

## DEPARTMENT OF FISCAL SERVICES

The Department of Fiscal Services consists of Administration and four divisions; each division is supervised by a manager. The department has a total of 33 employees.

Budgeted expenditures continue to grow as our population base and city services grow. The Fiscal Services Department is directly impacted by the dollars allocated for expenditures. This chart reflects a 70% increase in budgeted expenditures over a five year period.

### Five Year Comparison – All Funds

	Fiscal Year 2004	Fiscal Year 2005	Fiscal Year 2006	Fiscal Year 2007	Adopted FY 08
Budgeted Expenditures	\$66,829,998	\$76,546,414	\$95,517,181	\$108,343,386	\$126,706,887

### 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 first national Government Finance Officer Association (GFOA) Distinguished Budget Award for the FY07 budget. This large endeavor encompassed preparing numerous analyses to meet the extensive criteria required. An applicant's budgets are reviewed by three independent reviewers which 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, eight 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 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.

### Information Technologies Division

The Technologies Division includes six positions; the Information Technologies (IT) Manager, an IT Specialist, two Network Technicians, and two IT Technicians. The Information Technologies division is responsible for all planning, recommending, implementing, and supporting all software and communication technologies for the City of Rio Rancho. In addition,

the division trains and implements new software modules for city departments. The division manages several software and hardware maintenance agreements.

