

DEPARTMENT OF FINANCIAL SERVICES

The Department of Financial Services consists of Administration and three divisions; each division is supervised by a manager. The department has a total of 27 employees.

Administration

Administration positions include the Director, Deputy Director, Budget Analyst, and a Contract Specialist. In addition to directing and coordinating departmental activities, the administrative staff coordinates the municipal budget process and prepares the budget documents, manages the investment program, coordinates debt issuance, performs analyses, establishes financial policy, and reviews and evaluates all financial, legal, and technical contracts and agreements.

The Department is extremely pleased to announce that we have received our second national Government Finance Officer Association (GFOA) Distinguished Budget Award for the FY08 budget. This large endeavor encompassed preparing numerous analyses to meet the extensive criteria required. An applicant's budget is reviewed by three independent reviewers that critique the document for excellence in several areas including the document as a Policy Document, a Financial Plan, an Operations Guide, and as a Communications Device.

Accounting Division

The Accounting division has thirteen positions including an Accounting Manager, three Accountants, ten Accounting Technicians, and a Grants Administrator. Accounting encompasses many of the city's financial activities including accounts payable, accounts receivable, ambulance billing, asset management, cash receipts, preparation of the Comprehensive Annual Financial Report (CAFR), maintaining the city's capital asset inventory and monitoring and managing the city's cash and reconciliations.

We are extremely proud to report that the city received for the second time the GFOA "Certificate of Achievement for Excellence in Financial Reporting" for the CAFR. This is a very prestigious award that the City can be very proud of.

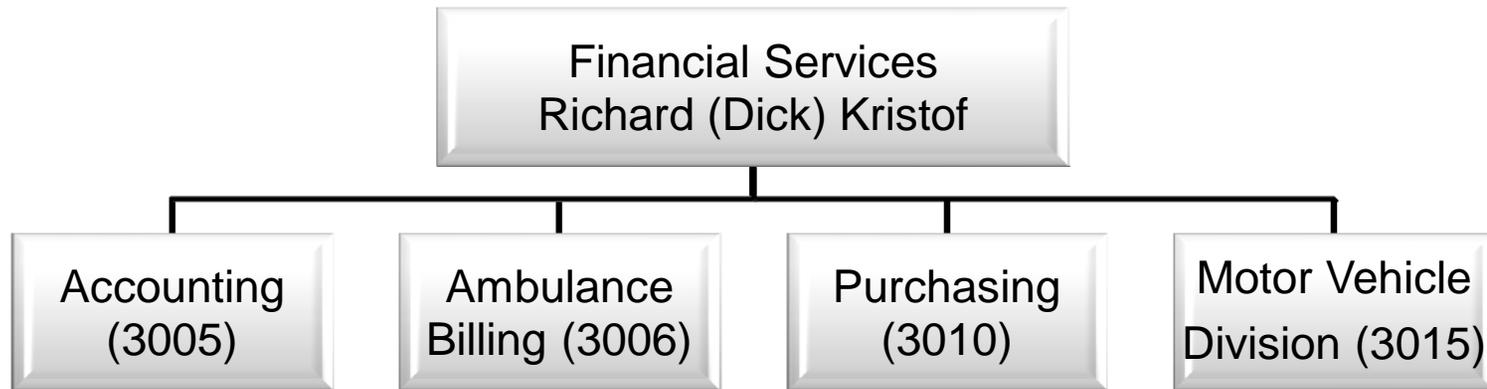
Purchasing Division

There are four positions in the Purchasing Division including the Purchasing Manager, a Purchasing Specialist and two Purchasing Technicians. The Purchasing Division ensures that city staff procures goods and services in accordance with City Procurement Code. The Division prepares notices of request for proposals and information for bids. The division also holds pre-bid and pre-proposal conferences in a public forum to discuss scope, objectives and specifications of bids and proposals.

