

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, however 1 position is currently being held vacant due to the budget shortfall.

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 FY10 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

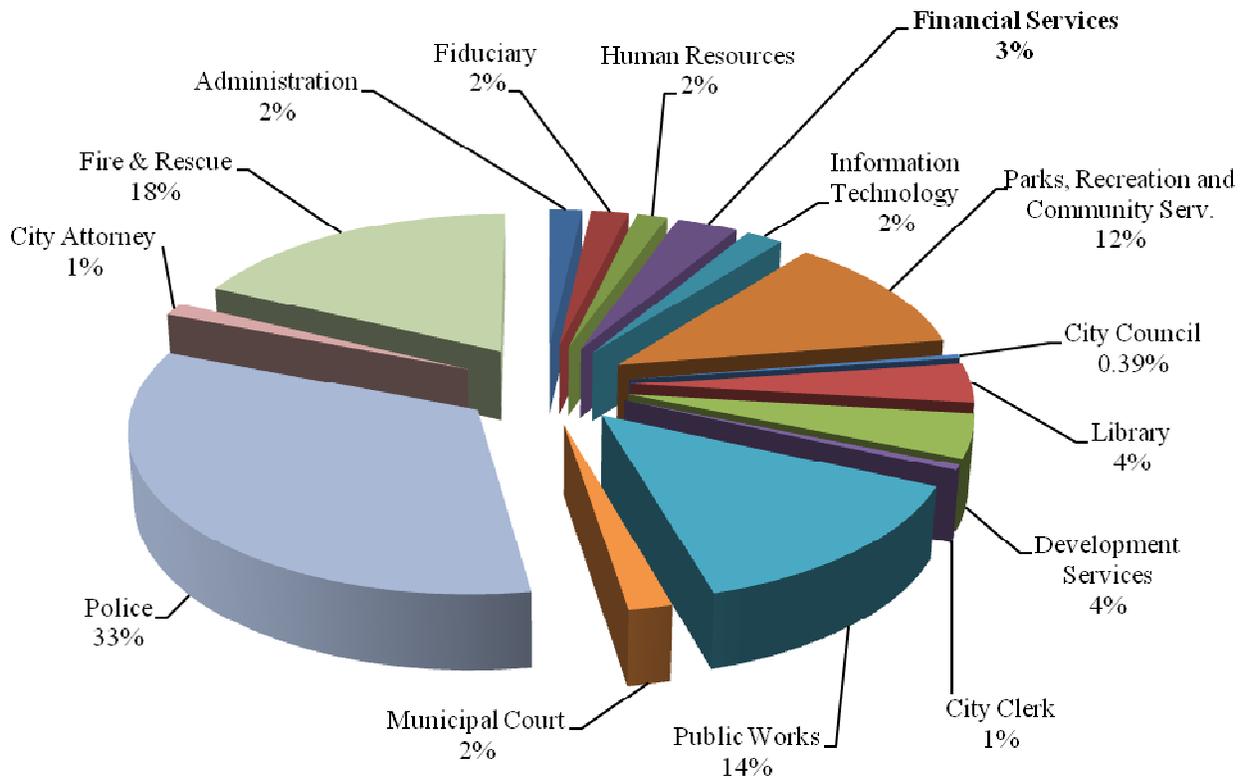
Administration
Budget \Capital\Planning\Investments\
Contracts\Ambulance Billing

