

# BUDGET **TOWN HALLS**





SUMMARY FY2023

Prepared by: Communications & Engagement Office of Management & Budget

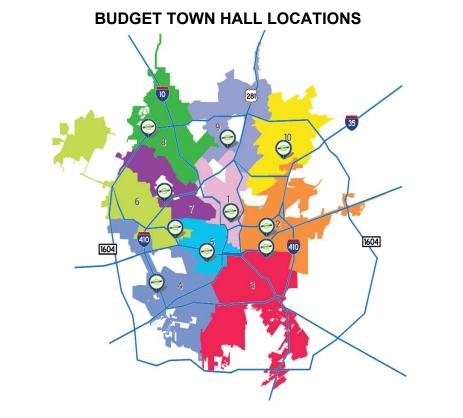
# **EXECUTIVE SUMMARY**

The City of San Antonio in partnership with each City Council District hosted ten in-person and two virtual town hall meetings between August 15 and September 1, 2022 to share information with the community on the Fiscal Year 2023 Proposed Budget. District town hall meetings were available in English, Spanish and offered American Sign Language interpretation. The City also hosted two telephone town hall virtual meetings, which garnered participation from 692 residents. All meetings were broadcast on TVSA and the City of San Antonio's Facebook page. Communications & Engagement also worked with City Departments to promote initiatives, resources, and other public engagement opportunities at each budget town hall meeting.

## **DISTRICT OUTREACH**

Communications and Engagement collaborated with each of the ten City of San Antonio Council Districts to select locations in their districts and promote the budget town hall meetings. All Council offices promoted the town halls through social media, NextDoor, eblasts, doorhangers and through their neighborhood leadership. In addition, C&E coordinated with Council offices to:

- Post yard signs with budget participation information at field offices and in visible locations in each district.
- Select locations based on Council Office suggestions, such as neighborhood facilities or popular locations in each district.



#### **BUDGET TOWN HALL ATTENDANCE**

COUNCIL DISTRICT	EVENT LOCATION	NUMBER OF ATTENDEES
1	Victory Center – San Antonio College	29
2	Second Baptist Community Center	67
3	Southside Lions Senior Center	25
4	Trader's Village	15
5	Normoyle Senior Center	41
6	San Antonio Food Bank	23
7	Doris Griffin Senior Center	12
8	John Igo Library	10
9	Walker Ranch Senior Center	25
10	The Tool Yard	91
All	Telephone Town Halls (Virtual)	692
	TOTAL	1,030

# **SUMMARY OF COMMENTS**

Communications & Engagement received questions and comments prior to and during the budget town hall meetings. Residents were encouraged to submit their budget questions or comments in advance by calling 311, emailing <a href="mailto:saspeakup@sanantonio.gov">saspeakup@sanantonio.gov</a>, or using #SASpeakUp23 on social media.

Residents were also encouraged to share written comments about the proposed budget through a virtual or in-person comment card. Communications & Engagement received:

- 28 comments / questions through the SASpeakUp email inbox
- 73 comments / questions from the virtual comment card
- 19 comments / questions from the in-person comment card, and
- 49 comments / questions from a pop-up banner that was utilized at all in-person events.



The pop-up banner, in both English and Spanish, featured the top five resident priorities based on the results of Trial Budget Survey. Residents shared individual comments to elaborate on each of the priorities.

Top comments from the pop-up banner included:

- Reallocating CPS Customer Energy Credit
- More funding for Animal Care Services
- Street, drainage and sidewalk improvements
- more funding for the Police Department

# **SOCIAL MEDIA MARKETING & ENGAGEMENT**

The City shared 272 English and Spanish paid and organic social media posts throughout June and July to share information about the proposed budget and promote the town hall meetings.

# **SOCIAL MEDIA POST PERFORMANCE**

SOCIAL MEDIA CHANNEL	NUMBER OF UNIQUE POSTS
Facebook	80
Instagram	63
Twitter	83
NextDoor	34
YouTube	12 recordings of the town hall meetings
TOTAL REACH	7,946
TOTAL ENGAGEMENTS interactions with the post	14,011
TOTAL ORGANIC REACH people who saw the posts	1,161,430
TOTAL BOOSTED AD REACH people who saw posts with boost	311,484

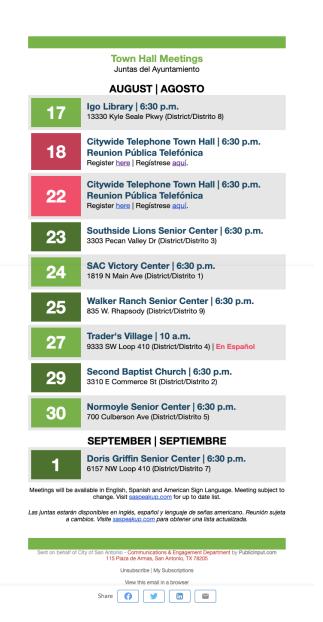
Appendix C includes examples of social media posts and links to the posts.

#### **EMAIL MARKETING & ENGAGEMENT**

The City of San Antonio's SASpeakUp subscriber list includes 10,160 residents. The City shared two email campaigns promoting the budget town hall meetings, the telephone town hall meeting and information about the budget process. The email performance is below:

- 17,249 Opens
- 377 Clicks





# **NEIGHBORHOOD ENGAGEMENT BRIEF**

C&E also promoted the town halls through its Neighborhood Brief and in collaboration with neighborhood leaders. A summary of those efforts follows.

Approximately 1,650 residents throughout all the ten City of San Antonio Council Districts signed up to receive the biweekly Neighborhood Engagement Brief were sent two emails promoting the town halls. Email performance includes:

- 2,596 Opens
- 34 Clicks

# **TELEPHONE TOWN HALLS**

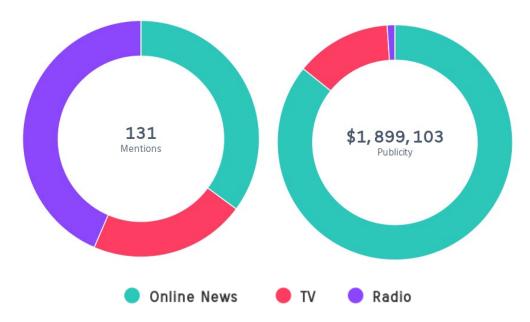
The City of San Antonio hosted two telephone town hall meetings. Residents were able to register in advance to receive a call when it's time to join the meeting or watch virtually. Residents could also call in during the meeting or watch on TVSA and Facebook Live. A summary of telephone town hall engagement is below:

TELEPHONE TOWNHALLS	THURSDAY AUGUST 18	MONDAY AUGUST 22	TOTAL
Phone Participants	454	185	639
Facebook Participants	0	0	0
Reach	2,079	2,030	4,109
Engagement*	57	101	158
Clicks	766	799	1,565

<sup>\*</sup> number of reactions, comments, shares of video

# **EARNED MEDIA**

Communications & Engagement secured more than 130 media placements regarding the FY 2023 Budget process. This coverage provided more than \$1,756,577 in media value through online, print, television and radio.



