

Welcome to the April 30, 2024, Prosper Town Council Work Session

Call to Order/Roll Call

Agenda Item 1.

Discussion to seek direction on items on the Town Council request list.
(MC)

Town Council Requests

	A	B	C	D	E	F	G	H
1	Summary of Request	Councilmember	Date Received	Staff Assigned	Department	Last Update	Comments	Action Status (Ongoing, In Progress, or Complete)
5	Explore ways for Town Council to show appreciation for Town Employees.	All	3/13/2023	Scott Brewer	Human Resources	4/5/2024	With the recent changes in the HR Director position, the HR department will be taking a closer look at this request and will update in the next couple of weeks.	Need Council Direction
7	Future Technology planning. Getting fiber to all neighborhoods. Addressing cell phone dead zones.	All	3/13/2023	Leigh Johnson	IT	4/4/2024	LitCommunities Broadband Study is complete and was presented to stakeholders on 2/28. Included in the report are strategies Council can adopt to address the issue.	Complete / Will require Council Direction
10	PISD subcommittee for community and Council relations.	All	3/13/2023	Robyn Battle	Communications/Community Engagement	3/28/2024	This is a policy question for Council to consider. Staff recommends a work session after May 2024 to determine Council interest, then proceed with developing policy options.	Need Council Direction
23	Call a Broadband Committee meeting	Mayor Bristol	10/24/2023	Mario Canizares	Town Manager's Office	4/2/2024	The LIT study has been complete and the findings were presented to the to the Community on February 26, 2024. The LIT report was also presented to the Broadband Committee on March 8, 2024. The summary of the report indicated that while Prosper does have some underserved areas, that services are improving in our community. The study indicated that the ISP's are installing fiber and increasing the coverage across the community. The next steps is for the Town Council to determine the role of the Broadband Committee going forward.	Complete / Will require Council Direction
24	Review areas where drainage easements are not being properly maintained in neighborhoods.	Marcus Ray	11/14/2023	Hulon Webb	Engineering	4/24/2024	The Stormwater Division of the Engineering Services Department performs annual audits of all neighborhoods and provides reports to the HOA/Developer of deficiencies. The audits were provided to the Town Council in the December 13, 2023, "The Weekly Update". At this time, staff does not issue penalties or fines for non-compliance. If stricter enforcement is desired, staff needs confirmation from Council and possible amendment(s) to the current ordinance. No change since 1/3/2024.	Need Council Direction
25	Inspect dry detention ponds in commercial areas to ensure they are being properly maintained.	Amy Bartley	11/14/2023	Hulon Webb	Engineering	4/24/2024	The Stormwater Division of the Engineering Services Department performs audits of non-residential dry detention ponds and reports to the property owner any deficiencies. The audits were provided to the Town Council in the December 13, 2023, "The Weekly Update". At this time, staff does not issue penalties or fines for non-compliance. If stricter enforcement is desired, staff needs confirmation from Council and possible amendment(s) to the current ordinance. No change since 1/3/2024.	Need Council Direction
27	Possible renaming of Cooks Lane to Mike Howard Lane	All	11/29/2023	Hulon Webb	Engineering	4/25/2024	Engineering researched if any significance to the current name of the roadway and provided the information to the Town Manager in late Dec. 2023. Waiting for Town Council direction. Option exists to rename new road adjacent to HEB, also. No name identified for it yet. No change since 1/3/2024.	Need Council Direction

Agenda Item 2.