Accounting
Marta Ortiz, Manager

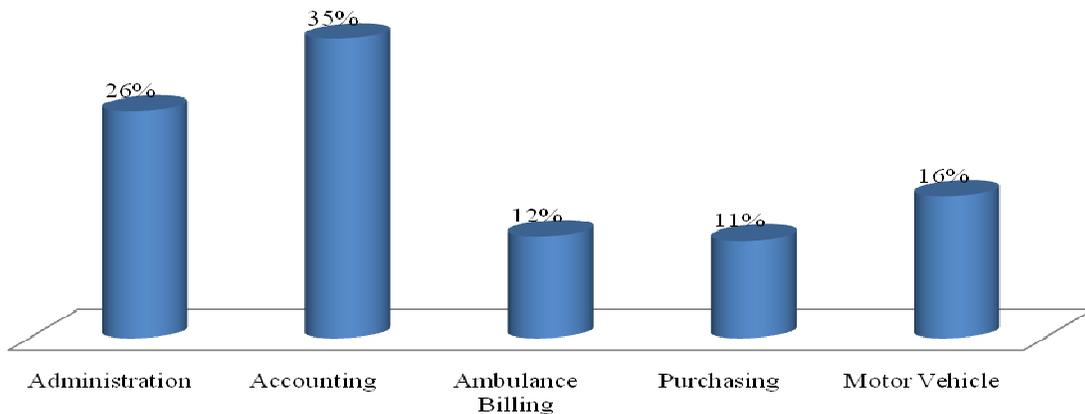
Motor Vehicle Division
Barbara Alarid, Manager

Purchasing
Joseph Baca, Manager

**GENERAL FUND
FISCAL YEAR 2011
FINANCIAL SERVICES
Total Budget \$1,623,411**

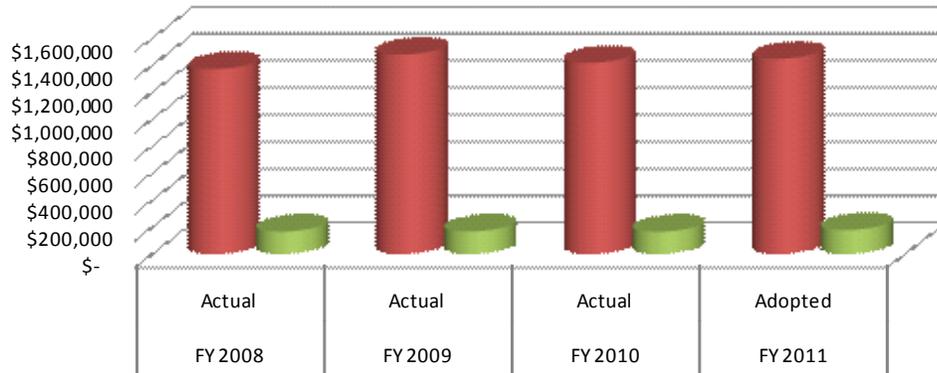


Percentage by Cost Center

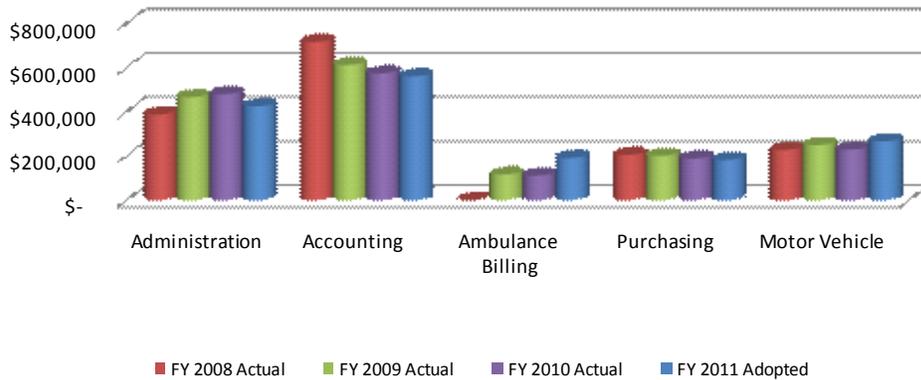


FINANCIAL SERVICES DEPARTMENT BUDGET SUMMARY FISCAL YEAR 2010-2011				
<i>Object of Expenditures</i>	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted
General Fund				
Personal Services	\$ 1,369,268	\$ 1,477,029	\$ 1,416,592	\$ 1,446,114
Material and Services	165,373	166,150	163,996	177,297
Total	1,534,641	1,643,179	1,580,588	1,623,411
Expenditure by Cost Center				
Cost Center				
Administration	\$ 387,628	\$ 465,545	\$ 479,850	\$ 424,703
Accounting	715,742	611,703	572,955	560,103
Ambulance Billing	-	116,326	111,198	190,601
Purchasing	204,464	200,489	188,039	182,185
Motor Vehicle	226,807	249,116	228,546	265,819
Total	1,534,641	1,643,179	1,580,588	1,623,411