#### PAID ADVERTISING

Communications & Engagement secured print, street banners, radio, television and digital advertising to promote the FY 2023 Proposed Budget town halls in English and Spanish. To help address the digital divide and increase engagement with Districts 2, 3, 4, 5 and 6 advertisements were placed through community newspapers and street banners. Additional media buys were placed with Univision radio to engage Spanish-speaking residents. Media buys were also placed with KSAT and the San Antonio Report (which included added value at no cost.

ADVERTISING METRICS			
<b>The Observer</b> D2 and Digital	1 Print Ad (6 weeks)	30,000 printed weekly 180,000 impressions	
San Antonio Report Citywide	Digital Leaderboard Banners	54,636 Impressions 77 Clicks	
<b>KSAT</b> Citywide	News Page Takeover August 16, 2022 Digital Banners	174,897 Impressions 45 Clicks 1,088,582 Impressions 764 Clicks	
<b>Univision</b> Citywide	55 TV Spots 837 Radio Spots Radio Streaming Video Display	529,000 Impressions 2,452,200 Impressions 100,237 27,826	
Clear Channel 10 Digital Billboards Citywide	82,822 Spots Delivered	2,184,954 Impressions	
<b>Dixie Flag</b> Street Banners	7 banners	5027 Old Hwy 90 & 36th Street 8089 Rigsby & Pecan Valley 9052 N Walters & Canton 5076 W Commerce & Buena Vista 5027 Old Hwy 90 & 36th Street 8069 Goliad & Southcross 8043 Hilton & SW Military	

### DOOR HANGER DISTRIBUTION

15,000 door hangers in English and Spanish were delivered in neighborhoods identified by the council districts. All door hangers included information on the upcoming town halls in their district and how to access more information by calling 311 or visiting SASpeakup.com.

COUNCIL DISTRICT	NEIGBORHOOD
1	Uptown Central Los Angeles Heights
	Edison
2	Mahncke Park
2	Lakeside
	Highland Park
3	Highland Hills
	Mission Del Lago
	Indian Creek
4	Quintana
	Palo Alto / A&M
	Las Palmas
5	El Charro
	Westwood
6	Great Northwest
O	Cable Westwood



#### **ACKNOWLEDGEMENTS**

Staff from the Communications and Engagement Department managed the education and outreach efforts for the Fiscal Year 2023 Proposed Budget. Staff included:

Alanna Reed, Director Laura Elizabeth Mayes, Assistant Director Michelle Vigil, Chief Communications Officer Annette Carrillo, Executive Secretary

## **Creative Services**

Melanie Morales, Creative Services Manager Jay Reyna, Design Communications Coordinator Fred Gonzales, City Photographer Rene Avila, Special Projects Manager

# **Engagement**

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Khaila Barrett, Neighborhood Engagement Coordinator

# **Communications**

Kristy Hernandez, Public Engagement Officer Fabio Ramalho, Public Engagement Officer

### **TVSA**

David McElroy, TVSA Manager Lalo Garcia, TVSA Production Supervisor Roseann Garcia, Senior Video Producer Francisco Navarro, Senior Video Producer Daniel Gallegos, Associate Video Producer Joe Sandoval, Associate Video Producer Eric Stefanic, TVSA Engineer Fernando Martinez, TVSA Engineer

# **APPENDIX A: TOWN HALL COMMENTS AND QUESTIONS**

Prior to and during the town hall events, residents were encouraged to submit their budget questions or comments in advance by calling 311, emailing <a href="mailto:saspeakup@sanantonio.gov">saspeakup@sanantonio.gov</a> or using #SASpeakUp23 on social media.

Residents were also encouraged to share written comments about the proposed budget through a virtual or in-person comment card. The word cloud below summarizes the top comments and the table below lists the comments received by Council District.



DISTRICT	COMMENT	COMMENT TYPE
District 1	Is D1 getting any biking infrastructure this year? Also for the 2,500 new housing units, I am curious how many of those will be mixed-use mediumdensity housing. Not just more single family zoning. I think we need more mixed-use medium-density.	SASpeakUp Comment Card
District 1	"Beacon Hill is about to be 135 years old and not a single sign with her name exist. Please help us erect a gateway arch on Blanco off Hildebrand that says: WelcomeBEACON HILLThe Queen Suburbest.1890"	SASpeakUp Comment Card

District 1	I would like to see Kenwood Park get some upgrades over in the basketball court in the rear of the park near the railroad tracks it needs a new court surface and basketball goals, and a fence around the other basketball court in the front of the pk	SASpeakUp Comment Card
District 1	How do we get bike lanes repaired/ repainted. I've call 311 a few times. I was told report is opened. When I bike outside loop 410 and green ways are great, but the ones on district 1	SASpeakUp Comment Card
District 1	I commend Bravo on his proposal for the unexpected CPS revenue. My hope is that San Antonio takes the climate crisis seriously and scale up our weatherization programs, STEP, so we can protect our most vulnerable residents.	SASpeakUp Comment Card
District 1	Please let me know the accountability of Haven for Hope	In-Person Comment Card
District 1	Fire & EMS fees	In-Person Comment Card
District 1	Recycle funds of items picked up	In-Person Comment Card
District 1	Bike lanes	In-Person Comment Card
District 1	No funding towards San Antonio Airport since there have been conversations of the lack of usage in comparison to the Austin airport having more direct fights and more airline usage from different airline companies.	In-Person Comment Card
District 1	No funding for Convention Center and Alamodome  – These two centers/locations have been updated for several issues and these monies should go to libraries in the low-socioeconomic areas of San Antonio	In-Person Comment Card
District 1	The City funding should not be used for school investment of establishment of a school since monies for educational institutions are already supported by property taxes	In-Person Comment Card
District 1	The San Pedro Ave underpass located between Hildebrand and Westwood Dr has been neglected for the past eight years from the City budget. The structure has to be maintained, cleaned, and secure since the railroad tracks are positioned above this structure. Every Councilman in District 1 in the past has ignored this concern – it is due time and monies for parks have been given and received for more the seven years – it is an unfair practice to not distribute the funding in an equitable manner.	In-Person Comment Card