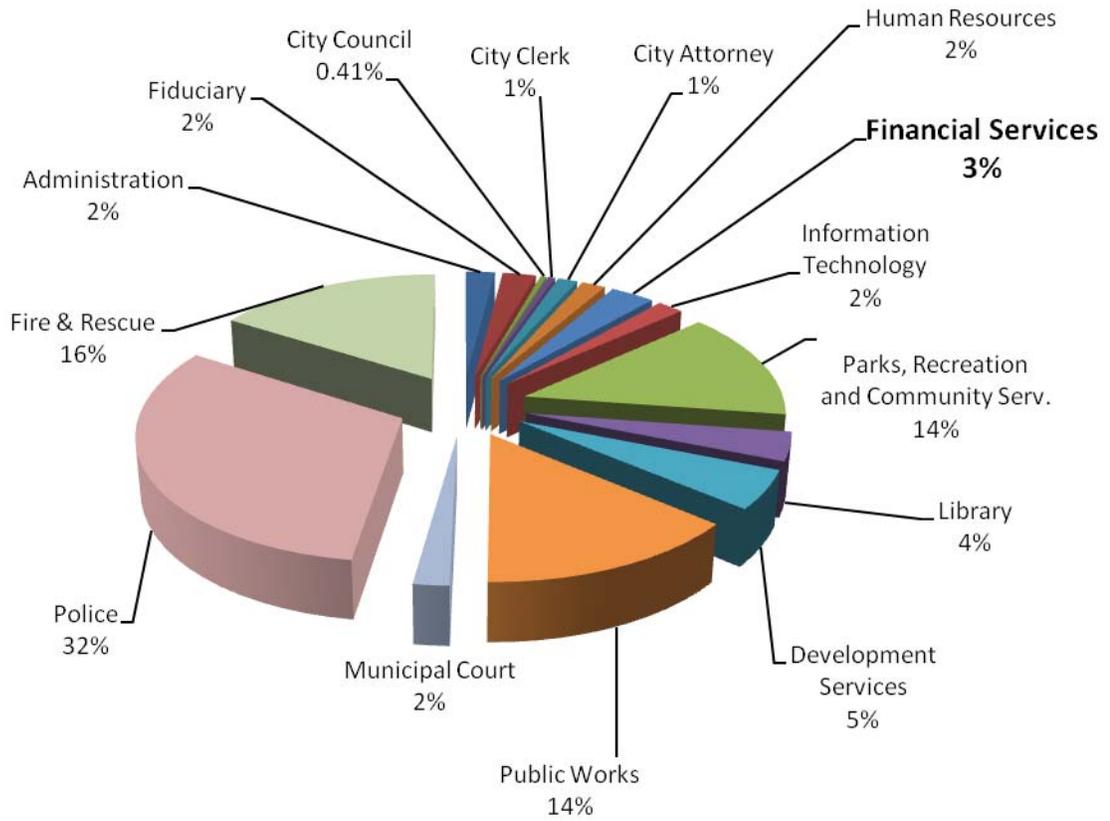
Motor Vehicle Division

There are six positions in the Motor Vehicle Division including the Division Manager, and five Customer Service Representatives. The city operates the Motor Vehicle office under a contract with the New Mexico Motor Vehicle Department. The division provides drivers and vehicle services including driver's licenses, motor vehicle registrations, and title transfers. The City continuously strives to improve services to the citizens.

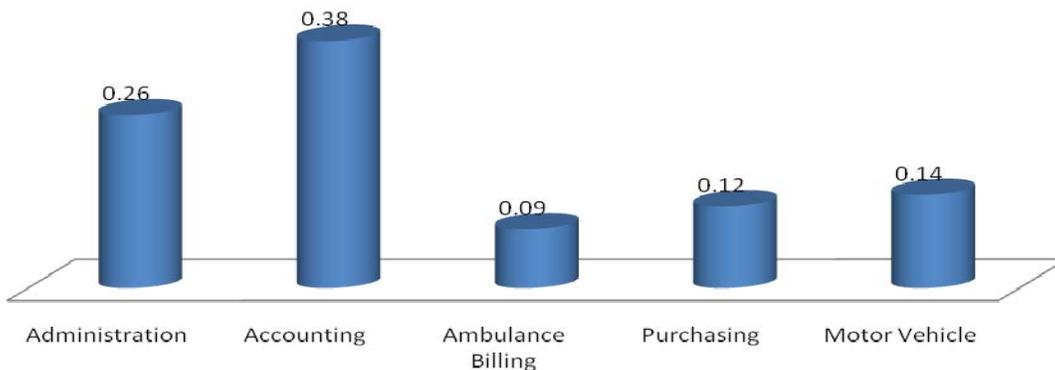
**City of Rio Rancho
Department Budget Structure**



**GENERAL FUND
FISCAL YEAR 2009
FINANCIAL SERVICES DEPARTMENT**



**Total Budget \$ 1,713,716
Percentage by Cost Center**



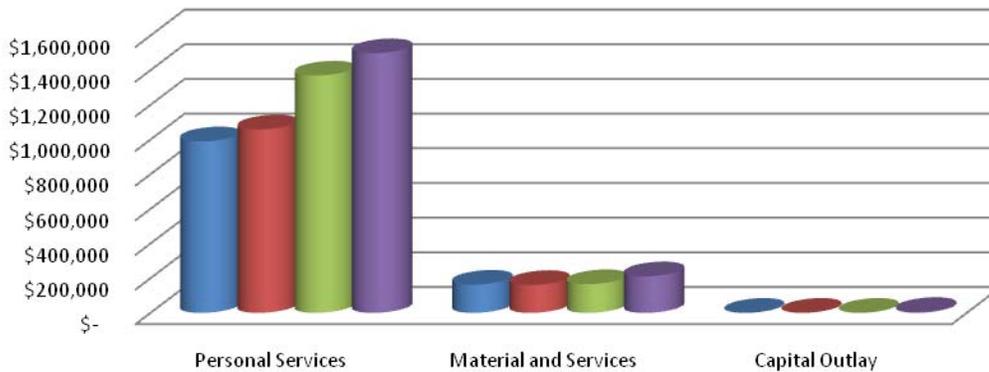
**FINANCIAL SERVICES DEPARTMENT
BUDGET SUMMARY
FISCAL YEAR 2008-2009**

Object of Expenditures	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted
General Fund				
Personal Services	\$ 989,456	\$ 1,058,007	\$ 1,369,268	\$ 1,498,076
Material and Services	162,271	160,659	165,373	210,640
Capital Outlay	-	-	-	5,000
Total	1,151,727	1,218,666	1,534,641	1,713,716

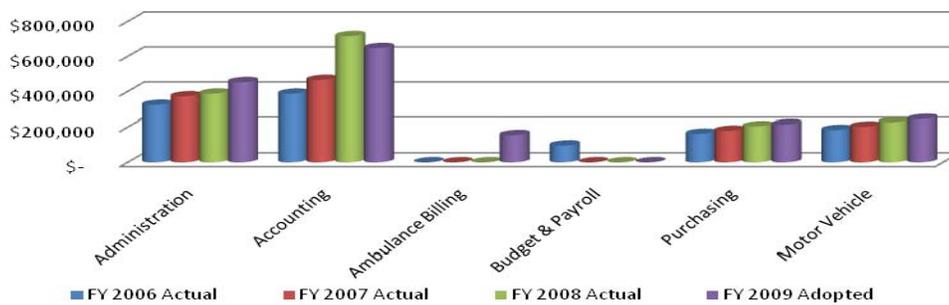
Expenditure by Cost Center

Cost Center	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted
Administration	\$ 324,096	\$ 371,782	\$ 387,628	\$ 453,027
Accounting	386,903	465,498	715,742	647,779
Ambulance Billing	-	-	-	154,697
Budget & Payroll	95,179	-	-	-
Purchasing	162,061	178,887	204,464	214,069
Motor Vehicle	183,488	202,499	226,807	244,144
Total	1,151,727	1,218,666	1,534,641	1,713,716

By Type of Expenditures



Expenditures by Cost Center



Financial Services/Administration (3001)

Program Description:

Financial Services Administration ensures that the City's financial position is protected and pertinent information is available to decision-makers through adherence to professional standards, investment of city funds, conservative budgeting, reporting, monitoring compliance to rules and regulations, performing timely analyses, and maintaining internal controls. Directs and coordinates departmental activities.