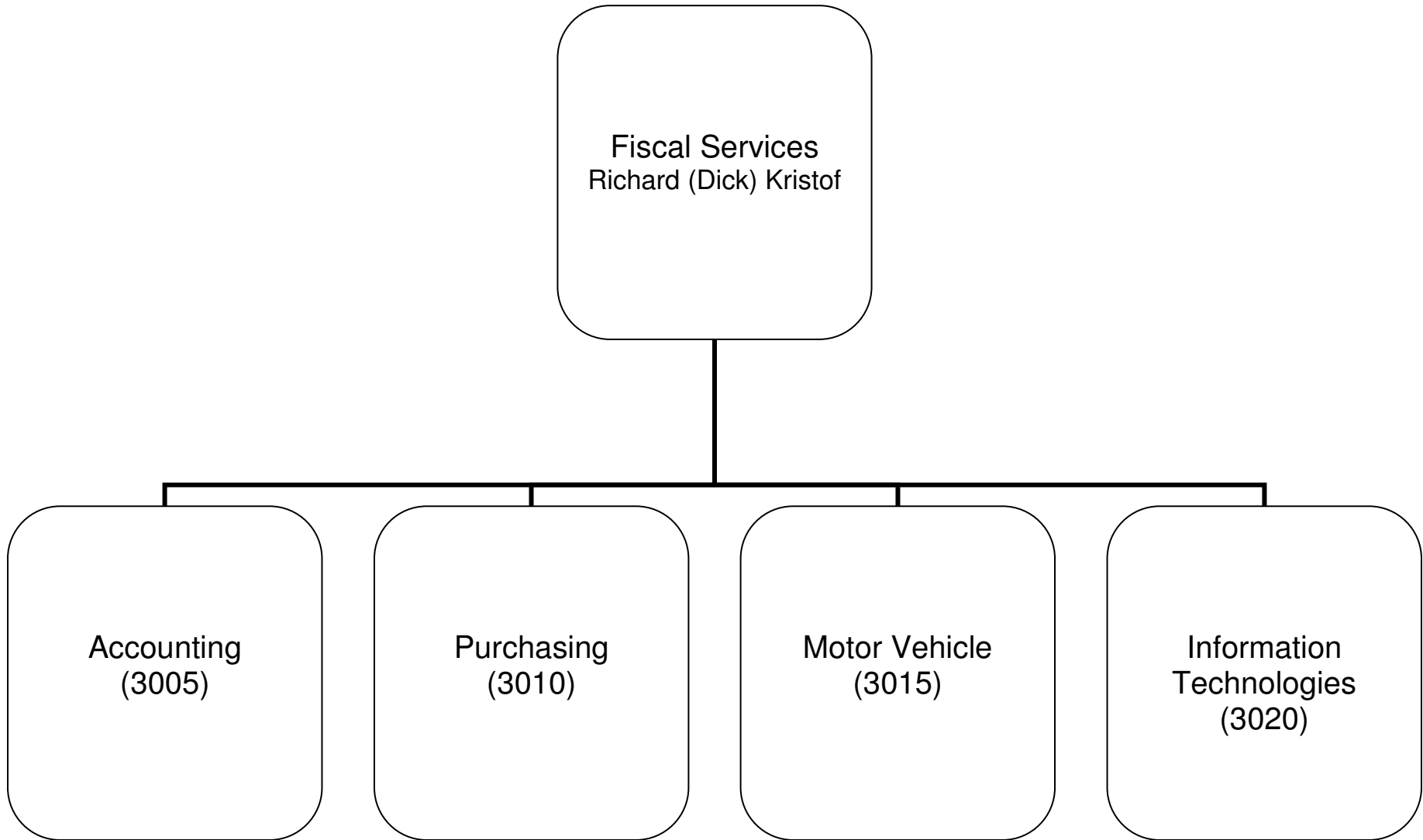
### **Purchasing Division**

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.

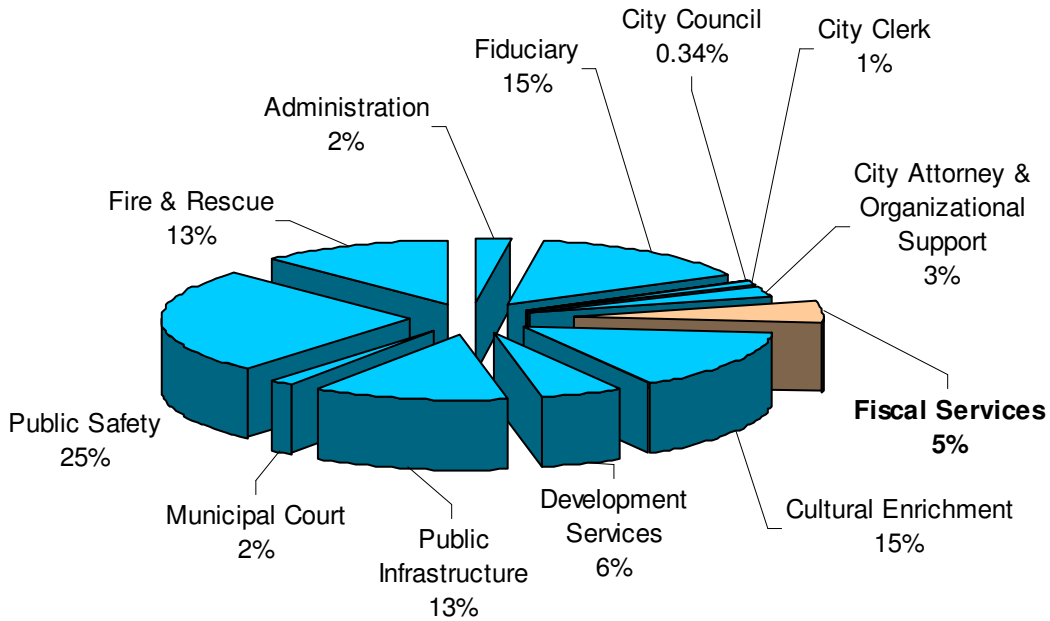
# City of Rio Rancho Department Budget Structure