By Type of Expenditures



Expenditures by Cost Center



FINANCIAL SERVICES OPERATIONAL PERFORMANCE INDICATORS					
Cost Center	2008	2009	2010		2011
	Actual	Actual	Target	Actual	Target
Administration: Budget					
General Fund, operational budget percentage expended versus budget	82%	97%	90%	95%	90%
Accounting					
Receive unqualified audit opinion	Yes	Yes	Yes	Yes	Yes
Reduce the number of audit findings	5	6	0	5	0
Average # of days to close month-end in financial system	15	12	10	10	7
Achieve a vendor payment rate of 80% prior to invoice date	93%	95%	100%	95%	100%
Ambulance Billing					
Percentage of collection (amount billed over amount paid)	77%	75%	78%	59%**	68%
FY10 will likely be adjusted upward as the collection efforts continue on bills that were mailed out in FY10. Currently, overall collections since 2005 are at 76%.					
Purchasing					
Output:					
P. Card to purchase order usage ratio for non-capital goods and services	14%	62%	95%	91%	95%
# of hours of user training	10.0	26.3	30.0	30.0	15.0
# of staff hours spent on structured training in procurement related skills	41.5	35.0	25.0	25.0	10.0
Efficiency:					
Requisition return rate (percentage of intakes)	26%	13%	15%	15%	6%
Median lead time for Public Works projects < \$300,000 (in weeks)*	7.5	7.3	6.0	6.0	6.5
Median lead time for Public Works projects > \$300,000 (in weeks)**	8.7	9.1	10.0	10.0	6.9
Average process time for POs (in days)	2.7	2.7	3.0	3.0	2.7

**FINANCIAL SERVICES
OPERATIONAL PERFORMANCE INDICATORS**

Cost Center	2008	2009	2010		2011
	Actual	Actual	Target	Actual	Target
Purchasing					
Effectiveness:					
# of IFBs overturned by protest	0	0	0	0	0
# of after the fact procurement justifications	22	1	0	0	0
Average user satisfaction surveys with good or excellent responses***	84%	90.5	95%	95%	66%***
<p>(Measure restated as correctly calculated for fiscal year 2007) (Due to budget constraints training has been reduced significantly for fiscal year 2011) *Lead time measures from date advertised to date of signed contracts ** Lead time measures from date advertised to date of signed contracts ***A new methodology for conducting our survey was implemented this year which helped to dramatically increase the number of responses received. However, with this new survey, neutral responses may reflect answers from respondents that do not apply, thus bringing down the overall score. Going forward, the Purchasing Department will include options for respondents to select Not Applicable as an option.</p>					
Motor Vehicle Division					
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'.					

Financial Services / Administration (3001)

Program Description:

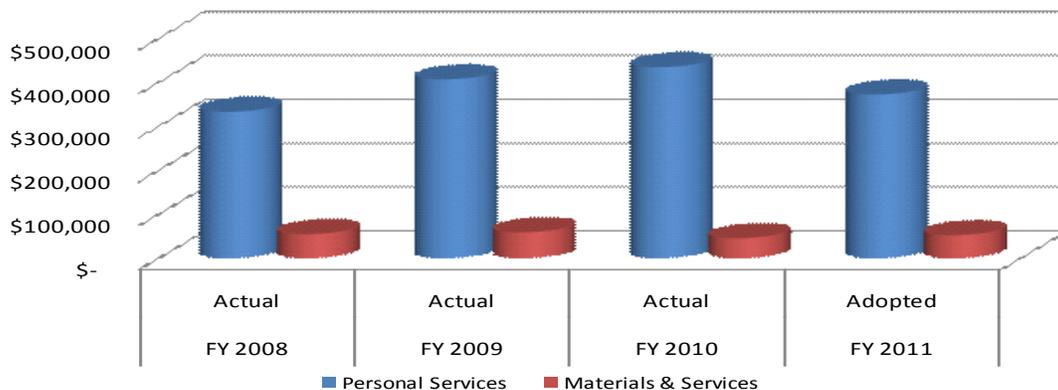
Financial Services Administration ensures that the City’s financial position is protected and provides information and analysis to policy-makers through adherence to professional standards, prudent investment of city funds, conservative budgeting, regular reporting, monitoring compliance to rules and 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 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	% Change
Personal Services	\$ 332,916	\$ 406,747	\$ 434,521	\$ 372,367	-14%
Materials & Services	54,712	58,798	45,329	52,336	15%
Total	\$ 387,628	\$ 465,545	\$ 479,850	\$ 424,703	-11%
Positions Approved*	4	4	5	4.5	-10%