Budget a function of Administration, enhances the efficiency of City operations through developing, tracking, and publishing of the annual and midyear budgets and related documents. Strengthens the stability of City finances by systematic review of revenue and expenditures. Improves productivity of City programs by streamlining processes and monitoring and reviewing the development of goals and performance measures.

Contracts, a function of Administration, serves to protect the City by reviewing and evaluating the financial, legal and technical terms of all agreements the City enters into. Contract administration ensures that contractors perform according to contract terms. In addition, standard boilerplate agreements are revised and enhanced to reflect the changing needs of the City and current best practices.

Goals and Objectives:

QUALITY AND EXCELLENCE GOAL: Strive to improve overall effectiveness in all aspects of services and become a community of quality and excellence.

- **OBJECTIVE:** Continue efforts to provide high standards of quality in all services to users.
 1. Continue to receive the national award for Comprehensive Annual Financial Reports in reporting excellence from the Government Finance Officer Association.
 2. Continue to receive the national award for Distinguished Budget Presentation Award in budgeting excellence from the Government Finance Officer Association.
 3. Strive to maintain high quality financial management, which is a determining factor of credit ratings. Good credit ratings will save the City interest expenses when issuing bonds.

STRATEGIC INITIATIVE GOAL: Identify and support the development of strategic goals and objectives to enhance the long-term vision of the community.

- **OBJECTIVE:** To support and provide efforts to link strategic efforts to the budget process resulting in prioritizing needs and making good business decisions.
 1. Work with City Manager's office on the City's long-term strategic planning to
 - a. Establish broad goals that provide overall direction for the City and services as a basis for City's decision making;
 - b. Develop specific policies, plans, programs and management strategies to define how the City will achieve its long-term goals;
 - c. Develop a financial plan and budget that moves toward achievement of goals, within the constraints of available resources;
 - d. Evaluate performance and make adjustments to plan to encourage progress toward achieving goals.

FINANCIAL GOAL: Financially plan for, support, audit and protect the programs and services of Rio Rancho to ensure the long term economic well being of the City.

- **OBJECTIVE:** To effectively manage the City's financial resources, maximize revenues, control expenditures and develop an adequate information reporting system.
 1. Maintain General Fund reserve fund balances of 15 % of the operational costs.
 2. Rio Rancho has maintained a conservative approach towards budgeting.
 3. Update long-range financial projections to determine where problem areas may exist and identify steps to address those problems.
 4. Continue to update Financial Policies to ensure consistency and reflect sound financial controls.
 5. Continue to work with city departments to manage and update service fees.

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and, strive to provide a safe work environment.

- **OBJECTIVE:** Enhance efforts related to employee development, leadership development, and performance management
 1. Enhance programs that develop employee skill sets to their fullest potential to maximize workforce productivity, flexibility, and the application of new technology.
 2. Enhance leadership development efforts so that the management team has the required competencies to maximize the productivity and morale of a diverse, highly motivated, and skilled workforce.
 3. Install a performance management system for employees and managers alike that places an emphasis on performance planning and measurement, skill and competency development, and individual accountability

OPERATIONS GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community

- **OBJECTIVE:** Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.

Administration:

1. Continue to provide financial analyses and advise in conjunction with debt issuance.
2. Prepare financial and revenue analyses that are useful for city management and decision making.
3. Provide timely and courteous responses to inquiries from citizens, elected officials, management and staff.
4. Ensure proper and effective financial controls to protect City funds and assets.
5. Monitor the effectiveness of departmental processes and recommend improved processes or operations.
6. Identify and prepare changes to financial policies as necessary.
7. Invest city funds and ensure that safety, liquidity and reasonable rate of return are preserved.
8. Continued involvement in the ongoing City Centre projects.

Budget:

1. Develop a balanced annual operating budget, which meets the goals established by the City Manager and the Governing Body.
2. Prepare the fiscal year 2009 budget in compliance with the standards established by the State of New Mexico.
3. Continue to refine the budgetary process.
4. Earn the GFOA budget award.

- Implement a revenue book identifying information on each revenue source including the revenue description, legal authorization, line item, source or use, frequency of collection, expiration and the history of the revenue.

Contracts:

- Continue to seek effective and efficient processes ensuring that all contract procedures work to meet the goals of the City.
- Explore the benefits of deploying a contracts administration module within City's financial software system.
- Unify the change order process to ensure consistency across all departments.
- Enhance relationship with outside vendors to ensure quality customer service and contractor relations.

Performance Indicators:

Administration:

- Sustain an "AA-" General Obligation bond rating and an "A1" Revenue bond rating by maintaining strong reserve levels and prudent fiscal management practices.

GO Bond Rating			
Issue Date	Description	Original Amount	Rating
5/1/1997	Public Safety & Improvements, Series 1997	\$5,000,000	Aaa Moody's
6/1/2002	State Road 528 Improvements, Series 2002	5,000,000	A1 Moody's
8/17/2004	Library Construction Bonds, Series 2004	5,500,000	A1 Moody's AA- Fitch
5/31/2006	Aquatic Center Construction, Series 2006	7,000,000	Aaa Moody's AAA Fitch

Budget:

- Variance of budget monitoring report at projecting year-end general fund expenditures.

