DEPARTMENT OF FINANCIAL SERVICES

The Department of Financial Services consists of Administration and four 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 Senior Financial Analyst. Administration also includes a Contract Specialist\Accounts Receivable Supervisor and three accounting technicians. In addition to directing and coordinating departmental activities, the administrative staff coordinates the municipal budget process and prepares the budget documents, manages the revenue estimating process, manages the investment program, coordinates debt issuance, provides analysis on various policy and finance issues, and reviews and evaluates all financial, legal, and technical contracts and agreements.

The Department is extremely pleased to announce that we have received our fourth national Government Finance Officer Association (GFOA) Distinguished Budget Award for the FY11 budget. 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 nine positions including an Accounting Manager, two Accountants, five Accounting Technicians, and a Grants Administrator. The Accounting Division encompasses many of the city's financial functions including accounts payable, accounts receivable, 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 fourth time the GFOA "Certificate of Achievement for Excellence in Financial Reporting" for the CAFR. This is a very prestigious award for which the City can be very proud.

Purchasing Division

There are three positions in the Purchasing Division including the Purchasing Manager, a Purchasing Specialist and one Purchasing Technician. 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 (MVD). The division provides drivers and vehicle services including driver's licenses, motor vehicle registrations, and title transfers. In an effort to reduce its expenditures, the State closed its Cottonwood Motor Vehicle Division Office as of July 1, 2010. Due to this closure, the City has experienced a significant increase in workload at the Rio Rancho MVD. In order to address this management is implementing various resource and technological enhancements to improve customer service and wait times.

Financial Services
Olivia Padilla-Jackson, Director
Judy Dolley, Deputy Director

Administration

Budget \Capital\Planning\Investments\
Contracts\Ambulance Billing

Accounting

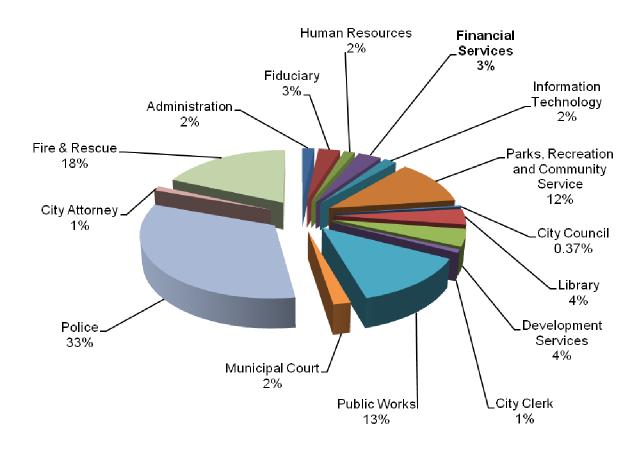
Marta Ortiz, Manager

Motor Vehicle Division
Barbara Alarid, Manager

Purchasing

Jonathan Daniels, Acting Manager

GENERAL FUND FISCAL YEAR 2012 Financial Services Total Budget \$1,688,311

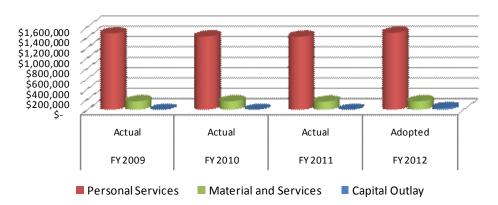


Percentage by Cost Center

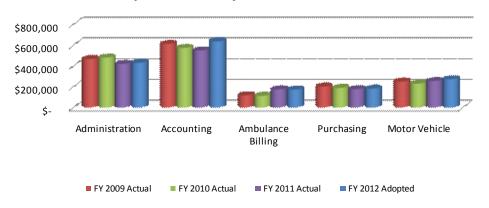


FINANCIAL SERVICES DEPARTMENT BUDGET SUMMARY FISCAL YEAR 2011-2012												
FY 2009 FY 2010 FY 2011 FY 2012 Object of Expenditures Actual Actual Adopted												
General Fund												
Personal Services		\$	1,477,029	\$	1,416,592	\$	1,413,097	\$	1,489,357			
Material and Services		•	166,150	•	163,996	•	157,753	Ť	164,054			
Capital Outlay			-		-		-		34,900			
	Total		1,643,179		1,580,588		1,570,850		1,688,311			
Expenditure by Cost Cen	ter											
Cost Center												
Administration		\$	465,545	\$	479,850	\$	418,293	\$	429,198			
Accounting			611,703		572,955		547,882		635,392			
Ambulance Billing			116,326		111,198		173,966		171,702			
Purchasing			200,489		188,039		175,687		181,241			
Motor Vehicle	_		249,116		228,546		255,022		270,778			
	Total		1,643,179		1,580,588		1,570,850		1,688,311			

