

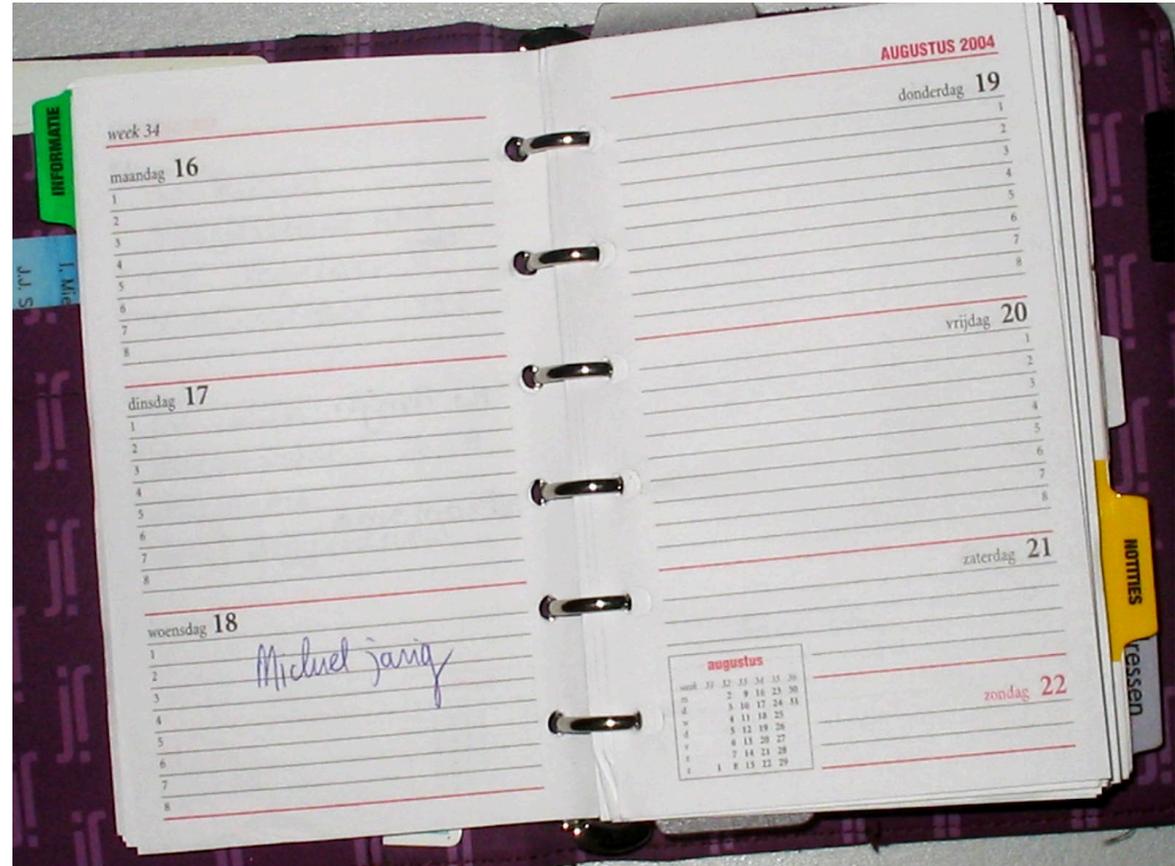
City Manager's Report

Presented by Mario Juarez-Infante, PE, City Manager
02.03.2026



Summary

- COLONIAS INFRASTRUCTURE EMERGENCY ASSISTANCE FUNDS
- CRRUA ADMINISTRATION BUILDING UPDATE
- URGENT CARE PHASE I SITE DEVELOPMENT
- CUSTOMER SERVICE SURVEY CITY WIDE OVERVIEW
- SOLID WASTE CLEAN UP EVENTS



Colonias Infrastructure Emergency Assistance Funds



Quick Facts

- Total Request: \$2,500,000
- 100% Grant
- Roadway and Drainage Infrastructure Grant
- One-time funding opportunity as the grant is not a re-occurring program
- Three local residential streets and drainage will be mitigated



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February 3, 2026

Angela Quintana
Senior Program Administrator
Colonias Infrastructure Board
New Mexico Finance Authority
810 W. San Mateo
Santa Fe, NM 87505

Re: Colonias Infrastructure Board Project No. CIF-6985- Submission of Readiness to Proceed Items-Flood Prevention; Findley Court Drainage Basin Flood Mitigation-Emergency Assistance

Dear Ms. Quintana:

Please let this letter serve as the City of Sunland Park's submission of the Readiness to Proceed (RTP) items for the subject-referenced project. The list below describes all the required RTP items as specified by the New Mexico Finance Authority.

1. A monthly draw-down schedule of project expenditures, including Month and Year (see attachment)
2. Verification that right-of-way, easements and permits have been secured (see attachment)
3. The City verifies that it will obtain approval of plans/specifications prior to the request of construction funds;
4. The City submitted its FY2025 audit to the Office of the State Auditor on January 15, 2026
5. Updated project budget (see attached);

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Mario Juarez Infante".