General Fund Budget vs Actuals Percentage Expended					
	Actual		2008		Target
	2005	2006	Actual	Target	2009
	90%	88%	82%	90%	90%

Prior Year Accomplishments:

Administration:

- Financial policies were written and implemented covering policies on the annual budget, revenues and expenditures, fund balance and reserves, capital improvement plan, debt management, and investments.
- Management of the investment program to maximize safety of principle using judgment and care to earn the highest possible return while meeting the operating and construction activities.

Budget:

- State of New Mexico Department of Finance and Administration budget award recipient.
- Government Finance Officers Association Distinguished Budget Presentation Award recipient, second year.
- Worked with City departments to use performance measurements that will allow the city to compare to other cities by choosing measures recommended by the ICMA (International City/County Management Association).
- Initiated a revenue resource book, which will identify the revenue description, legal authorization, line item, source or use, frequency of collection, expiration and the history of the revenue.

Contracts:

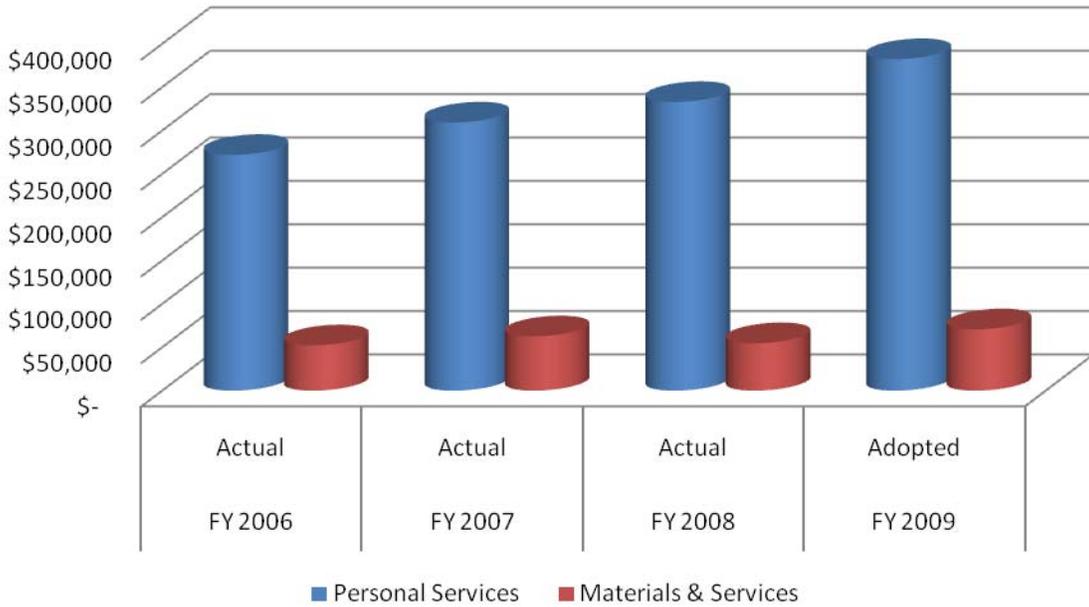
- Full revision of City's RFP boilerplate documents, including enhanced formatting and language that better protects the City.
- Revision of the City's construction contract documents to include implementation of the EJCDC 2002 Standard Terms and Conditions.
- Enhanced interdepartmental communication ensuring contracts get executed more fluidly.

FINANCIAL SERVICES DEPARTMENT
Administration
Cost Center 101-3001
Expenditures

	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted	% Change
Personal Services	\$ 271,871	\$ 309,236	\$ 332,916	\$ 382,308	15%
Materials & Services	52,225	62,546	54,712	70,719	29%
Total	\$ 324,096	\$ 371,782	\$ 387,628	\$ 453,027	17%

Positions Approved*	4	4	4	4	0%
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*Full Time Equivalence



Financial Services Department / Accounting (3005)

Program Description:

Accounting, a division of the Financial Services Department collects tax and fee revenues, distributes and processes invoices for payment; monitors and manages the City's cash flows and accounts for investments; administers bond proceeds and debt service; maintains the City's capital asset inventory; processes and collects all miscellaneous receivable billings; coordinate City-wide administration of federal, state, and local grants; prepares the Comprehensive Annual Financial Report (CAFR) and various other financial reports; and develops and implements accounting policies and procedures.

Goals and Objectives:

FINANCIAL GOAL: Financially plan for, support, audit and protect the programs and services of Rio Rancho to ensure the long term economic well being of the City.

- **OBJECTIVE:** To effectively manage the City's financial resources, maximize revenues, control expenditures and develop an adequate information reporting system.
 1. Report the financial position and economic condition of the City in an accurate, timely, consistent, reliable manner, leading to the publication of a Comprehensive Annual Financial Report (CAFR) that receives an unqualified audit opinion.
 2. Issue payments to employees and vendors, for goods and services delivered, in a timely and accurate manner.
 3. Respond efficiently to requests by elected officials and City staff for financial information and analysis.
 4. Continue operating to best practice standards and gauge success by receiving awards of excellence from the Government Finance Officers Association for the Comprehensive Annual Financial Report.
 5. Increase the availability of financial reports and data on the City's Website.

OPERATIONAL GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

- **OBJECTIVE:** Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.
 1. Identify, administer, and coordinate City-wide administration of federal, state, and local grants in accordance with applicable standards, regulations, guidelines and to assure compliance.
 2. Perform internal audits of various activities within the City to eliminate previous and avoid future audit findings.

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and, strive to provide a safe work environment.