By Type of Expenditures



Expenditures by Cost Center



ODED ATMO	FINANCIAL SERVICES OPERATIONAL PERFORMANCE INDICATORS											
OPERATIO	2009	2010		110KS	2012							
Cost Center	Actual	Actual	Target	Actual	Target							
Cost Center	Actual	Actual	Target	Actual	Target							
Administration: Budget												
General Obligation Bond Rating	A1-Moody's AA- Fitch	A1-Moody's AA-Fitch		A1-Moody's AA-Fitch	AA							
General Fund Operational budget recurring revenues % of recurring expenditures	89%	94%		98%	100%							
General Fund, operational budget percentage expended versus budget	97%	95%	90%	95%	95%							
Accounting												
Receive unqualified audit opinion	Yes	Yes	Yes	Yes	Yes							
Reduce the number of audit findings	6	5	0	5	0							
Average # of days to close monthend in financial system	12	10	7	10	7							
Achieve a vendor payment rate of 80% prior to invoice date	95%	95%	100%	96%	100%							
Ambulance Billing												
Percentage of collection (amount billed over amount paid)	75%	69	69%	59%**	72%							
FY11 will likely be adjusted upward FY11. Currently, overall collections			tinue on bills	that were maile	d out in							
Purchasing												
Output:												
P. Card to purchase order usage ratio for non-capital goods and services				1.96	2.00							
# of hours of user training	26.3	30.0	15.0	6.0	15.0							
# of staff hours spent on structured training in procurement related skills	35.0	25.0	10.0		10.0							

FINANCIAL SERVICES OPERATIONAL PERFORMANCE INDICATORS										
OTERATIO	2009	2010	20		2012					
Cost Center	Actual	Actual	Target	Actual	Target					
Purchasing										
Efficiency:										
Requisition return rate (percentage of intakes)	13%	15%	6%	8%	6%					
Median lead time for Public Works projects < \$300,000 (in weeks)*	7.3	6.0	6.5	6.9	6.5					
Median lead time for Public Works projects > \$300,000 (in weeks)**	9.1	10.0	6.9	12.9	10.0					
Average process time for POs (in days)	2.7	3.0	2.7		2.7					
Effectiveness:										
# of IFBs overturned by protest	0	0	0	0	0					
# of after the fact procurement justifications	1	0	0	10	0					
Average user satisfaction surveys with good or excellent responses***	90.5	95%	66%	64%	75%					

(Due to budget constraints training has been reduced significantly for fiscal year 2011)

^{***} Lead time measures from date advertised to date of signed contracts

Customer satisfaction	98%	97%	98%	93%	95%

Performance measures for MVD are evaluated on a quarterly basis with peak seasons and staffing taken into consideration. Performance is evaluated via a 'Customer Satisfaction Survey'.

^{*}Measure for P Card to Purchase Order usage ratio for non-capital goods and services has been restated for FY2011 to more accurately reflect the intention of the measure. The dollar amount spent on P Cards for FY2011 was \$1,911,257.51 and the dollar amount spent for non-capital purchases on Purchase Orders was \$973,140.95. Therefore, for FY2011 we spent \$1.96 on P Cards for every \$1 spent on Purchase Orders for non-capital goods and services.

^{**}Lead time measures from date advertised to date of signed contracts

Financial Services / Administration (3001)

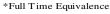
Program Description:

Financial Services Administration ensures that the City's financial position is protected and provides information and analysis to policy-makers through adherence to professional standards, prudent investment of city funds, conservative budgeting, regular reporting, monitoring compliance to rules and regulations, providing timely analyses on policy and finance issues, and maintaining internal controls. In addition to the functions above, Administration directs and coordinates departmental activities.

The Budget function, within Administration, enhances the efficiency of City operations through developing, tracking, and publishing of the annual and midyear budgets and related documents. This function acts to strengthen the stability of City finances by providing ongoing systematic review of revenue and expenditures. The budget function works to improve productivity of City programs by streamlining processes and monitoring and reviewing the development of goals and performance measures.

The Contracts/AR function of Administration serves to protect the City by reviewing and evaluating the financial, legal and technical terms of all City agreements. Contract administration, working with the user departments, ensures that contractors perform according to contract terms. In addition, standard boilerplate agreements are continuously reviewed and enhanced to reflect the changing needs of the City and current best practices. In addition, staff performs ambulance billing functions for ambulance services provided to the public by the Department of Fire and Rescue.

FINANCIAL SERVICES DEPARTMENT Administration Cost Center 101-3001 Expenditures											
	FY 2009 FY 2010 FY 2011 FY 2012 % Actual Actual Actual Adopted Change										
Personal Services Materials & Services	\$	406,747 58,798	\$	434,521 45,329	\$	371,427 46,866	\$	377,995 51,203	2% 9%		
Total \$ 465,545 \$ 479,850 \$ 418,293 \$ 429,198 3%											
Positions Approved*		4		5		4.5		4.5	0%		





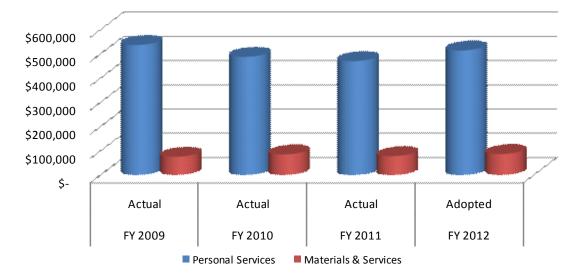
Financial Services / Accounting (3005)

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; coordinates 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.