Mario Juarez Infante
City Manager



Project Location Map



CRRUA Administration Building Update



Quick Facts

- Site work is ongoing
- EIFS system installation is ongoing
- Interior electrical and mechanical rough-ins are in progress
- Two-Week Look Ahead:
 - Coordination with utility providers
 - Continue site work activities
 - Continue EIFS system installation
 - Prepare for roof system installation



Project Location



Urgent Care Phase I Site Development Update



Customer Service Survey Citywide Overview

Conducted in January 2026



Background

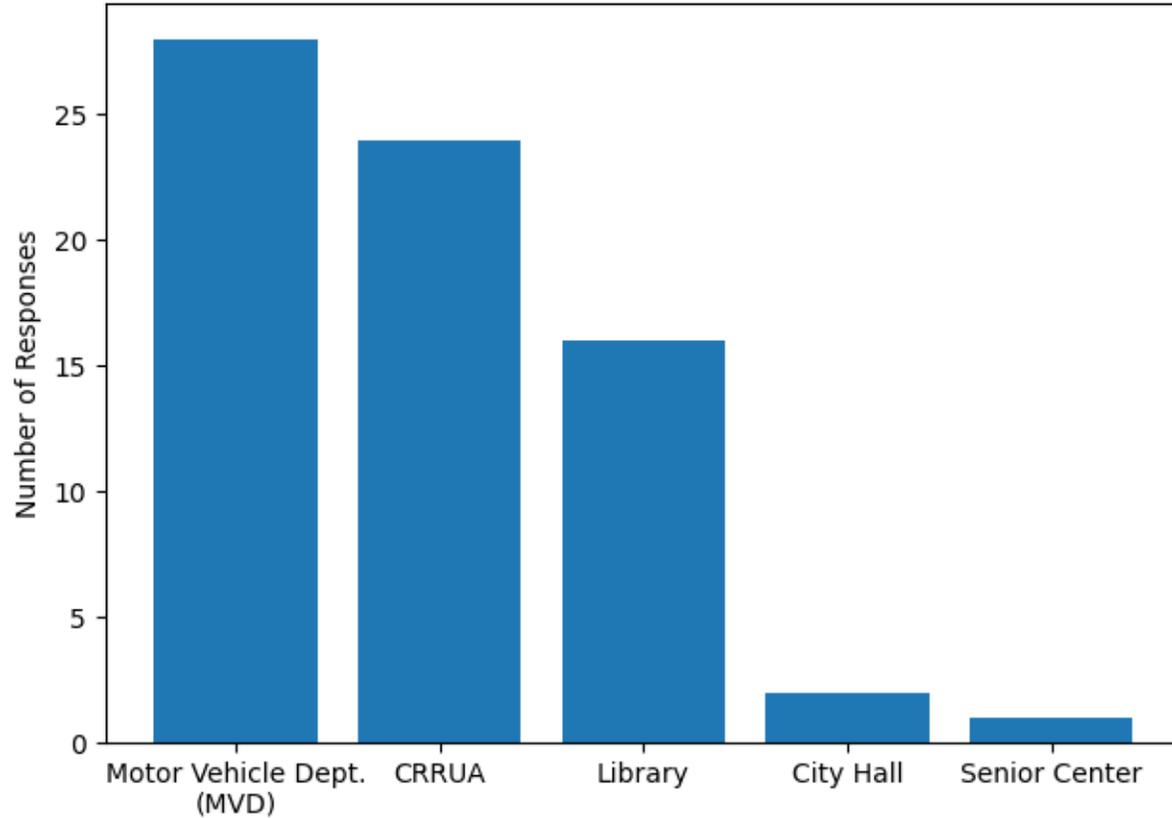


- This citywide customer service survey was conducted to better understand how residents experience interactions across City operations.
- The purpose is to identify shared strengths and improvement opportunities that support consistent, high-quality service.