*Full Time Equivalence



Administration

Operational Performance Indicator

- 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	Amount	Rating
6/1/2002	State Road 528 Improvements, Series 2002	5,000,000	A1 Moody's
8/17/2004	Library Construction, Series 2004	5,500,000	A1 Moody's AA- Fitch
5/31/2006	Aquatic Center Construction, Series 2006	7,000,000	A1 Moody's AA- Fitch
3/25/2009	Roads Construction and Rehab., Series 2009	25,000,000	A1 Moody's AA- Fitch

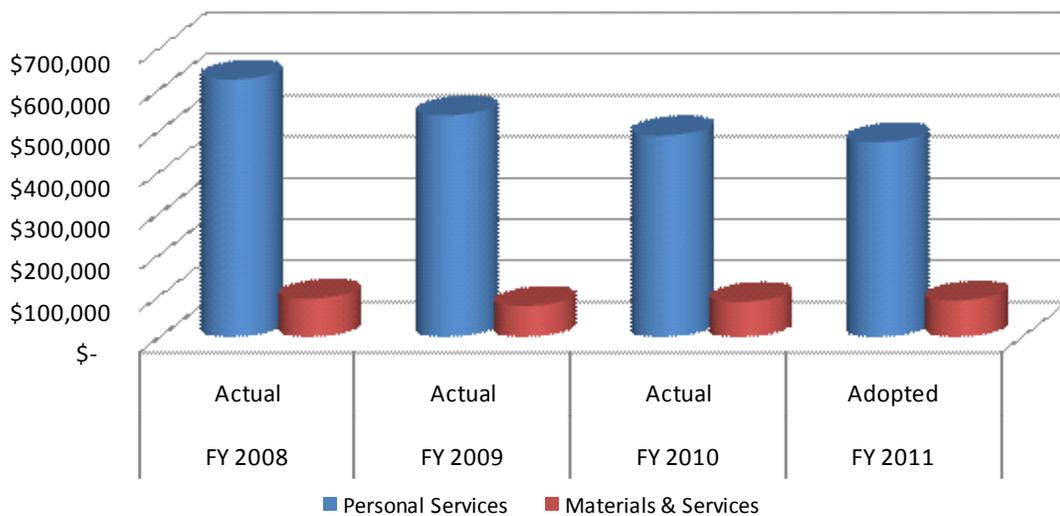
Financial Services / Accounting (3005)

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					
Expenditures					
	FY 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	% Change
Personal Services	\$ 623,085	\$ 536,516	\$ 487,811	\$ 471,821	-3%
Materials & Services	92,657	75,187	85,144	88,282	4%
Total	\$ 715,742	\$ 611,703	\$ 572,955	\$ 560,103	-2%
Positions Approved*	15.5	12.5	10	9	-10%