	FINANCIAL SERVICES DEPARTMENT										
Accounting											
Cost Center 101-3005											
				Expendit	ure	S					
		FY 2009		FY 2010		FY 2011		FY 2012	%		
		Actual		Actual		Actual		Adopted	Change		
Personal Services	\$	536,516	\$	487,811	\$	470,038	\$	514,036	9%		
Materials & Services		75,187		85,144		77,844		86,456	11%		
Capital Outlay		-		-		-		34,900	0%		
Total	\$	611,703	\$	572,955	\$	547,882	\$	635,392	16%		
Positions Approved*		12.5		10		9		10	11%		

^{*}Full Time Equivalence



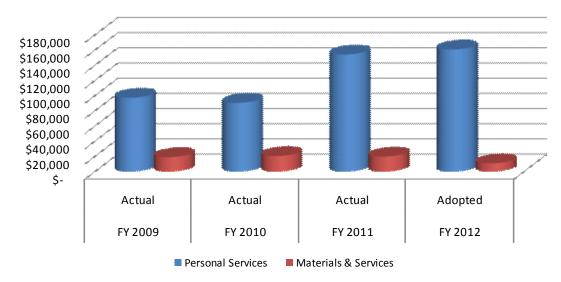
Financial Serices / Ambulance Billing (3006)

Program Description:

The Ambulance Billing function is fully responsible for accurately billing and filing medical claims following ambulance services provided by the Department of Fire and Rescue. Major tasks include: preparing claims for submission to medical insurance companies, posting of payments made to the City for ambulance claims, and direct customer service functions. Combined, these efforts result in the collection of over \$1.5 million each year.

FINANCIAL SERVICES DEPARTMENT Ambulance Billing Cost Center 101-3006 Expenditures															
	FY 2009 FY 2010 FY 2011 FY 2012 % Actual Actual Adopted Change														
Personal Services Materials & Services	\$	97,257 19,069	\$	90,667 20,531	\$	154,201 19,765	\$	160,852 10,850	4% -45%						
Total \$ 116,326 \$ 111,198 \$ 173,966 \$ 171,702 -1%															
Positions Approved*		2		2	Positions Approved* 2 2 3.5 3.5 0%										

^{*}Full Time Equivalence



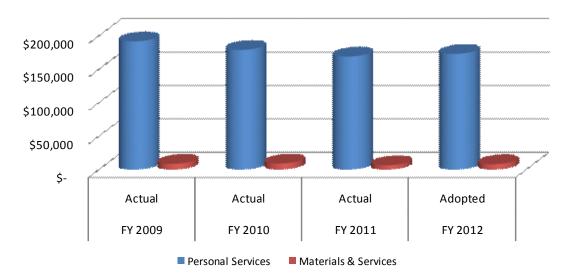
Financial Services / Purchasing (3010)

Program Description:

Purchasing, a division of the Financial Services Department, is responsible for the procurement of goods and services in accordance with the City Procurement Code.

FINANCIAL SERVICES DEPARTMENT Purchasing Cost Center 101-3010 Expenditures										
	FY 2009 FY 2010 FY 2011 FY 2012 % Actual Actual Adopted Change									
Personal Services Materials & Services	\$	191,759 8,730	\$	178,962 9,077	\$	169,096 6,591	\$	173,056 8,185	2% 24%	
Total \$ 200,489 \$ 188,039 \$ 175,687 \$ 181,241 3%										
Positions Approved*		4		4		3		3	0%	

^{*}Full Time Equivalence



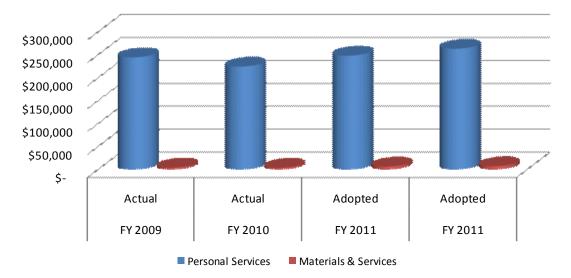
Financial Services / Motor Vehicle Division (3015)

Program Description:

Motor Vehicle Division, 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.

FINANCIAL SERVICES DEPARTMENT Motor Vehicle Division Cost Center 101-3015 Expenditures											
	FY 2009 FY 2010 FY 2011 FY 2011 % Actual Actual Adopted Adopted Change										
Personal Services Materials & Services	\$	244,750 4,366	\$	224,631 3,915	\$	248,335 6,687	\$	263,418 7,360	6% 10%		
Total											
Positions Approved*		6		6		6		6	0%		

^{*}Full Time Equivalence



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