITIES



**RECREATION & TENNIS CENTER**  
2701 CYPRESS POINT DRIVE • 281-403-8637



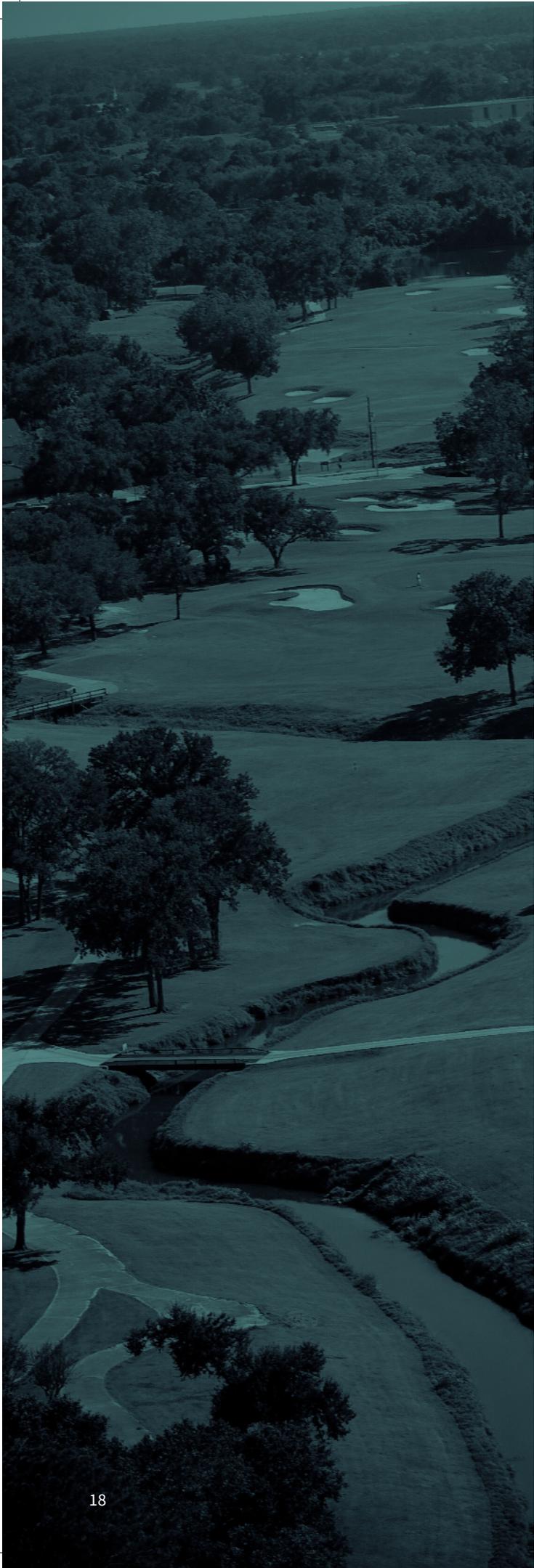
**QUAIL VALLEY GOLF COURSE**  
2880 LA QUINTA DRIVE • 281-403-5900



**COMMUNITY CENTER/VISITORS CENTER**  
1522 TEXAS PKWY • 281-403-8646



**MCTX SKATE PARK**  
1700 GLENN LAKES LN • 281-403-8637



## CONTINUED FROM PAGE 5

- Earning the No. 55 rank in Texas and No. 516 in the United States as the “Most Budget-Friendly Cities for Homeowners with a Mortgage.”
- Earning the Certificate of Achievement for Excellence in Financial Reporting by the GFOA for the 37th consecutive year in relation to the comprehensive annual financial report (CAFR) for the fiscal year ending on Sept. 30, 2018.
- Launching the “Art in Public Places” survey to further understand what styles of art residents wish to see throughout the City.
- Achieving a self-response rate of 75.7 percent (as of Aug. 17, 2020) for Census 2020 which is much higher than the state’s rate of 58.9 percent. All citizens are urged to participate in Census 2020, which allows the nation to repurpose representative numbers in each state, and assists with local funding.

“The awards and successes our City has received are a true testament to the hard work of our employees,” said City Manager Odis Jones. “We are very fortunate to have high-quality civil servants working diligently to provide the best programs and services for our residents.”

**Each year, the City puts forward strategic initiatives to ensure citywide growth; some of these priorities are included but not limited to:**

- Opening the MCTX skate park to the public on Saturday, March 30 at Community Park, 1700 Glenn Lakes Lane.
- Retrofitting street lights citywide to allow the conversion from traditional High Pressure Sodium (HPS) lighting fixtures to LED fixtures as part of the City’s Energy Saving’s initiative project with NORESKO. The process was completed in February 2020.
- Hosting a groundbreaking ceremony for the MCTX Veterans Memorial on Monday, Nov. 11. To learn more about the memorial, visit the City website: [www.missouricitytx.gov](http://www.missouricitytx.gov).
- Groundbreaking ceremony for Phase II construction of the Regional Surface Water Treatment Plant on Monday, May 13.
- Implementing Citizen Self Service, an online permitting, electronic plan review, and payment system to better enhance the customer experience and meet plan review project goals.
- Refunding Series 2010A bonds resulting in present value savings of \$547,583.