District 1	A focus for social services and resources for seniors is a necessity with the large senior population.	In-Person Comment Card
District 1	Animal Care Services – The cat colonies are out of control – we need to reduce the # of animals per residence.	In-Person Comment Card
District 1	Our city likes to say it is a no-kill city but that will no longer be possible if we do not get the cats and dogs fixed. This is important for both pets and ferals. Due to a nationwide shortage of vets we have lost close to 100 spay/neuter slots per week for feral cats. There is an explosion in this population. People are literally sleeping in the SA Humane Society parking lot so as to be at the front of the line to get cats fixed. Like other healthcare providers, there is a nationwide shortage of veterinarians. Please, please adequately fund ACS, SAHS and ADL so they can hire veterinarians to help us out of this situation.	SASpeakUp Inbox
District 1	Good afternoon! I'm a current resident of Harmony Hills, new member of district 1. I wonder if San Antonio could recommend that \$50 million could be spent other ways instead of crediting 45 million residents \$31. My CPS Bill was outrageous and continues to climb over \$150 from last year's bill. \$31 will not help me. Instead I decided to add solar panels to our roof and tell everyone we know to do the same. That is what will actually help my bill come down next year, and help cool the city. Could the city recommend more city-cooling ways to spend that money? Use the money to plant trees, create green spaces in the hottest parts of town, create more community solar panel structures such as a cover over a parking lot near residents (making the energy created more able to be used, the closer the better with solar), or fund bigger rebate incentives to encourage more residents to get solar panels on their roofs. Of course, for those that can't afford to pay their bills, I think it's important to provide financial assistance. I support that recommendation, but I really feel that we're missing an opportunity to make a difference by awarding residents \$31 credit instead of seeing what that money could do to help fight climate change and save the residents money and their quality of life in the long run. Thanks! Aimee	SASpeakUp Inbox

District 1	My Neighborhood, Lavaca, suffers streets in poor repair, drivers consistently ignoring speed limits. Our population now includes many more young children and, of course, a substantial numbers of older people. The school across the street from Callaghan should start putting security measures in place now. Waiting for problems to occur before addressing them is a great way to avoid an expenditure from a current budget. Thank You for considering my concerns.	SASpeakUp Inbox
District 1	Councilman Bravo: Thank you for the opportunity to participate in this City Budget Meeting. My Question is as follows: Given the aftermath of the pandemic, the current recession, the steep inflation, the Fannie Mae report on plunging mortgage sales for 2022-2023, USAA/Wells Fargo continuing layoffs, increased homeless issues where homeless are encroaching on commercial properties, business closures and the PPP related money provided to the city How is the City of San Antonio going to correct the erroneous overinflated increasing LAND VALUES that Bexar Appraisal is arbitrarily imposing on taxpayer properties that are not aligned with national economic indicators?	SASpeakUp Inbox
District 1	Beacon Hill needs identifier - A gateway arch over Blanco by Hildebrand - Welcome to Beacon Hill - The Queen Suburb - est 1890	Pop-Up Banner
District 2	Someone was murdered in front of my house. Want City camera on Hays St and Freeway 35 NB - Share alley with Burleson there is drugs, sex, urinating, Burleson & Gabriel & park their cars there - roads & alley & work on parking	Pop-Up Banner
District 2	"We support D2 office of crime prevention and recidivism to support our nonprofit organizations taking a holistic approach that city departments cannot handle"	SASpeakUp Comment Card
District 2	I would like to express support for councilman McKee Rodriguez's office of crime and recidivism prevention. Also would love to see support for local violence interrupters, specifically, big mamas safe house.	SASpeakUp Comment Card
District 2	Let's get the money to those who need it most. Let's educate and communicate how claims and benefits can be sourced. No shame in needing help. I will put an electronic billboard at CASA and host in our building right on the edge of district 2.	SASpeakUp Comment Card

District 2	Need more diverse businesses on FM78 no more TNT tacos and tire shops!	In-Person Comment Card
District 2	We need outdoor courts covered by canopy & playgrounds so children aren't out in the sun, working water fountains community centers need to be more accommodating for residents in neighborhood. We need more open court for youth, women and men can utilize gym space for basketball and for family to use space for meeting workshops, clubs and tutoring sessions. Kids should not be outside when inside is EMPTY!	In-Person Comment Card
District 2	Reduce time to resolve code issues – ensure they are really resolved. Also simplify the 311 system. If I address has more than violation I have to open multiple cases & keep trac of each #.	In-Person Comment Card
District 2	Create more public parks. Apartments need to help build new public parks or public park improvements.	In-Person Comment Card
District 2	Plant more trees especially along streets and take better care of them. Trees are part of our public infrastructure.	In-Person Comment Card
District 2	1. I appreciate ACS for the work they do. It's never enough because of people, not animals. The grants seem to be used in a "back door" channel, the appointments for spay/neuter are taken within minutes. The feral cat problems continue. How will you balance the funding between ACS and the other programs to address the people of SA, who the real issue. 2. I have SAPD non-emergency number on speed dial. District 3; Houston Street is not zoned as "entertainment" that I'm aware of. This means I call, when I'm not out of town for work, nightly, to complain about the "mid town lounge" and the loud noise, bass, outdoor venue music, etc. Why is noise permissible by a business in a nonentertainment area? What fines or corrective measure are being served to the abusers? A decibel reader is entirely archaic to a neighborhood that has to suffer nightly. Where is the accountability? The police are amazing, as are the dispatchers but why do I have to waste their time almost nightly when this issue should be addressed with zoning and stiff fines for non-compliance? 3. Code compliance in my neighborhood is great-very responsive; however this doesn't mean people adhere to the code. I get that enforcement is not compliance. This means peoples yards that are filled with trash and old appliances, chained dogs,	SASpeakUp Inbox

	broke, expired registration on cars, cars used to store items but have flat tires and create an obstruction along a street and sidewalk? Where is the accountability for this? Rentals are almost 100% the issue. Why aren't you assessing fines against the landlord? 4. Incentivized builders who are using in-fill lots with zero lot lines to pack an otherwise settled and typical neighborhoods then getting away with creating a two or three home HOA. Why does a self licking ice cream cone (HOA's) get to take charge of "compliance" when they really are just governed by the home owners and have to pay an HOA to exist.	
District 3	Assisted living facilities for seniors. Affordable housing for seniors.	Pop-Up Banner
District 3	Facilities and feeding programs for homeless	Pop-Up Banner
District 3	Sside of 500 blk of Haggin- curb/sidewalks are all messed up. They fixed around it but not that one block &   block &   side.	Pop-Up Banner
District 3	ACS - We have a problem - over budget 15 mil for 13 kennels. 1:2 for 80 units.	Pop-Up Banner
District 3	SAWS new meters - their houses are coated w/dust & dirt & will something be done about that?	Pop-Up Banner
District 3	Valor Club Property former Pecan Valley Golf Course is now part of City Parks. It's being used for dumping.	Pop-Up Banner
District 3	S. Side Lions Park is horribly maintained. Usually stinks like raw sewage because it is!	Pop-Up Banner
District 3	I'd like for police to have more money.	Pop-Up Banner
District 3	City contracted to have sidewalks in Pecan Valley Neighborhood repaired. This is what we got.	Pop-Up Banner
District 3	All for property tax relief!	Pop-Up Banner
District 3	I'd like for fireman to have more money.	Pop-Up Banner
District 3	Citizen engagement weekend - HEB's on weekend get people to notify people of services	Pop-Up Banner