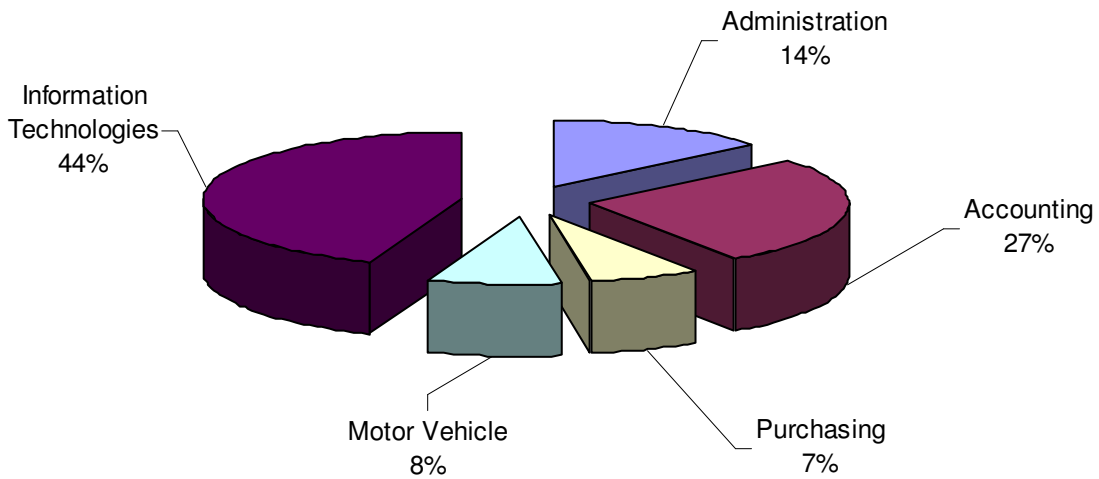
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**GENERAL FUND  
FISCAL YEAR 2008  
Fiscal Services Department**



**Total Budget \$ 2,837,567  
Percentage by Cost Center**



## **Fiscal Services/Administration (3001)**

### **Program Description:**

**Fiscal 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.

**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.

**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 2008 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.

Contracts:

1. Revise boilerplate construction contract documents to include the 2002 EJCDC Standard Terms and Conditions and incorporate into City’s standard bid documents.
2. Seek out new and best practices in service and construction contracting to enhance the delivery of goods and services to the citizens of Rio Rancho.
3. Enhance the contract parameters governing the City’s RFP process via analysis of more efficient evaluation techniques.

**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.

<b>Bond Rating</b>				
Issue Date	Description	Original Amount	Rating	
5/1/1997	Public Safety & Improvements, Series 1997	\$5,000,000	Aaa	Insured 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	Insured Moody's
			AAA	Fitch

Budget:

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

<b>General Fund Actual vs. Budget Percentage Expended</b>						
	Actual			Target	Target	
	2003	2004	2005	2006	2007	2008
	89%	92%	90%	88%	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.
- Prior to FY06 the budget document contained line item detail. Beginning in FY06, the budget document consisted of two budget documents instead of one. A primary budget document is used for distribution to the public and other agencies, and a secondary internal budget document containing line item detail.
- Together with Human Resource staff; helped implement the HTE personnel budget module for FY07 budget.
- 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).

### **Contracts:**

- Destroyed numerous old and outdated contracts retained by the City that are no longer needed. Electronically archived expired contracts in compliance with the Records Retention Act.
- Revised boilerplate service and construction contracts including full implementation of AIA contract documents, as supplemented by the City. Such implementation includes defining the City's Construction Manager at risk method of procurement.