- **OBJECTIVE:** Enhance efforts related to employee development, leadership development, and performance management.
 1. Provide staff the opportunities for growth and development by attending educational workshops, seminars or obtaining professional certification from organizations such as Government Finance Officers Association or the Municipal Treasurer's Association.

2. Enhance leadership development efforts to maximize the productivity and morale of a diverse, highly motivated, and skilled workforce.
3. Enhance programs that develop employee skill sets to their fullest potential to maximize workforce productivity, flexibility, and the applications of new technology.

Performance Indicators:

Program: Financial Operations				
Effectiveness:	2006 Actual	2007 Actual	2008 Actual	2009 Target
Receive unqualified audit opinion	Yes	Yes	Yes	Yes
Reduce the number of audit findings	5	0	5	0
Average # of days to close month-end in financial system	12	15	15	10
Achieve a vendor payment rate of 80% prior to invoice date	98%	95%	93%	100%

- For the fourth consecutive year, we received an unqualified (clean) audit opinion reflecting sound internal controls and accurate financial reporting. This illustrates our focus on the fundamentals and our ability to assure accurate financial reporting.
- In the last four years, we have reduced the number of audit findings from 10 to 5. We continue to monitor all internal controls to reduce or eliminate past and future audit findings.
- With the City’s rapid growth, the average number of days to close month-end in the financial system has been a struggle to accomplish. To reduce the number of days to close month-end processing, we have consolidated all accountant positions, to include the accountant from the utility division.
- The Accounting staff exceeded their goal of vendor payment rate of 80% by processing invoices within the required net 30 days. To underscore the importance of paying the invoices within the due date, we are concentrating on assuring that staff and other City departments are appropriately trained to provide timely payments.

Prior Year Accomplishments:

- Completed the City’s third Comprehensive Annual Financial Report (CAFR).
- Received the City’s second Certificate of Achievement for Excellence in Financial Reporting for the CAFR.
- Consolidated all accounting functions and positions from other departments, to include, the collection of water and wastewater payments, and the utility accounting personnel which also eliminated various bank accounts and funds.
- Implemented the HTE Fleet Maintenance module for the purpose of automating the maintenance activity with the general ledger.
- Implemented the accounts receivable manager with Wells Fargo for the purpose of receiving water and wastewater payments electronically.
- Consolidated all miscellaneous billings, to include but not limited to, Chief’s Overtime, Drug Enforcement Agency, Joint Powers Agreements, and police and fire security.

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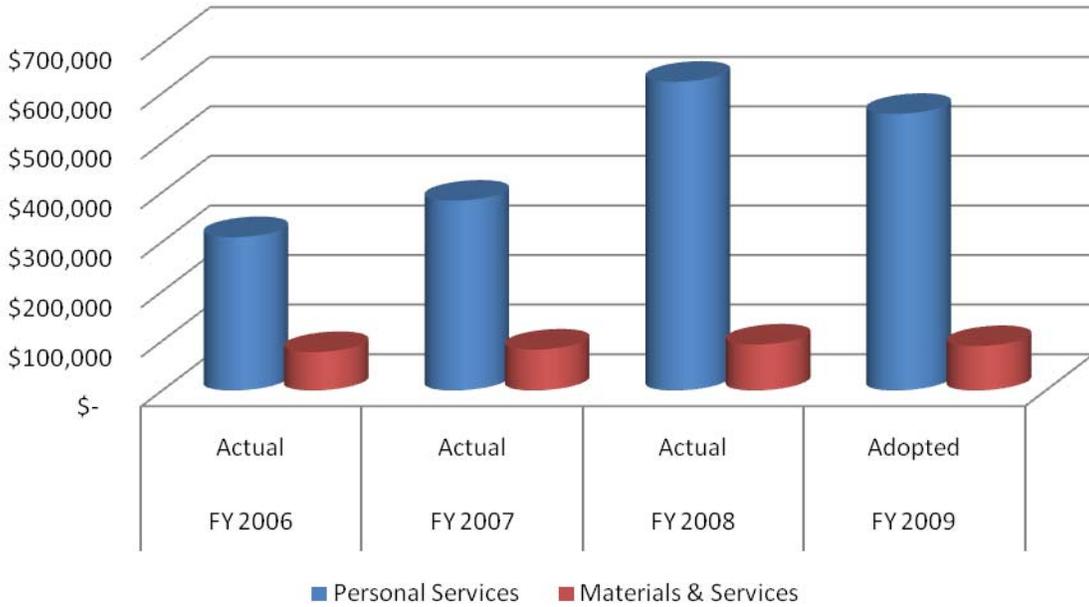


FINANCIAL SERVICES DEPARTMENT
Accounting
Cost Center 101-3005
Expenditures

	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted	% Change
Personal Services	\$ 309,372	\$ 383,045	\$ 623,085	\$ 558,237	-10%
Materials & Services	77,531	82,453	92,657	89,542	-3%
Total	\$ 386,903	\$ 465,498	\$ 715,742	\$ 647,779	-9%

Positions Approved*	8.5	9.5	15.5	13.5	-13%
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*Full Time Equivalence



Financial Services / Ambulance Billing (3006)

Program Description:

Ambulance Billing, a function under the direction of the Accounting Division classifies, verifies, and prepares Emergency Medical Services (EMS) and miscellaneous billings, post EMS receipts to the subsidiary accounting ledger and pursues collection of delinquent accounts. Also this division adheres to coding guidelines as defined by the USDDS, AMA, AHA, AHIMA, and HCFA to accurately bill insurance companies and/or patients.

Goals and Objectives:

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and, strive to provide a safe work environment.