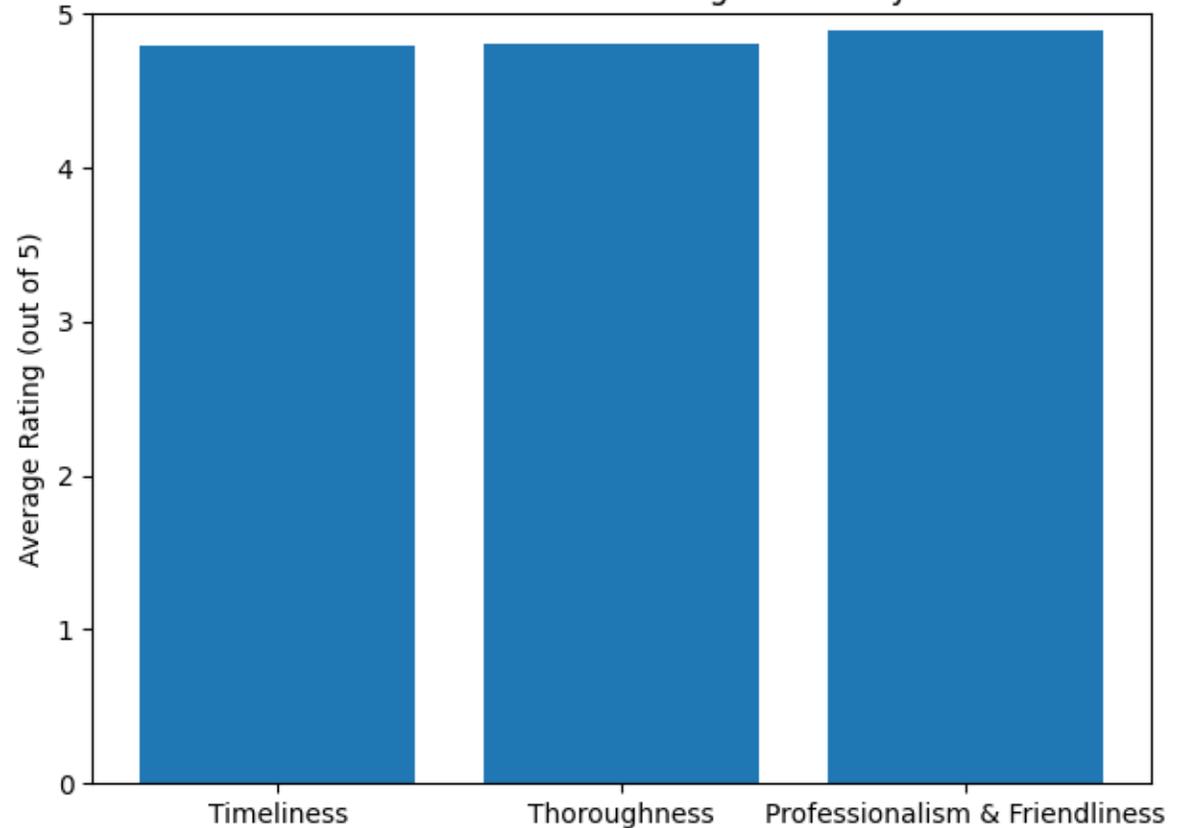
Overall Service Ratings



Survey Responses by Department



Customer Service Ratings Summary





Key Patterns Observed Across Responses

WE ARE THE GATEWAY TO THE LAND OF ENCHANTMENT



Professional and courteous staff interactions



Willingness to assist and answer questions



Clear explanations when processes are understood



Positive experiences linked to patience and follow-through



Common Experience Challenges



Difficulty reaching the right contact for follow-up



Perceived delays in response or resolution



Occasional Communication Or Language Barriers

Based on these themes, administration is:



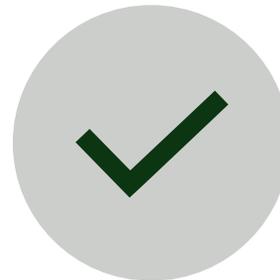
Reviewing internal customer service practices across departments



Identifying opportunities to improve consistency and clarity



Reinforcing expectations for communication and follow-through



Using this feedback as a baseline for future improvement efforts

Solid Waste Clean-up Events

Conducted in January 2026



City of Sunland Park - IT/COMMS

Clean Up Day 2025 – Social Media & Outreach Report

Campaign Duration: August 27 – September 28, 2025

Event Dates: September 27–28, 2025

Channels: Facebook, Instagram (Feed, Reels, Stories), and Sunland Park Connect App

Facebook Performance Summary

Post	Date	Views	Reach	Interactions
One Month to Go	Aug 27	4,320	1,969	37
Tire Reminder	Sep 17	2,771	1,254	18
Mattress Reminder	Sep 20	6,161	2,619	52
Illegal Dumping	Sep 23	2,146	1,011	11
Mayor Video	Sep 27	12,213	7,912	290
Thank You Recap	Sep 28	21,902	10,406	233

Total Facebook Views: 49,513 | Average Reach: 4,195 | Avg. Interactions: 107

Instagram Performance Summary

Content Type	Date	Views	Reach	Interactions
Mayor Reel	Sep 27	1,291	811	98
Thank You Carousel	Sep 28	2,080	764	63

Total Instagram Views: 3,371 | Avg. Engagement Rate: ~8.7%

Event sponsored by
Community
Development and
Public Works with
Community Volunteers

- March 29-30, 2025
 - 34.12 tons of trash
 - Only Riverside
 - Pilot Project
- June 21, 2025
 - 21.94 tons of trash
 - 3.24 tons of tires
 - Only one day (heat)
- September 27-28, 2025
 - 41.92 tons of trash
 - 8.92 tons of tires
- Total Trash
 - 97.98 tons of trash
 - 12.16 tons of tires
 - 110.14 tons of trash



Thank you