*Full Time Equivalence



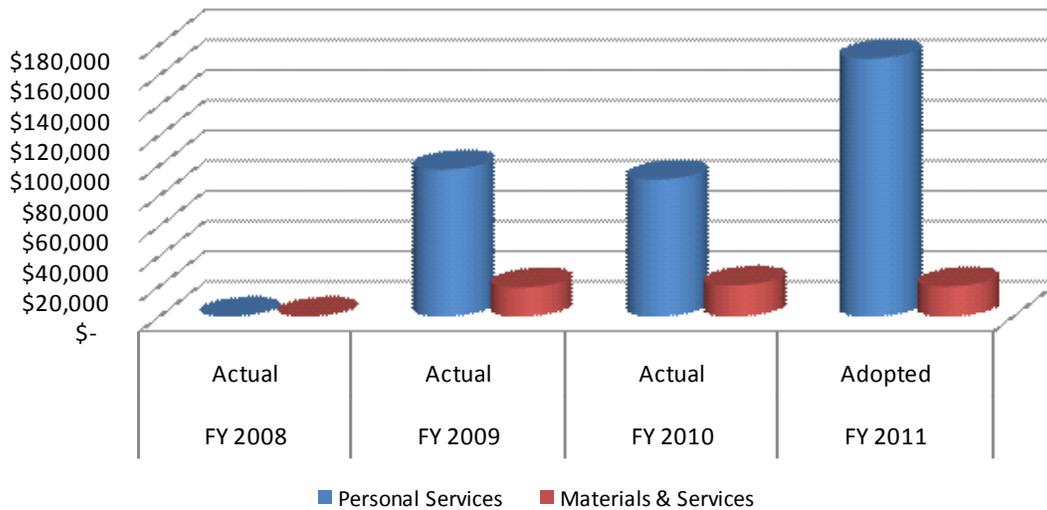
Financial Services / Ambulance Billing (3006)

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 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	% Change
Personal Services	\$ -	\$ 97,257	\$ 90,667	\$ 170,757	88%
Materials & Services	-	19,069	20,531	19,844	-3%
Total	\$ -	\$ 116,326	\$ 111,198	\$ 190,601	71%
Positions Approved*	0	2	2	3.5	75%

*Full Time Equivalence



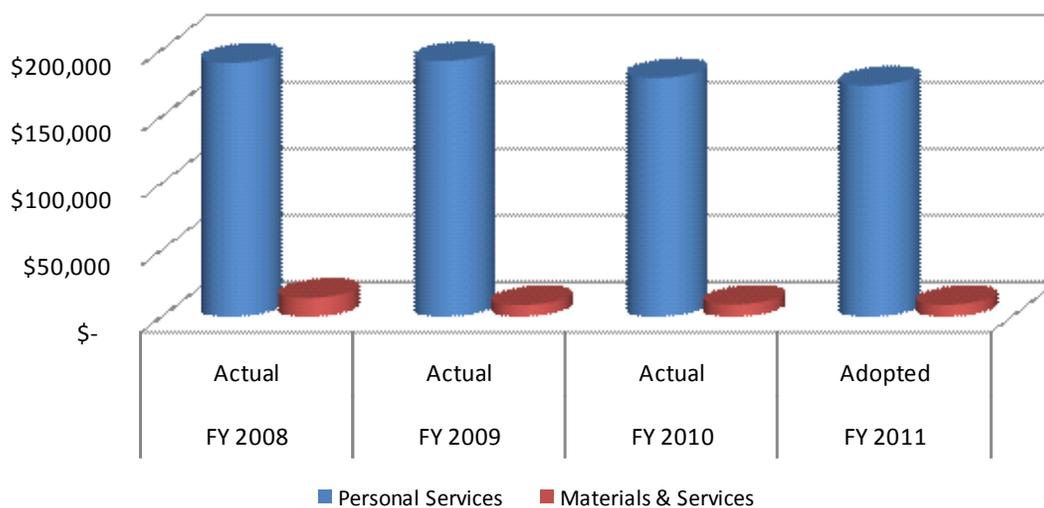
Financial Services / Purchasing (3010)

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 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	% Change
Personal Services	\$ 190,310	\$ 191,759	\$ 178,962	\$ 173,300	-3%
Materials & Services	14,154	8,730	9,077	8,885	-2%
Total	\$ 204,464	\$ 200,489	\$ 188,039	\$ 182,185	-3%
Positions Approved*	4	4	4	3	-25%

*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 2008 Actual	FY 2009 Actual	FY 2010 Actual	FY 2011 Adopted	% Change
Personal Services	\$ 222,957	\$ 244,750	\$ 224,631	\$ 257,869	15%
Materials & Services	3,850	4,366	3,915	7,950	103%
Total	\$ 226,807	\$ 249,116	\$ 228,546	\$ 265,819	16%
Positions Approved*	6	6	6	6	0%

*Full Time Equivalence