- **OBJECTIVE:** Enhance efforts related to employee development, leadership development, and performance management.
 1. Provide staff the opportunities for growth and development by attending educational workshops or seminars.
 2. Enhance leadership development efforts to maximize the productivity and morale of a diverse, highly motivated, and skilled workforce.
 3. Enhance programs that develop employee skill sets to their fullest potential to maximize workforce productivity, flexibility, and the application of new technology.

OPERATIONAL GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within city government and to the citizens of the community.

- **OBJECTIVE:** Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.
 1. Maximize the amount of EMS billings that are generated which in turn will increase collections from Medicaid/Medicare, insurance companies, and patients.
 2. Work closely with collection agency to decrease the number of outstanding patient billings.
 3. Work with Fire/Emergency Medical Service Division to ensure accuracy in reporting for medical and rescue services therefore will result in an increase in revenue collections.

Performance Indicators:

Program: Emergency Medical Services Operations				
Effectiveness:	2006 Actual	2007 Actual	2008 Actual	2009 Target
Emergency Medical Services Calls (Data Entry)	4,340	5,143	6,377	6,266
Emergency Medical Services Calls (Dollars)	\$2,009,638	\$2,170,116	\$2,590,232	\$2,506,400
Emergency Medical Services Collection	\$1,210,077	\$1,315,279	\$1,626,397	\$1,754,480
Percentage of Collection	60%	61%	63%	70%

Note: The actual amount for 2008 in all three performance measures only reflects six (6) months of the year and will change at June 30, 2008.

Prior Year Accomplishments:

- Completed the physical transfer of Emergency Medical Service billing positions to the Financial Services Department as indicated in the City's organizational chart.
- Purchased an Inserting System; this maximizes the mail stream and revenue growth. The sooner the bills go out, the faster we get paid.
- Archived 23,657 EMS records from 2006.

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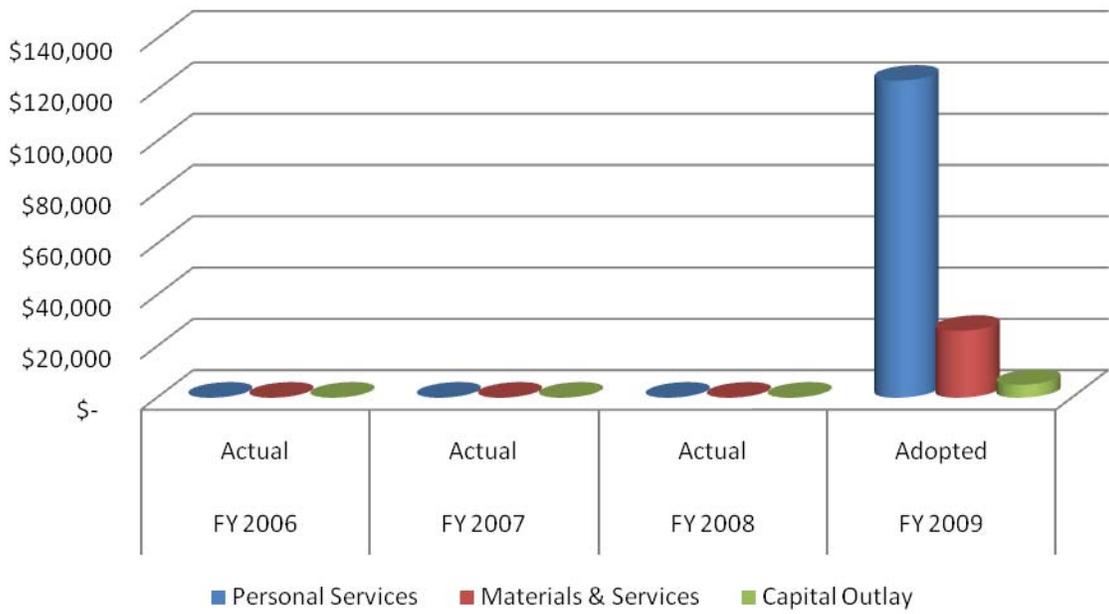


FINANCIAL SERVICES DEPARTMENT
Ambulance Billing
Cost Center 101-3006
Expenditures

	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted	% Change
Personal Services	\$ -	\$ -	\$ -	\$ 123,653	-
Materials & Services	-	-	-	26,044	-
Capital Outlay	-	-	-	5,000	-
Total	\$ -	\$ -	\$ -	\$ 154,697	-

Positions Approved*	0	0	0	2	-
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*Full Time Equivalence



Financial Services / Purchasing (3010)

Program Description:

Purchasing, a division of the Financial Services Department, is responsible for the procurement of goods and services in accordance with City Procurement Code and central supply for letterhead and envelopes, and copier paper.

Goals and Objectives:

OPERATIONS GOAL: Continue to define, improve, and enhance the delivery and efficiency of operations and services within the City government and to the citizens of the community.

- **OBJECTIVE:** Improve City User satisfaction with the procurement function through outstanding customer service delivery and enhanced efficiency in purchasing processes.
 1. Improve communication with Users and provide helpful guidance during the entire procurement process.
 2. Reduce the cost of processing a purchase order using multiple approaches, including expanded use of P-Cards and reducing turnaround time from purchase requisition intake to purchase order issuance.

FINANCIAL GOAL: Financially plan for, support, audit and protect the programs and services of Rio Rancho to ensure the long-term economic well being of the City.

- **OBJECTIVE:** Pursue and realize cost savings for City taxpayers through innovative procurement technologies and streamlined and competitive procurement practices.
 1. Reduce purchasing cost through use of P-Cards while protecting City resources against potential abuses.
 2. Continue expansion of web based applications and electronic service delivery, to include electronic reverse auction system pilot program.
 3. Continue to identify economies of scale through needs assessments of city materials and services and the competitive sealed bid process.

CAPITAL IMPROVEMENT GOAL: Enhance the overall quality of life through well planned and coordinated public and private capital improvements and facilities.