District 3	What is the city planning to do about the shortage of veterinarians & vet techs at ACS? You need to fund ACS adequately so they can offer competitive salaries to attract and retain highly sought-after skilled staff. The shelters are overflowing and ACS is once again having to euthanize healthy adoptable animals. The low-cost spay-neuter clinics (not just ACS but also Animal Defense League & SA Humane Society) are inadequately staffed to keep up with the volume of cats & dogs that were born but never sterilized during the first 2 years of Covid. This has resulted in a tsunami of unwanted kittens and puppies this year.	SASpeakUp Inbox
District 5	Street overlay. Mill the street, no curb there's flooding.	Pop-Up Banner
District 5	Withdraw ARPA from Texas Biomed	Pop-Up Banner
District 5	Speedbumps	Pop-Up Banner
District 5	By Kennedy HS sidewalks send emails and calls	Pop-Up Banner
District 5	The TNR Program. The Humane Society on Fredericksburg, I was there at 5 am and was too late, only 10 cats per day. Today August 30th I was there at 2 am and was number 4/5/26 spots. A woman told me she has been there at midnight to get a space.	In-Person Comment Card
District 5/District 6	"Make sure code enforcement working and actively monitoring especially in west side San Antonio district 5 and 6. Also lots of stray dogs and cats and junk vehicles on premises of businesses and neighborhoods, allocate funds to solve these issues."	SASpeakUp Comment Card
District 5/District 6	"Make sure public works, code enforcement, ACS, SAPD actively enforcing rules and patrolling city especially in westside of San Antonio D5 and D6. Crosswalks and traffic control devices needed to ensure safety of pedestrians"	SASpeakUp Comment Card
District 6	More tax exceptions for seniors	Pop-Up Banner
District 6	More EMS units	Pop-Up Banner
District 6	Culebra Rd	Pop-Up Banner
District 6	Better walkability and frequent VIA bus routes	Pop-Up Banner
District 6	More funds for youth sports non-profit	Pop-Up Banner
District 6	Senior center in D6 by San Antonio Food bank or on Historic old Highway 90 more growth and business development needed in this area	SASpeakUp Comment Card
District 6	Will SAM Ministries receive City funds to maintain its homeless shelter?	In-Person Comment Card

District 6	And does our sidewalk code ensure that sidewalks are made for multi-modal transit?	In-Person Comment Card
District 7	Why were renovations to Monterrey Park parking lot and tennis courts considered but they still have portable restrooms?	SASpeakUp Comment Card
District 8	I see Parks have received a large bond approved. Millions are going to upgrade existing parks. We need a nice park in the Med Ctr. I know a new facility is planned by Huebner. How much? 100K or 200K. We need a playground, a library, a community ctr. All these have been submitted with pictures of open property suggestions. The WIC building has gone into a total mess since it closed and vandalized. This would be a nice location for a small public playground or community center.	SASpeakUp Inbox
District 9	Councilman Courage please request that County Judge Nelson Wolfe release funds for all districts. To aid in housing, that's federal money from the American Recovery Plan \$388 million. Belongs to the citizens of San Antonio.	SASpeakUp Comment Card
District 9	Two points: 1) CPS customers (over)paid, so the pay back should go directly to those customers. 2) Larger picture: Taxes by the County and as a subset the City. I will hand Councilman Courage my written proposal. Request all make inputs!	SASpeakUp Comment Card
District 9	PLEASE PLEASE PLEASE give to the animal shelters!!!! They really need the money! In my neighborhood I see a lot of dogs and cats that need medical attention and shelter. PLEASE!!! Thank you!	SASpeakUp Inbox
District 9	In viewing the news, I understand the city is planning on a 7% increase for most positions. The citizens of San Antonio (many who are on fixed-income) can't afford these type of increases in their taxes. In light of the economic realities that taxpayers face, can this projected increase be reconsidered?	SASpeakUp Inbox
District 10	Potholes need them fix.	Pop-Up Banner
District 10	Understaffed need more police.	Pop-Up Banner
District 10	Work with state reps to lower taxes for seniors/everyone	Pop-Up Banner
District 10	Drainage - Southside	Pop-Up Banner

District 10	How many citations have been issued? How many paid? How many dismissed by the court?	Pop-Up Banner
District 10	Bicycle lanes and streets and public transportation.	Pop-Up Banner
District 10	Senior housing	Pop-Up Banner
District 10	Old CPS building San Pedro - pay attention to it.	Pop-Up Banner
District 10	We do not need to fund the immigration building with tax payers dollars	Pop-Up Banner
District 10	Need someone to clean the drains - streets better	Pop-Up Banner
District 10	Fix sidewalks and enforce cars parking on sidewalks.	Pop-Up Banner
District 10	More police visibility.	Pop-Up Banner
District 10	Flooding.	Pop-Up Banner
District 10	Critical issue sidewalks real problem need to be fixed.	Pop-Up Banner
District 10	More street stripping.	Pop-Up Banner
District 10	Abortion is murder not healthcare.	Pop-Up Banner
District 10	Stop passing (?) lower taxes - not just the tax rates	Pop-Up Banner
No District Specified	Address homeless w/full services and tent housing	Pop-Up Banner
No District Specified	Servicios de animals	Pop-Up Banner
No District Specified	Hoping for more housing money	Pop-Up Banner
No District Specified	Trees - 1. How are the current tree mitigation funds spent within each district? 2. Are there any funds set aside to help residents for their trees in order to help preserve our existing canopy? 3. How many trees will be planted by the City and what strategies are being considered to address heat island effect, social vulnerability and equity.	Pop-Up Banner
No District Specified	Safety bumps on streets close to a school - Callaghan and 410	Pop-Up Banner
No District Specified	Use street shoulders and median to plant trees and manage stormwater	Pop-Up Banner