Discussion regarding internal controls and business continuity. (BS)

Prosper's Two Big People Challenges

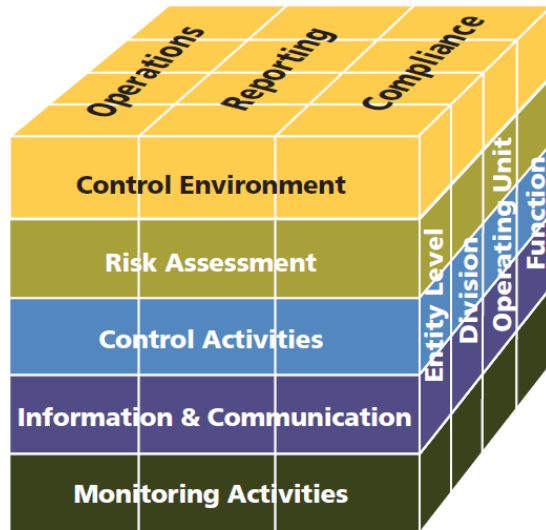
- 1. Succession-** How do we maintain our momentum, productivity, institutional knowledge, skills and effectiveness when turnover occurs?
- 2. Growth-**How do we expand employee count 93% in just six years and still retain our core values, corporate culture, camaraderie, teamwork and strong sense of purpose and direction?

Internal Control Initiatives

- The Town is in the process of creating a culture of professionalism and strong controls utilizing the COSO Integrated Framework of Internal Controls.
- COSO defines internal controls as:

“The process, policies and procedures employed by the directors, management and other personnel to achieve the organization’s goals in the areas of operations, compliance and financial reporting”

COSO Cube



- Five elements all necessary to create a comprehensive system
- All elements address all three categories of objectives
- All elements must also cut both vertically and horizontally across the organization
- Flow of the elements are top down with monitoring activities creating the feedback loop.

COSO Principles

COSO's 17 principles of internal control – summarized

Control environment	Risk assessment	Control activities	Information and communication	Monitoring activities
<ul style="list-style-type: none">1 Demonstrates commitment to integrity and ethical values2 Exercises oversight responsibilities3 Establishes structure, authority, and responsibility4 Demonstrates commitment to competence5 Enforces accountability	<ul style="list-style-type: none">6 Specifies suitable objectives7 Identifies and analyzes risk8 Assesses fraud risk9 Identifies and analyzes significant change	<ul style="list-style-type: none">10 Selects and develops control activities11 Selects and develops general controls over technology12 Deploys through policies and procedures	<ul style="list-style-type: none">13 Uses relevant information14 Communicates internally15 Communicates externally	<ul style="list-style-type: none">16 Conducts ongoing and/or separate evaluations17 Evaluates and communicates deficiencies

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Control Environment-Principle 4 Points of Emphasis

- Principle 4- The organization demonstrates a commitment to attract, develop and retain competent individuals in alignment with objectives.
 - A. Establishes policies and practices
 - B. Evaluates competence and addresses shortcomings
 - C. Attracts, develops and retains individuals
 - D. Plans and prepares for succession

Succession Planning/Business Continuity

- As a provider of public safety and other essential services, the Town is taking a comprehensive approach to succession planning to include business continuity.
- Current and Future Initiatives include:
 - In-house training to improve competency, leadership skills and consistency throughout Town (i.e. two internal control classes taught to date, outsourcing and contract administration training, leadership training)
 - Budget emphasis on specialty training and technical skills that will help employees move up in the organization
 - Annual compensation review and surveys to attract and retain new personnel

Succession Planning/Business Continuity

- Comprehensive review and revision of administrative and personnel policies to better reflect size of the town.
 - Many financial related policies have been revised in last two years
 - Personnel and other employee policies will be reviewed and revised by new HR Director.
- Improving documentation of job duties and cross-training of positions
 - 2025 budget will contain funds for technical writer to assist in documenting specific job duties by position
 - Job descriptions will then be used for both cross-training and improving the job documentation.
 - Development of Department–Wide Calendars to capture deadlines and workflow needs

Succession Planning/Business Continuity

- SPF (Single Point of Failure) Analysis for both people and systems
- With hiring of full-timer emergency management coordinator:
 - Enhancement of emergency annexes to assist in disaster recovery.
 - Table-Top exercise to simulate the failure of one or more IT related systems due to natural disaster or cyber-attack including:
 - Prioritization of systems
 - Ability to continue operations using paper or other alternative means including PC based software
 - Ability to input and restore data as system functionality is restored.

The Town Council will reconvene after Executive Session.

Reconvene into Work Session

Adjourn