- **OBJECTIVE:** Enhance the planning and procurement process of public infrastructure projects by improving communication and coordination with project managers.
 1. Meet quarterly with Project Managers to coordinate tentative bid schedules for upcoming public works projects.
 2. Monitor and assess procurement lead times for public works projects.
 3. Continue to conduct the Invitation for Formal Bid process in an objective, fair, and timely manner.

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and strive a safe work environment.

- OBJECTIVE: Increase City User knowledge of and adherence to City policies, procedures and ethical standards for public procurement.
 1. Improve on providing additional resources to City Users on procurement standards.
 2. Continue to provide City Users valuable procurement instruction via group or individual training sessions.
- OBJECTIVE: Promote the professional development to deepen the knowledge, skills, and abilities of Purchasing Division staff.
 1. Encourage and support Purchasing staff in obtaining professional certifications from the National Institute of Government Purchasing (NIGP)
 2. Encourage and support Purchasing staff to pursue networking opportunities by attending conferences, seminars, and other forms of structured training.

Performance Indicators:

Program: Central Purchasing Service					
	2005	2006	2007	2008	2009
Output:	Actual	Actual	Actual	Actual	Target
% of Non-Capital Purchases Made Using P-Cards	*	5.30%	13.98	15.92%	10%
# of Hours of User Training	*	39	10	8	30
# of Staff Hours Spent on Structured Training in Procurement Related Skills	15	54	41.5	56	75
Efficiency:					
Requisition Return Rate (Percentage of Intakes)	20%	19%	35%	26%	15%
Median Lead time for Public Works Projects	5.86	7.57	7.50*	8	6
< \$300,000 (in weeks)					
Median Lead Time for Public Works Projects	7	9.79	8.71	10.86	10
> \$300,000 (in weeks)					
Average Process Time for POs (in days)	2.77	3.87	2.67	3.28	3
Effectiveness:					
# of IFBs protested/overturned	Mar-00	Jan-00	0/0	0/0	0/0
# of After the Fact Procurement Justifications	3	1	0	22	0
Annual User Satisfaction Survey Results	-	-	-	84%	90%

*Measure restated as correctly calculated for fiscal year 2007

Purchasing Survey Results		
47 Surveys were sent out with a 15 returned = 32% return rate		
Survey Item	Excellent to Good	Needs Improvement to
Returning phone calls	80%	20%
Returning e-mail messages	90%	7%
Processing requisitions / IFB's	73%	27%
Problem solving	80%	13%
Overall professionalism	93%	7%
Receptive to department ideas	80%	20%
Willingness to learn about & understand user department purchasing needs	73%	27%
Knowledge & communicating skills	93%	7%

Output Measures

- Percentage of Non-capital Purchases made using P-cards: The percentage of non-capital purchases made using P-cards is expected to rise as the purchasing Division plans to reexamine the current restrictions on procuring services through P-Cards.
- # of Hours of User Training: Training of User Departments in fiscal year 2007, included (10) 30 minute individualized training sessions for City employees obtaining authorization to use

P-Cards. (2) two hour training sessions on procurement and (1) one hour on Construction Administration.

- # of Staff Hours Spent on Structured Training in Procurement Related Skills: In fiscal year 2007, Purchasing Division staff attended the annual New Mexico Public Procurement Association Spring Conference and attended a seminar hosted by the National Institute of Government Purchasing (NIGP). NIGP course credits are used to obtain professional procurement certifications. Purchasing staff attended quarterly Procurement Council Meetings hosted by State of New Mexico Purchasing Division Director, Michael Vineyard.

Efficiency Measures

- Requisition Return Rate: The Requisition Return Rate indicates the frequency with which Purchase Requisitions are returned to User Departments for correction prior to processing. The Purchasing Division was unsuccessful in achieving a target Requisition Return Rate of 15% in fiscal year 2007.
- Median Lead time for Public Works Projects <\$300,000 and >\$300,000 (In Weeks): Procurement lead time is defined as the number of weeks from the date the project legal advertisement is published to the date of contract signature by the City Manager.
- The data sets reveal that the median is more accurate measure of central tendency than the average. Because time is a valuable resource in managing public works projects, and because consistency enables Project Managers to build reliable procurement lead times into project schedules, the Purchasing Division seeks to monitor, meet stated targets and stabilize procurement lead times for public works.

Effectiveness Measures

- # of IFB protested/overturned: None
- # of After the Fact Procurement Justifications: After the Fact Procurement Justifications in fiscal year 2007 involved minor procedural infractions and negligence on the part of User Departments. The Purchasing Division is seeking solutions to improve accessibility to purchase order information on the HTE system.
- Annual User Satisfaction Survey: The Purchasing Division, in an effort to both measure effectiveness and to solicit feedback from Users, conducted its first annual survey. The survey consisted of five (5) items rated on a five (5) point likert scale. Responses were aggregated for a measure of overall User satisfaction with the City's procurement function. 84% of survey respondents expressed satisfaction with the City's procurement function which was just short of the 90% target set for fiscal year 2007.