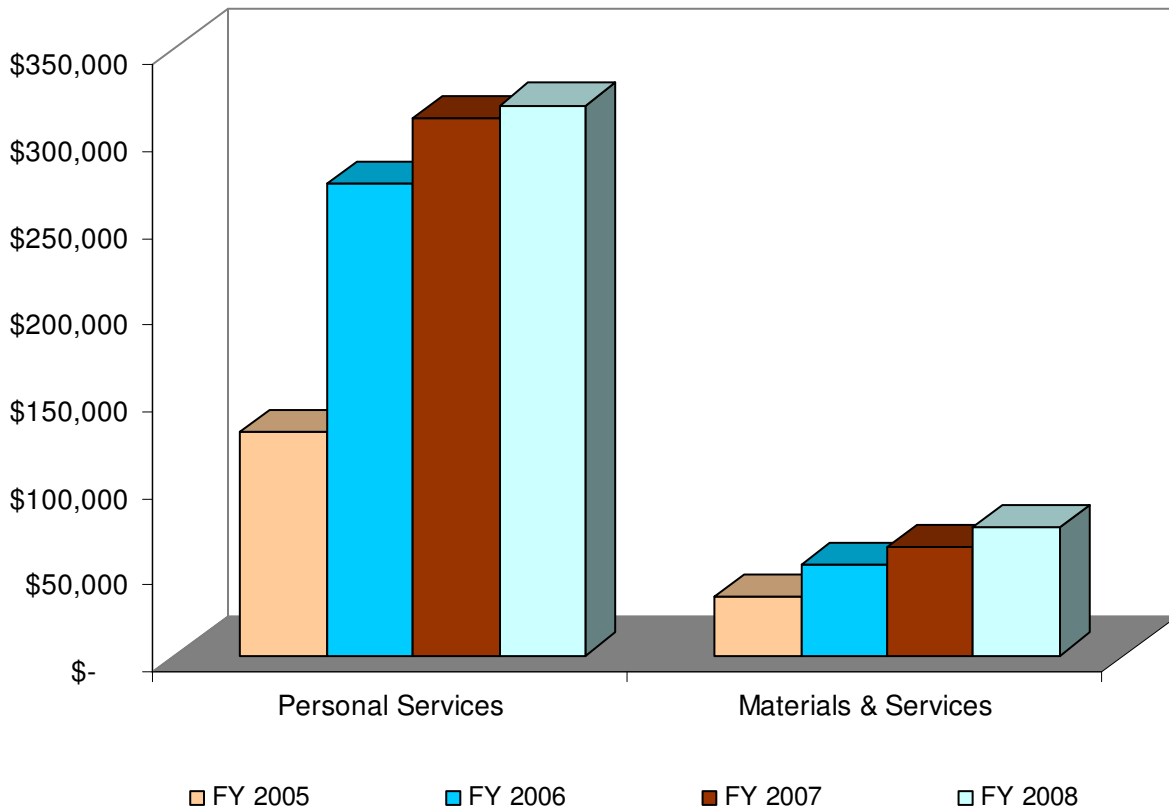
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**FISCAL SERVICES DEPARTMENT**  
**Administration**  
**Cost Center 101-3001**  
**Expenditures**

	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Adopted	% Change
Personal Services	\$ 128,744	\$ 271,871	\$ 309,236	\$ 316,974	3%
Materials & Services	34,017	52,225	62,546	73,689	18%
<b>Total</b>	<b>\$ 162,761</b>	<b>\$ 324,096</b>	<b>\$ 371,782</b>	<b>\$ 390,663</b>	<b>5%</b>
<b>Positions Approved*</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>0%</b>

\*Full Time Equivalence



## **Fiscal Services / Accounting (3005)**

### **Program Description:**

**Accounting**, a division of the Fiscal 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; 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.

**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.
  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.
  3. Test and implement the "Work Order/Facility Management" HTE module. This module will assist in tracking complaints and requests, handle departmental work orders, and manage facilities.

**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.

**Performance Indicators:**

<b>Program: Financial Operations</b>				
Effectiveness:	2005 Actual	2006 Actual	2007 Actual	2008 Target
Receive unqualified audit opinion	Yes	Yes	Yes	Yes
Reduce the number of audit findings	10	5	0	0
Average # of days to close month-end in financial system	15	12	15	10
Achieve a vendor payment rate of 80% prior to invoice date	92%	98%	95%	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 three years, we have reduced the number of audit findings from 10 to 0. 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 hired another accountant to accommodate for the growth in activity.
- 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:**

- No audit findings in FY06 audit.
- Completed the City's second Comprehensive Annual Financial Report (CAFR).
- Received the City's first Certificate of Achievement for Excellence in Financial Reporting for the CAFR.
- Implemented the process of scanning all cash receipts transactions into the Laserfish software to eliminate the paper copy.
- Implemented electronic funds transfer (EFT) for vendor payments to reduce the number of paper checks.
- Hired a Grant Administrator and developed a Grant Policy to ensure that grant related

revenue and expenditures are authorized and properly accounted for.