“Even with the unprecedented challenges we are currently facing, we continue to succeed as a City,” said Mayor Yolanda Ford. “The strength of our community is our strongest asset, and we look forward to continuing to work together so we can be even more successful.”

# NOW STREAMING...



## 2020 STATE OF THE CITY WITH MAYOR YOLANDA FORD

As the world fights through this pandemic, it is more important than ever for MCTX to stay connected with its citizens, stakeholders and partners. And to continue her ongoing community outreach and conversations, Mayor Ford hosted a virtual State of the City to share updates on the City's progress, priorities and projects. To view the full video, visit the City's official website: [www.missouricitytx.gov](http://www.missouricitytx.gov).

Mayor Ford is the City's 11th Mayor, first person of color, first female and first African-American to hold the position. She earned a historic election to the Mayor's office by a majority vote from residents citywide in the Dec. 8, 2018 Runoff Election and is the only female Mayor of color in Fort Bend and Harris Counties. Mayor Ford is also one of only fewer than 30 African-Americans who have won elective office as Mayor nationwide.

Over the past two years in her elected capacity as the Chair of City Council and as the highest office holder of the municipality, Mayor Ford has proactively managed progress in Missouri City through:

**LEADING** the City's response to the COVID-19 pandemic by governing operational changes with staff to ensure the safety and well-being of citizens, companies, employees and stakeholders as a top priority; issuing a local disaster of declaration and a local mask order; presiding over dozens of virtual City Council meetings and related proceedings; hosting Food and PPE distributions that provided thousands of families in the community with essential supplies; directing communication of significant updates/advisories to residents, businesses and partners; advising on the video production of key public service announcements; issuing Mayoral advisories that were shared via the City's outlets; building partnerships with regional entities to secure vital resources; answering critical inquiries from homeowners, businesses and other stakeholders and participating in conference calls with State, County and regional officials. She also serves as the Chair of the 14 METRO Multi-City Coalition.

**LISTENING** to the residential and commercial concerns first-hand through virtual meetings to identify solutions and opportunities for resolution and collaboration. She also ensures, to honor the excellent contributions of myriad citizens, businesses and stakeholders by presenting them with Mayoral proclamations commending their accomplishments.

**REPRESENTING** the City at a diversity of grand openings and ribbon cuttings for MCTX businesses and welcoming companies, including the Comcast Technology Center in the Park 8Ninety business complex, the Fairfield Inn & Suites by Marriott, Sharp Minds Academy, Harvest Market Grocerant, Tropical Smoothie Café and more. In addition, she plays a vital role in expanding the City's brand through participating in national and regional conferences/events, including forums of the United States Conference of Mayors in Washington, D.C.; the African American Mayors Association; the Elect Her: Aggie Women Win Conference!; the Asia Society's Huffington Award Dinner featuring Princess Zahra Aga Khan and her global efforts with the Aga Khan Development Network; the Houston Community College-State of the College; the Windsor Village Annual Women's Weekend Celebration; the Missouri City Woman's Club; the State of Black Women Power Hour Reception with the Houston Defender newspaper; the Tri-County Regional Black Chamber of Commerce, the Greater Houston Black Chamber of Commerce, and International Mother Language Day with the Bangladeshi American Community.

**EFFECTING** change and public discourse on fundamental municipal issues such as fiscal management, public safety, economic development, City branding, infrastructure improvements, planning, zoning and community outreach. She also, recruited citizens from across the City to serve on MCTX boards, committees and commissions, thereby improving programs, services, events and community partnerships.





## STAY CONNECTED WITH MISSOURI CITY

@MISSOURICITYTX    

YOUTUBE CHANNEL: [SHOW ME CITY](#)

OFFICIAL CITY WEBSITE: [WWW.MISSOURICITYTX.GOV](http://WWW.MISSOURICITYTX.GOV)

MISSOURI CITY TELEVISION: [CH. 16 ON COMCAST AND CH. 99 ON AT&T U-VERSE](#)

EMERGENCY MANAGEMENT WEBSITE: [WWW.MISSOURICITYREADY.COM](http://WWW.MISSOURICITYREADY.COM)

HOA LIAISON KELLY MATTE: [281.403.8533](tel:281.403.8533) | [KELLY.MATTE@MISSOURICITYTX.GOV](mailto:KELLY.MATTE@MISSOURICITYTX.GOV)

1522 TEXAS PKWY. MISSOURI CITY, TX 77489 | PHONE: 281.403.8500