No District Specified	Traffic light needed! Santa Fe Rd - Vista W Dr - Hunt Ln lights in the neighborhood Santa Fe	Pop-Up Banner
No District Specified	Property taxes too high	Pop-Up Banner
No District Specified	For IT a budget make sure funds to improve 311 app as it has numerous flaws and could be greatly improved	SASpeakUp Comment Card
No District Specified	A \$31 one time credit is not worth it. The city should take the money and improve the streets in the city. there are many streets that need to be fixed.	SASpeakUp Comment Card
No District Specified	Fix the streets. Social programs for all SA youth. Accessibility for disabled persons such as making SA walkable by placing sidewalks everywhere. Fix VIA to run smoother and faster for the transportation challenged. More programs for special needs	SASpeakUp Comment Card
No District Specified	Investing in infrastructure and pedestrian mobility, weather preparedness, and promoting industry are key. To drive sustainable growth, we need to ensure the city's infrastructure is environmentally conscious, reduces sprawl and promotes walkability.	SASpeakUp Comment Card
No District Specified	Use the CPS windfall to help households struggling to keep the lights on. \$31 credit means nothing to me, aside from the fact City Council would not be able to waste the money on public art.	SASpeakUp Comment Card
No District Specified	In Parks, make sure better wifi access for the public often times it does not work. For streets and sidewalk projects make sure city staff is monitoring work completed in a timely manner.	SASpeakUp Comment Card
No District Specified	City empty lots that you cannot build on for wherever reason. I have a city lot and I would like for the city to invest and make it like a pocket park.	SASpeakUp Comment Card
No District Specified	City own lots that you cannot built. I'm requesting a pocket park be put on empty lot	SASpeakUp Comment Card
No District Specified	Offer incentive program for volunteers that clean parks, and volunteer their time to other city events or park and recreation programs.	SASpeakUp Comment Card
No District Specified	City cars/trucks used by workers are left running with the air on! This is an abuse. They not only pollute the air, but waste gas. I see this abuse everyday with CPS, SAWS, County & City employees. The other day Park&Rec. left a truck running 20 min!	SASpeakUp Comment Card
No District Specified	\$31 is peanuts. Spend the whole \$50 million on maintaining and upgrading CPS' infrastructure.	SASpeakUp Comment Card

No District Specified	Dear City Manager, Mayor and all council members. I strongly urge you to return the 75 Million Dollars from CPS Energy back to the rate payers. It is rightfully their money and should be credited back to their account proportionally. Thank you.	SASpeakUp Comment Card
No District Specified	More EV chargers around the city all sides of down and at parks	SASpeakUp Comment Card
No District Specified	50 mill from cps should go to weatherization and curbing the heat island effect, these are long term solutions and clearing accounts of low income overdue accounts	SASpeakUp Comment Card
No District Specified	Are there plans to increase the percentage that SAWS contributes to the general fund?	SASpeakUp Comment Card
No District Specified	The overpayment belongs to the ratepayer. Return the money without question.	SASpeakUp Comment Card
No District Specified	Can someone please help me understand why we're still giving Texas Biomed \$10Million hard earned taxpayer dollars when it was published that the head of the company was found guilty of falsifying research data? Seems like a good chunk to repurpose.	SASpeakUp Comment Card
No District Specified	Regarding the "\$24,481,054 is proposed to be used in the City's General Fund to support essential City services such as Police, Fire, Streets, Parks and Recreation and Code Enforcement.": SAFD is paying their employees to NOT WORK. Unacceptable.	SASpeakUp Comment Card
No District Specified	As much as we are all paying for our CPS bill, everyone needs to get a \$100 credit.	SASpeakUp Comment Card
No District Specified	Hello, I have read the two comments from CEO and councilman. I think that the \$31.00 for customer credit is a good thing. It is \$31.00 we seniors can use on food purchases. Thank you	SASpeakUp Comment Card
No District Specified	I have numerous concerns about the ineffective and inefficient city agencies, mayor and city council members to mention a few. Millions of Tax dollars were wasted on creeks flowing in front of an apartment complex & much more but no space to write!	SASpeakUp Comment Card
No District Specified	CPS executives spending \$640 dollars to have dinner at Paesanos!? Are you kidding me? Salaries are outrageous ever since that woman ran san antonio instead of the previous mayors!	SASpeakUp Comment Card

No District Specified	In regards to the surplus CPS funds, why would it ONLY apply to those that live within city limits??? The surrounding communities also pay CPS rates and should also be included!!!	SASpeakUp Comment Card
No District Specified	New military family to SA. We try to support local efforts to conserve and do our part environmentally. Suggest using \$50M rebate to increase litter pickup and PSAs, host stream cleanups with stream education, incentivize community cleanup days.	SASpeakUp Comment Card
No District Specified	I'm fine with CPS having the overage provided it is tightly controlled and they be required to weatherproof the system. If this standard cannot be met the profit should be returned.	SASpeakUp Comment Card
No District Specified	CPS surplus: isn't there a debt from the 21 freeze. Paying down a debt should be considered.	SASpeakUp Comment Card
No District Specified	GIVE THE " MONEY " BACK TO THE RIGHTFUL OWNERS THE CITIZENS OF SAN ANTONIO, TX and make sure the governor doesn't keep a penny.	SASpeakUp Comment Card
No District Specified	CPS should return the money to customers and work on their billing structure to ensure windfall profits are never realized again. CPS works for the residents. If CPS needs money to invest in infrastructure they should propose bonds we can vote on.	SASpeakUp Comment Card
No District Specified	I am concerned about surplus funds CPS discussion. There is some chatter about rebates for ONLY those that live within city. The surrounding communities pay high CPS rates as well and should be entitled if this is final decision.	SASpeakUp Comment Card
No District Specified	Thank you for thinking of your residents! I know CPS is against your proposal, but we are all with you 100%. After the brutal summer, how about zeroing out everyone's CPS bills for the month of October and we'll call it even?	SASpeakUp Comment Card
No District Specified	It's funny how a select group of people(city council) has the authority to pick and choose what they want to spend money on. Yet we have folks out there who need a significant impact now. We need help with CPS bills, not a new sidewalk at the park.	SASpeakUp Comment Card
No District Specified	It would be discriminatory to only give certain people a CPS rebate when all CPS customers paid higher bills.	SASpeakUp Comment Card
No District Specified	CPS should rebate all of their customers not just the ones in San Antonio. We don't have a choice in who we have for our electricity company and surrounding cities also pay to CPS and their high rates.	SASpeakUp Comment Card