Prior Year Accomplishments:

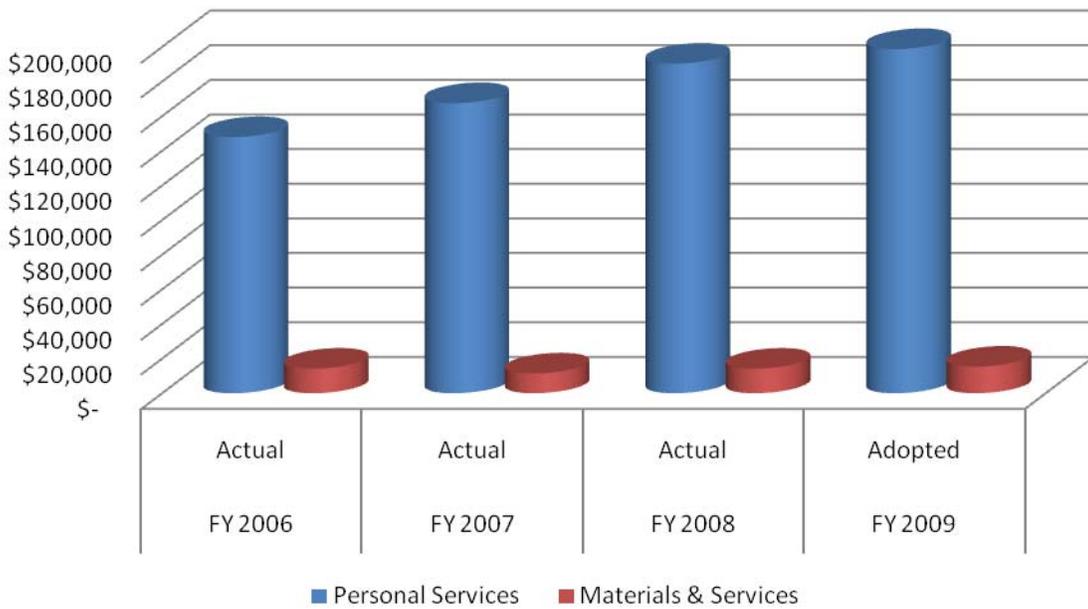
- Procurement of \$29M of construction services in fiscal year 2007, including contracts for the construction of:
 - An \$8.9M Aquatic Center
 - Two (2) Arsenic Treatment Facilities totaling \$7.2M
 - Approximately \$700,000 for Esther Bone Memorial Library Renovations
 - \$1.7M in Flood Damage and Drainage Improvements projects
- Established contract with Albuquerque Reprographic for more efficient reproduction and distribution of construction plans and specifications.
- Discontinued the use of Retainage and established a contract mechanism for the faithful final completion of construction projects.
- Procurement of \$391,000 to furnish the New City Hall.

FINANCIAL SERVICES DEPARTMENT
Purchasing
Cost Center 101-3010
Expenditures

	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted	% Change
Personal Services	\$ 147,894	\$ 167,502	\$ 190,310	\$ 198,744	4%
Materials & Services	14,167	11,385	14,154	15,325	8%
Total	\$ 162,061	\$ 178,887	\$ 204,464	\$ 214,069	5%

Positions Approved*	4	4	4	4	0%
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*Full Time Equivalence



Financial Services / Motor Vehicle (3015)

Program Description:

Motor Vehicle, a division of the Financial Services Department, is operated under a contract with the New Mexico Motor Vehicle Department. The division provides drivers licenses, motor vehicle registrations, and title transfers to the citizens of Rio Rancho and other surrounding communities.

Goals and Objectives:

SERVICES GOAL: Maintain and enhance quality of life facilities and services to the citizens by providing innovative and excellent facilities, programming, and outreach.

- **OBJECTIVE:** Continue efforts to provide high standards of quality in all services to users.
 1. Promote a clean, healthful environment.
 2. Ensure availability of MVD required documents, literature and study materials.
 3. Maintain a play area for children.
 4. Provide cable television for current news updates.
 5. Maintain current fire inspections.
 6. Camera surveillance to ensure customer safety.
 7. Security alarm system for emergency assistance.
 8. Ensure compliance with the American disability act by providing handicap accessibility.

- **OBJECTIVE:** Maintain and enhance communications between agencies.
 1. Maintain open communication with the state MVD central office to relay operational concerns and provide feedback in an effort to improve services.

WORKFORCE GOAL: Recruit and maintain high quality, motivated employees; promote continued training of employees; and, strive to provide a safe work environment.

- **OBJECTIVE:** Enhance efforts related to employee development, leadership development, and performance management.
 1. Provide an operational structure to promote advancement and incentive.
 2. Maintain full staffing to provide fast and efficient services.
 3. Maintain fully trained personnel with VIN Inspector and NCIC training/certification.

PARTNERSHIP GOAL: Partner with other levels and/or jurisdictions of Government, Schools, and other public and private entities to enhance area services and infrastructure.

- **OBJECTIVE:** Work with the state MVD central office to promote quality customer service.
 1. Maintain and enhance communications between agencies.
 2. Maintain open communication with the state MVD central office to relay operational concerns and provide feedback in an effort to improve services.

Performance Indicators:

Performance Indicator					
	FY 06	FY 07	FY 08		FY 09
	Actual	Actual	Actual	Target	Target
Customer Satisfaction	98%	97%	98%	98%	98%

Quarterly survey results for 10/2007 thru 12/2007 indicate a 98% customer satisfaction rate. 2% of the dissatisfied customers indicated too long of a wait time and the need for additional staff.

Prior Year Accomplishments:

- Decreased Budget spending
- Increased NSF recovery
- Maintained a 98+ % Customer Satisfaction Rating
- Obtained VIN and NCIC Certification and Re-Certification
- Obtained Certificate in Weapons of Mass Destruction Training
- Participated in Functional Exercise on Pandemic Flu Plan as FEMA Interim Successor for Financial Services

FINANCIAL SERVICES DEPARTMENT
Motor Vehicle Division
Cost Center 101-3015
Expenditures

	FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted	% Change
Personal Services	\$ 180,411	\$ 198,224	\$ 222,957	\$ 235,134	5%
Materials & Services	3,077	4,275	3,850	9,010	134%
Total	\$ 183,488	\$ 202,499	\$ 226,807	\$ 244,144	8%

Positions Approved*	6	6	6	6	0%
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*Full Time Equivalence