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**FISCAL SERVICES DEPARTMENT**

**Accounting**

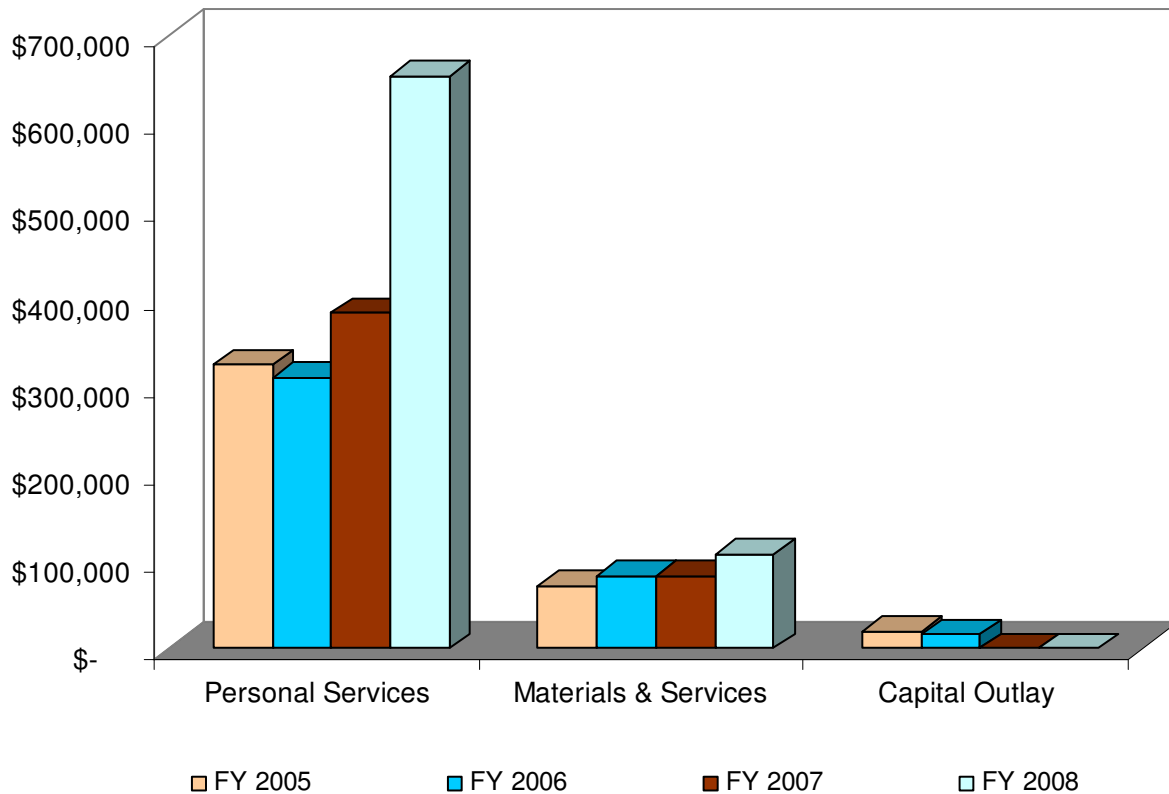
**Cost Center 101-3005**

**Expenditures**

	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Adopted	% Change
Personal Services	\$ 323,716	\$ 309,372	\$ 383,045	\$ 653,095	71%
Materials & Services	71,762	82,425	82,453	107,853	31%
Capital Outlay	19,175	15,953	-	-	0%
<b>Total</b>	<b>\$ 414,653</b>	<b>\$ 407,750</b>	<b>\$ 465,498</b>	<b>\$ 760,948</b>	<b>63%</b>

Positions Approved*	7.5	8.5	9.5	14.5	53%
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\*Full Time Equivalence



## **Fiscal Services / Purchasing (3010)**

### **Program Description:**

**Purchasing**, a division of the Fiscal 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 support 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 to provide a safe working 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 (NGIP).
  2. Encourage and support Purchasing staff to pursue networking opportunities by attending conferences, seminars, and other forms of structured training.

