

- ❑ Continued working with the Finance Department to upgrade the Tyler software to include automated liquor license billing and process thereof.
- ❑ Coordinated with Building Services and IT in the technological upgrade and renovation of the Council Conference Room, Lobby, and Meeting Room.
- ❑ Coordinated training with all City Departments on use of the new electronic presentation equipment in the recent remodeled Council Conference Room.
- ❑ Ongoing participation in the City Manager High Performance Organization (HPO) management and training program.

Municipal Court

- ❑ Successfully implemented Automated Failure to Appear Notification to defendants.
- ❑ Increased warrant processing and acquired Setcic warrant entry from dispatch.
- ❑ Participated in State Warrant Round Up.
- ❑ Installed new Omni System to remove holds on defendants Texas Driver’s License promptly.
- ❑ Successfully completed installation of Incode v2X.
- ❑ Developed Incode calendar process to maintain accurate docket scheduling.
- ❑ Dominique Garrick attained Level 1 Certification.
- ❑ Ensured court personnel received continuing education hours to attain or maintain certification sponsored by Texas Municipal Court Education Center.
- ❑ Employed part-time Bailiff’s
- ❑ Successfully communicated with other departments for projects such as warrant round-up for the betterment of the city.

Communications

- ❑ Awarded finalist position for the 2016 All-America City Award (AAC) from the National Civic League (NCL). The award recognizes trail-blazing efforts to bring residents, local government, business and nonprofit groups together to tackle the most pressing local issues. Missouri City shares this honor with only one other Texas City, San Antonio. Staff will compete for official recognition in June 2016.
- ❑ Fielded 19,970 incoming calls via the City’s main contact number; responding to inquiries on public safety, solid waste, permits and inspections, sidewalk repairs, standing water, traffic signals, alarm permits, car registration, establishing a dba, solicitors’ permits, pavilion rentals, recycling of hazardous waste, employment, Comcast and City programs and events.
- ❑ Processed 3,479 payments totaling \$25,668,298.81; transaction categories included solid waste, PIDs, fire protection, permits, GRP Pumpage, franchise fees and retiree insurance.
- ❑ Won 15 prestigious Telly Awards for outstanding local, regional and national cable television video programs and productions.
- ❑ Earned distinguished TAMIO Award of Excellence for brand marketing of the City’s Small Business Policy.
- ❑ Created and developed the branding for the City’s Municipal Solid Waste partner – WCA Waste Corporation. Facilitated the marketing efforts in disseminating service information to residential and commercial customers.
- ❑ Designed custom WCA Waste Corporation informational flyer pullouts for Community Impact Newspaper.
- ❑ Successfully distributed the City’s quarterly newsletter – “Show Me” Missouri City to residents and businesses. The publication included comprehensive coverage of current programs, services and events including the Cops Grant, Comprehensive Plan and the City’s partnership with WCA Waste Corporation.
- ❑ Designed cover for FY2016 General Fund Budget that graphically celebrates the City’s successes; designs have been created in-house since 2013. Estimated cost savings since then due to in - house design: \$5,250.
- ❑ Awarded four (4) Communicator Awards of Distinction; Best Government Website – MissouriCityTX.Gov, Best Social Media Page – Facebook, Best Film/Video – In the News, and Best Online Video Variety – YouTube.

- ❑ Partnered with City staff, consultant Freese and Nichols, Inc., and Fort Bend Independent School District to host Comprehensive Plan Symposium. The public input meeting drew an audience of 300 and featured Dr. Stephen Klineberg of the Kinder Institute at Rice University, who provided an overview of the City’s demographics, growth and development.
- ❑ Designed and developed the Comprehensive Plan website – ShowMeCity.Com to provide a single-source of information for residents, community partners and stakeholders during the planning, development and implementation process.
- ❑ Implemented the City’s first Youth Art Month in partnership with Fort Bend Independent School District to showcase students who excel in the arts. The initial display was housed in City Hall.
- ❑ Responded to 351 media inquiries from local, state and national outlets.
- ❑ Attended on average 22 neighborhood meetings a month.
- ❑ On average each month, residents participating in the Municipal Volunteers Program (MVP) contributed 125.25 hours to the Animal Shelter, 10 hours to the Crime Victims Liaison program, 14.5 hours to the Community Development Block Grant program and three (3) hours to Communications initiatives.
- ❑ Continued to leverage the City’s social media outreach to increase civic engagement utilizing, Facebook – 3,537 likes, Twitter – 2,231 followers, Instagram – 106 followers and YouTube – 265 subscribers.
- ❑ Produced 520 citizens communications, including news releases, advisories, public service announcements, newsletter articles, and website and social media posts.
- ❑ Drew 475,959 site visits to City website: www.missouricity.gov. Top areas of interest: Jobs, Permits, WCA, Trash and Zoning Maps.
- ❑ Strategically increased website subscription counts to 10,015; main communications of interest: Council Connection, Current City Projects, Happening in Missouri City, Roadway Construction, Show Me Missouri City Newsletter, City Manager’s Update and Leadership Luncheon Series.
- ❑ Produced 170 videos that received more than 45,912 views and 410 shares. The combined watch time totaled 85,183 minutes. Highlighted videos include 2015 State of the City, On the Agenda, WCA Missouri City Solid Waste Bin Delivery, and Missouri City Minute – WCA Solid Waste Service.

Human Resources & Organizational Development

- ❑ Partnered with the health insurance consultants to secure a -5% reduction in overall benefits premium to active and retired employees, saving the City an estimated \$171, 324 dollars.
- ❑ Coordinated the annual benefits enrollment for Active employees, retired employees under 65 and retired employees over 65 via the Employee Self Service portal.
- ❑ Hosted an improved Fall Benefits Fair to provide employees with an opportunity to learn more about the benefits the City offers employees and their dependents, as a part of our total rewards program and a preamble to annual online benefits enrollment for the 2016 calendar year.
- ❑ Spearheaded the delivery of a three day High Performance (HPO) summit for members of the Leadership Team and selected employees to launch the Citywide HPO initiative.
- ❑ Responded to more than 1000 inquiries from surrounding and/or market cities on salary data, benefits, policy, procedures, salary surveys, or similar inquiries during the fiscal year.
- ❑ HR/OD staff spearheaded the City’s Annual United Way Campaign that raised \$5,490 in contributions from employees. This figure represents an 8.5% increase from the previous year.
- ❑ Responded to more than 10 unemployment/separation claims, including two (3) appeals to the Texas Workforce Commission during the fiscal year.
- ❑ Hosted New Hire Luncheons for all employees within their first quarter of employment to ensure that new employees
- ❑ Processed more than 7,000 applications for 40 vacancies to date, including recruiting, classification, and testing of new police officers, firefighters and other key employment vacancies in the City.
- ❑ Conducted over 40 new hire onboarding sessions to provide new employees with essential policy and benefits information designed to maximize their overall satisfaction with their employment and their overall ability to contribute to the City’s Mission, vision and values.
- ❑ Partnered with the Compensation Consultants to administer a market analysis of police officer salaries, then implemented their recommendations, based on market conditions, to ensure that Missouri City Police