No District Specified	Crime continues to grow in the community, yet we don't invest more money into ensuring the safety of our community. Allocate more funding for the department and its programs.	SASpeakUp Comment Card
No District Specified	We need money for Safety Corps throughout our neighborhoods. They have never had city funding, I've only seen them do their own fundraisers. This will lead to more interest in law enforcement and fix our lack of policing in San Antonio.	SASpeakUp Comment Card
No District Specified	I want to show my support for overworked SAPD & many men & women that work hard everyday to make SA safe. I would like to ask you to support funding for SAPD Safety Corp (aka the explorers) as a program that help teach youth good citizenship skills.	SASpeakUp Comment Card
No District Specified	Please support those employed or experiencing job loss, and falling short of being able to pay their utilities, rent/mortgage, with a special fund.	SASpeakUp Comment Card
No District Specified	Invest in services for foster children such as CASA and Thru Project	SASpeakUp Comment Card
No District Specified	We should invest more in affordable housing and small businesses than was listed on the document.	SASpeakUp Comment Card
No District Specified	Focusing on mental health resources for communities at risk. Funding non profits that fund low income people reaching out for assistance with CPS bill.	SASpeakUp Comment Card
No District Specified	I think there should be more money for mental health only 5 million dollars and if we don't feel good how are they supposed to go to work if they don't feel good if everybody gets sick how could they get better if they don't have enough money	SASpeakUp Comment Card
No District Specified	Code enforcement does not work. DO NOT raise our taxes for that nonsense.	SASpeakUp Comment Card
No District Specified	We need to prioritize our Vets over illegals. Our Vets should never be sleeping under bridges or living in the streets. They fought for our freedom, many losing limbs and traumatized. We need to prioritize their needs by building mini houses!	SASpeakUp Comment Card
No District Specified	Why did Veterans receive a small part of the budget. We are Military USA city?	SASpeakUp Comment Card
No District Specified	New military family to SA. We try to support local efforts to conserve and do our part environmentally. Suggest using \$50M rebate to increase litter pickup and PSAs, host stream cleanups with stream education, incentivize community cleanup days.	SASpeakUp Comment Card

No District Specified	The San Antonio Fire Department is ripping us off. They are overpaying and under serving. They are paying people to not work and the pensions these non-working people receive is criminal.	SASpeakUp Comment Card
No District Specified	SAFD is the biggest scam of them all. DO NOT raise our taxes for that corrupt department.	SASpeakUp Comment Card
No District Specified	Given that CPS/City Council authorized a rate increase to cover the fiscal impacts of the recent Winter Storm(s) I recommend you use the windfall to pay down that balance so you can lower that rate sooner that the projected 15-20 year payoff date.	SASpeakUp Comment Card
No District Specified	Returning \$50M to residents sounds nice, but the credit will be so minimal it's not worth doing. Please invest in our future! This is an opportunity to build our city and systems up in a way that helps mitigate future climate threats - please do so.	SASpeakUp Comment Card
No District Specified	Make sure youth programs and wellness programs available for all youth not just in certain districts. All youth should have opportunities to be civically engaged within council districts. Better weekend hours for the one city gym that is operated.	SASpeakUp Comment Card
No District Specified	Use a portion of the funds to bring the Alarms Permit Office into the 21st century. Paper renewal notice in the USPS mail and online forms that must be returned via email or printed mail are not only less secure but so outdated.	SASpeakUp Comment Card
No District Specified	We should not be gifting 10 million dollars of ARPA funds to Texas BioMed, a multimillion dollar organization that has just been exposed for faking research data 10 different times and admittedly lying on federal grant applications.	SASpeakUp Comment Card
No District Specified	Does the city have a website to track all spending of government officials and how taxes are being spent on education to account for every dollar spent? If not, we need accountability.	SASpeakUp Comment Card
No District Specified	Hello, I have some questions on the proposed budget. Are there plans to build more holding kennels at ACS? If not, why not? If yes, when will more kennels be added? I noticed the Animal Care summary displays certain figures for animals returned to owner, survival rate, spay and neuter, etc. However, it does not list number of animals, particularly, dogs euthanized. Why is that data not listed? Thank you. I plan to attend as long as it is not raining heavily.	SASpeakUp Inbox

No District Specified	I recommend that the total \$50 million CPS surplus be used to increase CPS's renewable energy infrastructure.	SASpeakUp Inbox
No District Specified	With the \$50 million CPS surplus recommend refunding all (city and outside city limits) customers who are in good standing on their accounts. All the proposed ideals, street, transportation, low income, etc have been covered through proposals during election years. As a 40 year resident of San Antonio city proper and now 6 years 1 mile outside city limits I have paid my CPS bill each month. Went through Covid-19 as well as a solid week with no electricity during SNOVID21 and still paid my electric bill. This revenue is our money. It's time to ensure all CPS customers in good standing (not delinquent on account) are refunded this excess revenue.	SASpeakUp Inbox
No District Specified	Please use all the money from the electricity excess fund by returning it to those of us who paid for it. You'd get good public relations and it's really our money anyway. Thank you.	SASpeakUp Inbox
No District Specified	Thank you for sharing the results of your budget survey. I think one of the shortcomings with your methodology is that it didn't encourage deep thought on the part of participants. In keeping the survey short encouraged participation which was still incredibly low but to me the rankings show a lack of reflection. My answers probably fit the majority of the participants but when I think about it (of course) sidewalks are important but I don't use them personally. I want good sidewalks and crossways because I don't want to hit somebody. I live near a high school so the sidewalks and pedestrian crossings are big issue. Businesses welfare is essential to our city. Without jobs we have no need for housing, streets, peopleIt's just a very superficial immediate ranking and I wish there was a way to create more meaningful participation. Thank you for trying though. Thank you too to the city respondents for caring about seniors. That's not a real popular thing lots of times.	SASpeakUp Inbox
No District Specified	I have 2 questions: 1. My street needs to be improved. It's has so many dips. What do I need to do to get my street on the list for street improvement? 2. I would like to suggest if the public libraries can offer free printing. When the libraries opened up during covid the public was able to make free copies and printouts. Please bring back	SASpeakUp Inbox

	this service alot of us are in a tight budget and would greatly appreciate this service. Thank you	
No District Specified	Could you help me understand why, when we had an extremely large budget last go around, we cannot manage to keep restrooms open at Woodlawn Lake? They are (again!) not open, with the port-a-potty available (which seem particularly unsafe, healthwise, not to mention quite unpleasant). Is it impossible to maintain a functional restroom there? Even the community room, currently being used by curative.com, will not allow city residents to use the restroom in that room. I am unhappy.	SASpeakUp Inbox
No District Specified	Hi, I noticed that there will be a nice amount budgeted for tree planting in the city and am hoping that city officials will seriously consider and then implement something done in other places, which is to plant trees which will bear food! These trees could not only become part of shade and climate assistance but encourage more gardens and help with food security for those people who may have some issues in that regard. Is this something the City has thought of? Is it something the Mayor and/or Council would be interested in? We already have compost available to keep them healthy! Thank you!	SASpeakUp Inbox
No District Specified	Not a question as much as a request: Requesting a hard look at the condition of Main Plaza and requesting consideration for funding to upgrade lighting, replace/repair the fountains and make the space more user Family/friendly for events by adding shading and better ADA accommodations.	SASpeakUp Inbox

