



El Paso County Strategic Plan  
2024 Updates





# Core Principles

## 1. LOW TAXES– LOW COSTS

Our community prefers low taxes and limited government, that focuses on providing essential and cost-effective public services.

## 2. QUALITY PUBLIC SERVICES

To consistently deliver high-quality services, we standardize, innovate, measure, remove waste, continually improve, collaborate, and tell our story.

## 3. TRUST THROUGH TRANSPARENCY

We build community trust by transparently publishing data and analytics on finances, the condition of infrastructure, and our progress towards our strategic objectives.



# Vision

EL PASO COUNTY WILL BE A TRUSTED  
REGIONAL LEADER KNOWN FOR  
EXCELLENCE IN COUNTY SERVICE DELIVERY



# Purpose

WE PROVIDE ESSENTIAL PUBLIC SERVICES TO THE  
PIKES PEAK REGION IN SUPPORT OF OUR  
RESIDENTS, BUSINESSES, AND COMMUNITIES.  
ENHANCING THE FREEDOM FOR ALL TO THRIVE



# Values

## **Service Focused**

We make a difference in our community by serving the residents of El Paso County.

## **Accountable**

We are responsive to community needs. We are good stewards of County resources.

## **Collaborative**

We foster a county government that works for all. We inspire employees to passionately give their best while leveraging community partnerships for the meaningful benefit of residents.

## **Trustworthy**

We listen to our community and act with honesty and respect in our interactions with co-workers and those we serve. We adhere to laws, policies, procedures, and professional standards.

## **Transparent**

We are open, honest, and respectful in our work and communication.



# Understanding Objectives & Key Results

## Objectives

- Overseen by dedicated Objective Sponsors
- Detailed Objective Action Plans are developed and overseen by Action Planning Teams

## Key Results

- Will leverage data and analytics
- Will be publicly reported
- Will show organizational successes and struggles



# Objective 1: Infrastructure

Sustainably fund, manage, and improve public-owned infrastructure

Bridges &  
Roads  
Condition  
Index

Fleet  
Condition  
Index

Facilities  
Condition  
Index

Stormwater  
Condition  
Index

Parks  
Condition  
Index



# Objective 2: Service Quality

Improve service quality with an engaged workforce

Customer  
Satisfaction

Customer  
Effort

Customer  
Advocacy

Employee  
Engagement





# Objective 3: Community Trust

Strengthen community trust through improved communications and transparency

Civility

Transparency

Capability

Reliability



## Objective 4: Health & Safety

Develop partnerships to support community efforts to improve the health and safety of residents.





# Strategic Planning Team

2024