



# PROVIDE SOUND GOVERNANCE AND FISCAL MANAGEMENT

GOAL TEAM 5



Visit Our Website

[MIDLANDTEXAS.GOV](http://MIDLANDTEXAS.GOV)

# STRATEGIC CONNECTIONS

## **5.1 Recruit and Retain a Skilled and Diverse Workforce:**

Invest in talent and diversity; grow our local pipeline of skilled employees.

**5.2 Enhance Citizen Experience:** Improve employee working conditions to better serve citizens.

**5.3 Hone Public Servant Proficiency:** Cultivate a culture of professional growth, skilled mastery, and information exchange.

**5.4 Implement Cutting-Edge Practices:** Harness automation and Artificial Intelligence technology for efficient resource utilization.

## **5.5 Promote a Well-Balanced Customer Service**

**Philosophy:** Consistently deliver excellent service to residents.

# STRATEGIC CONNECTIONS

**5.6 Deliver Services Timely and Efficiently:** Prioritize continuous improvement.

**5.7 Ensure Continued Financial Stability and Accountability:** Maintain financial transparency.

**5.8 Deliver Effective and Efficient Processes:** Maximize value in procurement.

**5.9 Ensure Reliability and Safety:** Maintain existing assets and develop new city asset opportunities, including parks and other facilities, with a standard of excellence.

**5.10 Create a Work Environment that Supports Bleeding-Edge Practices:** Encourage bleeding-edge practice that then cultivates an environment where employees can learn from their experiences and improve processes; thus, becoming a learning organization.

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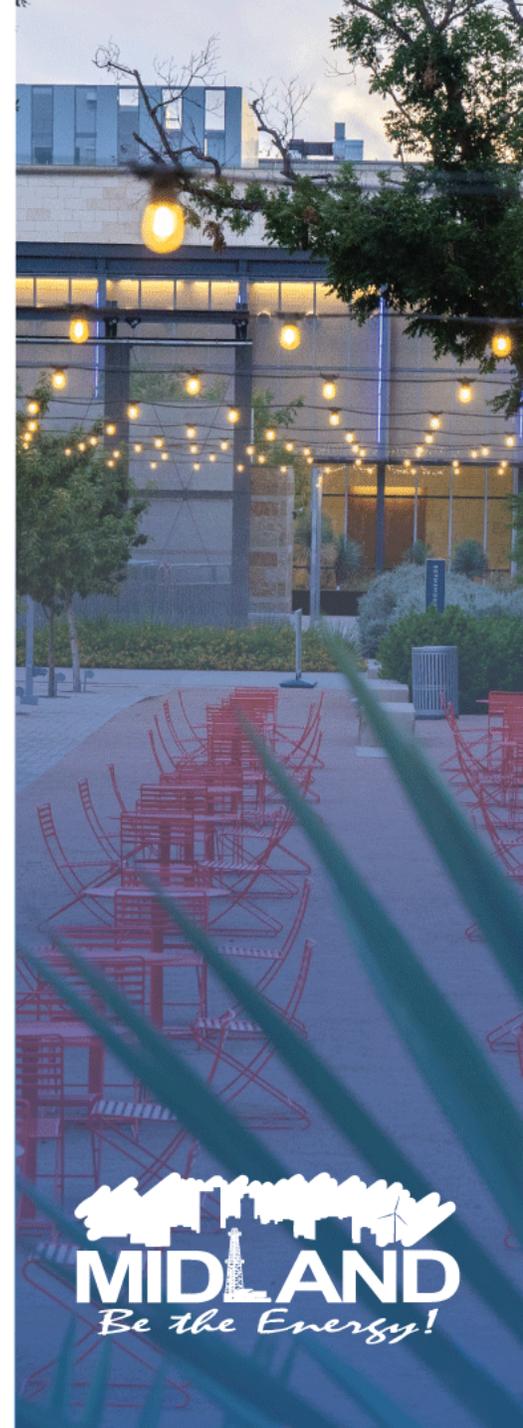
# KEY ACCOMPLISHMENTS

- Cross Functional Teams and Reorganization
- Personnel Policies
- **BTE Employee Recognition** Program and updated length of service awards
- Online Bidding System for Vendors
- Excellence in Purchasing Award



# KEY ACCOMPLISHMENTS

- Zero Findings for Annual audit, **first time in over 20 Years**
- Fire Retirement Fund Solution – producing **\$60M in savings** for the City



# MISSION

Deliver exceptional services and promote a high quality of life and place for ALL our citizens.