# No District Specified

I wish that I can attend but my daughter and I have been recently tested positive and still testing positive... Also I'm a single mom and don't have access to a babysitter. My concerns: 1. There's ALOT of rental properties price gouging rent. NOBODY IS TAKING INTO CONSIDERATION THAT MANY OF US ARE DISABLED AND RECEIVING SOC SEC BENEFITS AND MANY OF US ARE NOT GETTING PAID \$2,000.00 A MONTH. PEOPLE ARE REQUIRING INCOMES OF 3-4XS THE RENT. EXP. IF THE RENT IS \$700 A MTH, THE INCOME REQUIREMENT IS GOING TO BE BETWEEN \$2,100.00-\$2,800.00 A MONTH. MANY OF US ARENT GETTING THAT TYPE OF INCOME A MONTH BUT WE STILL DESERVE TO LIVE IN A SAFE AND COMFORTABLE PLACE.I DO NOT want to have to depend on having to deal with housing programs just so my daughter and I have a roof over our heads. I DONT LIKE THE PROGRAMS AND HOW THEY TREAT THE CONSUMERS. THEY DO NOT SHOW RESPECT TO THEM!! THEY DEGRADE THEM JUST LIKE MEDICARE AND MEDICAID DOES! 2. San Antonio needs more resources and programs for parents with kids with special needs. THERE ARE TOO MANY OF US MORE LESS THROWN OUT TO THE WOLVES TO DEFEND FOR OURSELVES WITHOUT EMOTIONAL SUPPORT. 3. The utility bill is starting to get outrageous again!!! What's on the agenda for keeping the utility bill on a reasonable amount? 4. The virus is starting to sneak up again....What's the plans about trying to keep the virus as isolated as possible? \* Both my daughter and myself was just tested positive. BOTH of us are HIGH RISK because of lung disease. IT'S BAD ENOUGH THAT ABBOTT DOESNT GIVE 5 FLYING MONKEYS ABOUT THE CITIZENS OF THIS STATE! WE NEED SOMEONE WHO DOES! BY THE WAY .... YES I'M VOTING TO GET THAT MORON OUT OF OFFICE IN THIS ELECTION!! He has SCREWED UP for the LAST TIME after 19 INNOCENT KIDS ended up dead on his clock. IT'S TIME FOR THAT TRASH TO BE

# SASpeakUp Inbox

VOTED OUT!!! We have A LOT of work still

needed! Thanks!

No District Specified	As beautiful as San Antonio is, our highways and roads are littered with trash and overgrown weeds. Other Texas cities prioritize keeping their roadways clean. We seem to have reduced our efforts here in SA. I would like to see more funding dedicated to beautifying our roadways.	SASpeakUp Inbox
No District Specified	We are a military city. I've been here over 35 years and currently serve in the Air National Guard. What is the city doing to compensate residents that live next to Veterans not required to pay property taxes? These Veterans have ZERO incentive to protest their property taxes. Their property taxes skyrocket and the resident's are passed the buck. We the residents pay more because the appraisals do not factor in veterans not paying property taxes. Where is the help for the resident living next to these Veterans?	SASpeakUp Inbox
No District Specified	With thousand year floods occurring more frequently, it is vital that storm sewers be cleaned to handle the maximum amount of water they were designed to handle. The storm sewers my be acsessed as being clear but that may not mean that all the Debris has been removed from the storm sewers to allow for the maximum flow of water. A failure to prioritize and fund this task will result in catastrophic flooding in the event of heavy rain in a short period of time.	SASpeakUp Inbox
No District Specified	What is the budget for road repairs? I consider that to be San Antonio's biggest problem.	SASpeakUp Inbox
No District Specified	With people still struggling with the aftermath and current situation of covid and monkey pox, will there be anymore rental assistance to help the still struggling communities of san antonio	SASpeakUp Inbox
No District Specified	Is there a proposed budget to make more areas of downtown disability friendly, by fixing broken curb cuts and making ramps in areas that could use them, so that people with disabilities have more areas to work and play downtown?	SASpeakUp Inbox

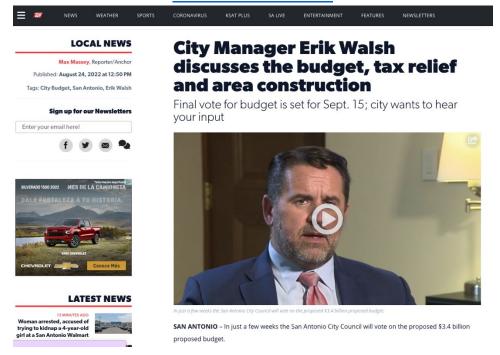
N. B. C.		
No District Specified	Hello I'm seriously concerned about the integrity of the city council. The idea you are using funds to help people recover from the lingering negative effects of the pandemic to fund \$1 million in legal services for people who illegally entered the country is just sad. Then you follow up with announcing the huge profits from CPS whole the residents suffer with ridiculous rates and high electric bills over \$300 while you do nothing about the ongoing issues with weatherizing the equipment to ensure energy is available during extreme weather is unexplainable. Even more unexplainable was the the disclosure that they are having difficulty deciding between greed that would invest all the money consumers paid to make more money. It demonstrates why the city should not make policy or management related to utilities. The city is now too large for small town thinking or making decisions based on personal politics. It's an embarrassment when you could be returning some of that money they paid in high utilities to those who could barely afford their electric bills or went without groceries or prescriptions to pay the bill. You haven't even bother reviewing the excessively low poverty rate you use to eliminate many who do need help. Shame on you	SASpeakUp Inbox
No District Specified	Hello, The Covid-19 pandemic and its damage to global supply chains has cause the cost of vehicles to skyrocket. Now, due to the war in Ukraine and inflation, the cost of gas has skyrocketed. I'm a huge fan of public transportation but the bus routes in this city are completely useless at getting me from my home to a physical work or school location in less than 2 hours. Is there anything in the budget related to addressing the efficiency of our current bus routes? Additionally, if a more efficient method of bus routes were available, is there anything in the budget to cover the cost of changing our bus routes (including changing or installing signs, training drivers, and other expenses needed to get things up and running)?	SASpeakUp Inbox
No District Specified	Concerning the \$50M+ windfall from CPS; please support a plan which returns this money to residential customers. Adding this money to the city's general fund is a slap in the face to rate payers who have been abused the past two years. Thank you!	SASpeakUp Comment Card

No District Specified	Too many strays and too many pets getting killed on the daily at the San Antonio Animal Shelter.  Need to provide more programs that will help with spay/neutering.	SASpeakUp Comment Card
No District Specified	PLEASE, PLEASE more police officers everywhere. It is the foundation of "quality of life" for any city everywhere. Also, the less investors buying up affordable housing, the less need for rentals and warehousing people in apartments. TY	SASpeakUp Comment Card
No District Specified	CONTROL GROWTH + REDUCE CRIME = PROTECT QUALITY OF LIFE FOR RESIDENTS	SASpeakUp Comment Card
No District Specified	Please put more money into funding PUBLIC transportation here in San Antonio!	SASpeakUp Comment Card

