

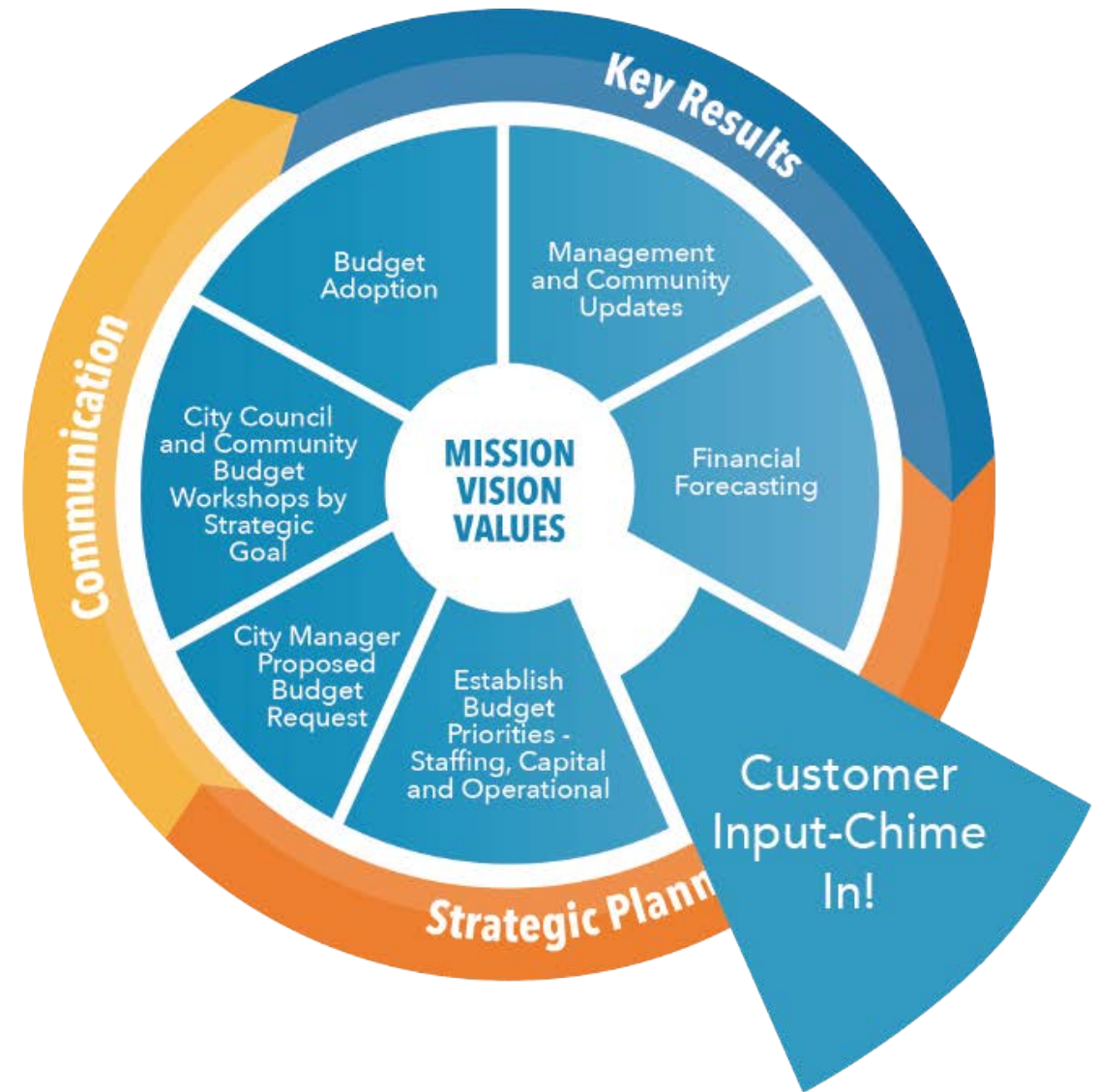


# FY 2021 Chime In!

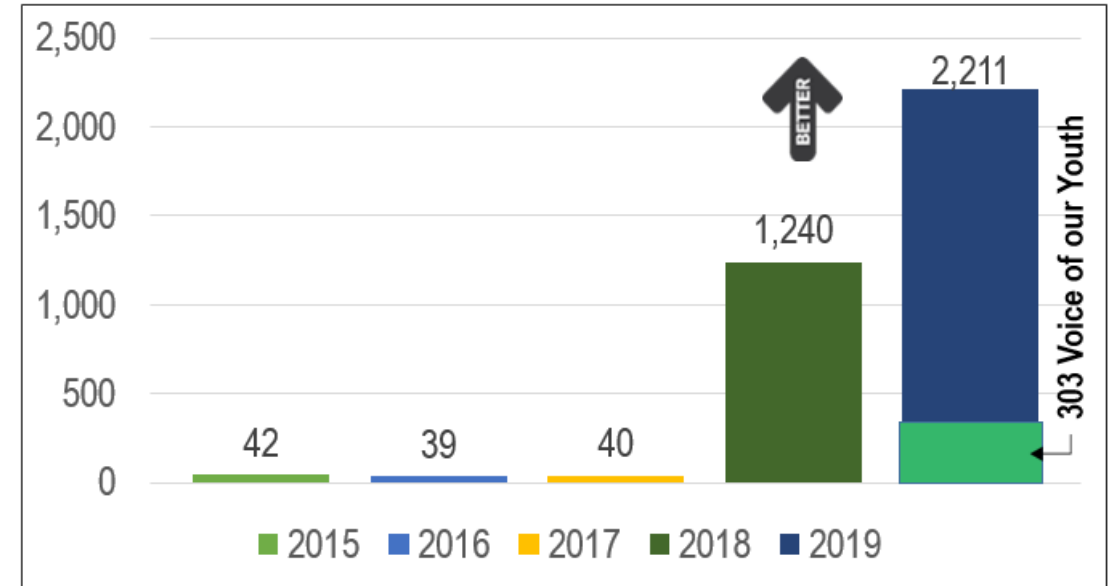
March 17, 2020



# Integrated Budget Process



# How do we engage our customers?



Chime In!



Focus Groups



Strategic Budget Advisory





# Results – FY 2020 Budget

- 2,200+ COMMUNITY responses
- 300+ YOUTH responses
- Media, social media, 311 App, Digital Signage & on location surveys
- Focus Groups held throughout the entire City



# Top Priorities

- 1) Streets
- 2) Economic Development
- 3) Public Safety



WE WANT TO HEAR  
FROM YOU EL PASO!

**CHIMEIN**

# FY 2021 Chime In!

- Shortened survey length to address citizen feedback
- Included zip code to further identify area of City
- Social Media Polls on Facebook and Twitter
- Expand on-site locations throughout City to engage citizens and continue focus groups

New

New

New



@elpasotexas.gov



@ElPasoTXGov





# CHIME IN

WE WANT TO HEAR FROM YOU!

# Chime In Survey

In what area of city do you live?

- ☐ Central
- ☐ East
- ☐ Mission Valley
- ☐ Northeast
- ☐ West

What is your age?

- ☐ 17 and under
- ☐ 18 - 34
- ☐ 35 - 49
- ☐ 50 - 64
- ☐ 65+

What is your zip code?





# Chime In Survey

I) From the major categories of City services listed below, please select your **top three** priorities:

☐

**Business Services** (Planning/Zoning, Inspections, Permits, Vendor Services, Tax Collection Services)

☐

**Community Health** (Code Compliance, Garbage Collection, Recycling Collection, Public Health, Housing Opportunities)

☐

**Cultural/Educational Programs** (Libraries, Museums, Art Programs, Zoo)

☐

**Economic Development** (Attracting/Retaining Businesses - i.e bringing new retail and entertainment options, increased airline flights)

☐

**Mobility** (Mass Transit – Sun Metro, International Bridges)

☐

**Parks** (Aquatics, Playgrounds, Recreation Centers, Athletic Fields, Trails)

☐

**Public Safety** (Fire Services, Police Services, 911 Services, Ambulance Services, Animal Services)

☐

**Streets** (Street Repair, Street Cleaning, Street Lighting, Sidewalk Maintenance, Bicycle Infrastructure)

# Chime In Survey

2) From the major categories of City services listed below, please select your **three lowest** priorities:

☐