### APPENDIX B: EXAMPLES OF EARNED MEDIA

# KSAT: City Manager Erik Walsh Discusses the Budget Tax Relief and Area Construction

https://www.ksat.com/news/local/2022/08/24/city-manager-erik-walsh-discusses-the-budget-tax-relief-and-area-construction/



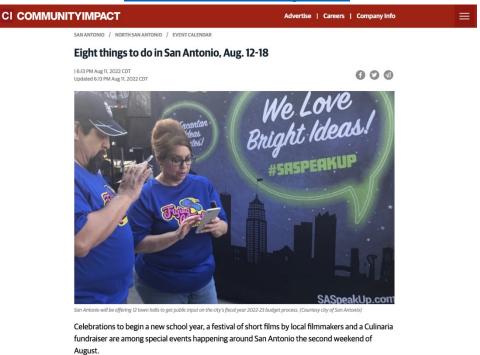
# WOAI: CPS Energy bill payers want \$40 million windfall returned to them

https://news4sanantonio.com/news/local/cps-energy-bill-payers-want-50-million-windfall-returned-to-them



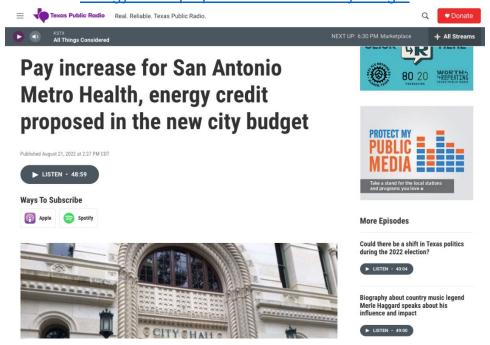
# Community Impact: Eight things to do in San Antonio, Aug. 12-18

https://communityimpact.com/san-antonio/north-san-antonio/event-calendar/2022/08/11/eight-things-to-do-in-san-antonio-aug-12-18/



# **Texas Public Radio: The Source Pay**

https://www.tpr.org/podcast/the-source/2022-08-21/pay-increase-for-san-antonio-metro-health-energy-credit-proposed-in-the-new-city-budget

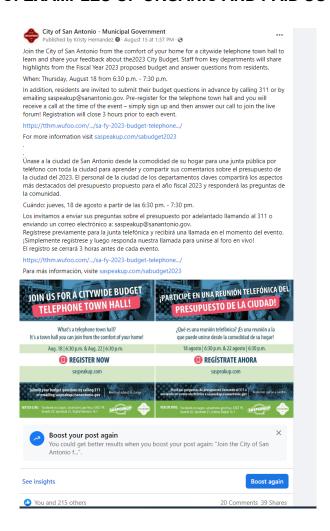


# Telemundo: Ciudad de San Antonio Propone Nuevo Presupuesto

https://www.telemundosanantonio.com/noticias/local/credito-en-facturas-de-luz-e-impuestos-a-la-propiedad-mas-bajos-ciudad-de-san-antonio-propone-nuevo-presupuesto/2209034/



### APPENDIX C: EXAMPLES OF ORGANIC AND PAID SOCIAL MEDIA



Join the City of San Antonio to learn and share your feedback about the 2023 City Budget. Our staff from key departments will share highlights from the Proposed Budget and answer any questions you might have. In addition, residents are invited to submit their budget questions live at the meetings or in advance by calling 311 or by emailing saspeakup@sanantonio.gov.

We hope to see you at one of the meetings! Speak Up San Antonio! For more information visit saspeakup.com/sabudget2023.

Únase a la ciudad de San Antonio para aprender y compartir sus comentarios sobre el presupuesto de la ciudad del 2023. Nuestro personal de los departamentos claves de la ciudad compartirá los aspectos más destacados del presupuesto propuesto y responderá a todas sus preguntas.

Además, invitamos a la comunidad a enviar sus preguntas en vivo en las juntas que serán en persona o por adelantado llamando al 311 o enviando un correo electrónico a saspeakup@sanantonio.gov.

¡Esperamos verte en una de las juntas! ¡Alza tu voz San Antonio!

Para más información, visite saspeakup.com/sabudget2023.



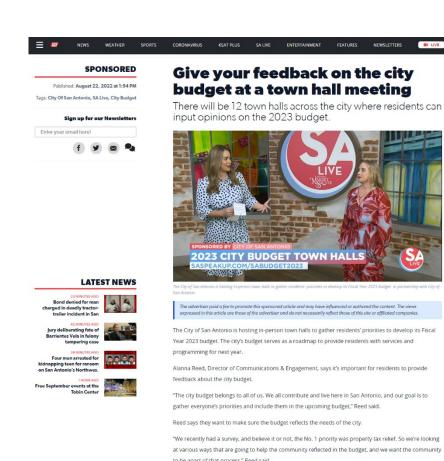
# APPENDIX D - SAMPLES OF PAID MEDIA





KSAT SA Live: Give your feedback on the city budget

https://www.ksat.com/sa-live/2022/08/22/give-your-feedback-on-the-city-budget-at-a-town-hall-meeting/



# **KSAT Digital Banner Advertising**





# KSAT Q&A: Haven for Hope CEO discusses surge of homeless, majority families

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Published: August 16, 2022, 6:59 PM

Tags: News, Saq

# San Antonio Observer



# SASpeakUp Neighborhood Street Banners



#### Univision



### APPENDIX E - LINKS TO ALL THE BUDGET TOWN HALLS YOUTUBE

- District 1 https://www.youtube.com/watch?v=w-k0LdFgxOo&t=23s
- District 2 https://www.youtube.com/watch?v=I1CD\_BMYtcM&t=217s
- District 3 https://www.youtube.com/watch?v=D2l1dR6DRpk
- District 4 https://www.youtube.com/watch?v=mnlBwsP3ZUA&t=5s
- District 5 https://www.youtube.com/watch?v=oPhhagsbaS8
- District 6 https://www.youtube.com/watch?v=07yD4IMGTxA&t=1799s
- District 7 https://studio.youtube.com/video/DiW9H5ilpas/edit
- District 8 https://www.youtube.com/watch?v=2lcH238Q0d0&t=845s
- District 9 https://www.youtube.com/watch?v=-SiJACG7Zh4&t=16s
- District 10 https://www.youtube.com/watch?v=XTxaqJ-ZFYA&t=2983s
- Citywide Telephone Town Hall 1 <a href="https://www.youtube.com/watch?v=aLYE78Py6rk&t=6s">https://www.youtube.com/watch?v=aLYE78Py6rk&t=6s</a>
- Citywide Telephone Town Hall 2 https://www.youtube.com/watch?v=FmGW2v-zRl0&t=6s

# APPENDIX F – BUDGET TOWN HALL PHOTOS



