**Business Services** (Planning/Zoning, Inspections, Permits, Vendor Services, Tax Collection Services)

☐

**Community Health** (Code Compliance, Garbage Collection, Recycling Collection, Public Health, Housing Opportunities)

☐

**Cultural/Educational Programs** (Libraries, Museums, Art Programs, Zoo)

☐

**Economic Development** (Attracting/Retaining Businesses - i.e bringing new retail and entertainment options, increased airline flights)

☐

**Mobility** (Mass Transit – Sun Metro, International Bridges)

☐

**Parks** (Aquatics, Playgrounds, Recreation Centers, Athletic Fields, Trails)

☐

**Public Safety** (Fire Services, Police Services, 911 Services, Ambulance Services, Animal Services)

☐

**Streets** (Street Repair, Street Cleaning, Street Lighting, Sidewalk Maintenance, Bicycle Infrastructure)

# Chime In Survey

- 3) Are you interested in participating in a focus group? If you would be willing to participate, please provide your contact information.

Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_

- 4) Is there a specific topic you would like covered during the focus group?

# Social Media Poll Questions

Have you utilized the City's **Public Safety** services within the past 6 months?

Have you utilized the City's **Transportation** services within the past 6 months?

Have you utilized the City's **Museums/Zoo/Parks/Library** services within the past 6 months?

Have you utilized the City's **Streets/Engineering** services within the past 6 months?

Have you utilized the City's **Business Attraction/Retention** services within the past 6 months?



# Social Media Poll Questions

Would you increase or decrease the funding for **Public Safety**?

Would you increase or decrease the funding for **Transportation**?

Would you increase or decrease the funding for **Museums/Zoo/Parks/Library**?

Would you increase or decrease the funding for **Streets/Engineering**?

Would you increase or decrease the funding for **Business Attraction/Retention**?







## Mission

Deliver exceptional services to support a high quality of life and place for our community



## Vision

Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government



## Values

Integrity, Respect, Excellence, Accountability, People