<b>Program: Central Purchasing Service</b>					
<b>Output:</b>	2004 Actual	2005 Actual	2006 Actual	2007 Actual	2008 Target
% of Non-Capital Purchases Made Using P-Cards	*	*	5.30%	13.98%	7%
# of Hours of User Training	*	*	39	10	45
# of Staff Hours Spent on Structured Training in Procurement Related Skills	*	15	54	41.5	75
<b>Efficiency:</b>					
Requisition Return Rate (Percentage of Intakes)	13%	20%	19%	35%	15%
Median Lead time for Public Works Projects < \$300,000 (in weeks)	5.71	5.86	7.57	6.71	6
Median Lead Time for Public Works Projects > \$300,000 (in weeks)	8.86	7	9.79	8.71	10
Average Process Time for POs (in days)	2.43	2.77	3.87	2.67	3
<b>Effectiveness:</b>					
# of IFBs protested/overturned	0/0	Mar-00	Jan-00	0/0	0/0
# of After the Fact Procurement Justifications	*	*	4	7	0
Annual User Satisfaction Survey Results	*	*	*	*	90%

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 2006 included (4) one hour group training sessions and individualized training sessions for City employees obtaining authorization to use P-Cards. The Purchasing Division

plans to monitor more closely the number of hours of User training conducted per fiscal year.

- # of Staff Hours Spent on Structured Training in Procurement Related Skills: Training sessions and conferences attended by Purchasing Division staff in fiscal year 2006 included the HTE/Sunguard Spring Conference and the New Mexico Public Procurement Association Spring Conference.

#### 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 2006.
- Median Lead time for Public Works Projects < \$300,000 and > \$300,000 (In Weeks): For this measure, procurement lead time is defined as the number of weeks from the date the project legal advertisement was published to the date of contract signature by the City Manger. The data sets reveal that the median is a more accurate measure of central tendency than the average. Because time is a valuable resource in managing public works projects, the Purchasing Division seeks to monitor more closely procurement lead times to better assess and coordinate how these timescales fit in with project plans. From FY04 to FY06, the median lead time increased for projects both under and over \$300,000 by 32% and 10.5%, respectively. These increases are likely due to and reflect the increased size and scale of public works projects being bid out by the Purchasing Division.
- Average Process Time for POs (In Days): The Purchasing Division continues to keep the average process time for POs under the minimum lead time of 5 days.

#### Effectiveness Measures

- # of IFB protested/overturned: The sole IFB protest in fiscal year 2006 involved the construction of Arsenic Treatment Facilities at Well sites 9 & 13. This bid was cancelled and the project re-bid successfully as two separate competitive bids. (Pre-purchase equipment & Construction only).
- # of After the Fact Procurement Justifications: Beginning in fiscal year 2006, the Purchasing Division began building a permanent file of all After the Fact Procurement Justifications. After the Fact Procurement Justifications in fiscal year 2006 involved minor procedural infractions and negligence on the part of User Departments. The Purchasing Division continues to seek ways to preempt such procedural infractions.
- Annual User Satisfaction Survey: The Purchasing Division, in an effort to both measure effectiveness and to solicit feed back from Users, plans to design a survey instrument to be completed by Users at the end of each fiscal year. The results will be reported in subsequent year's Budget books as the percentage of survey participants expressing satisfaction with the City's procurement support function.

#### **Prior Year Accomplishments:**

- Construction Manager-At-Risk Multi-Purpose Event Center \$31,270,263
- Construction Manager-At-Risk New City Hall \$13,854,538
- Construction Manager-At-Risk Loma Colorado Library \$ 5,733,065

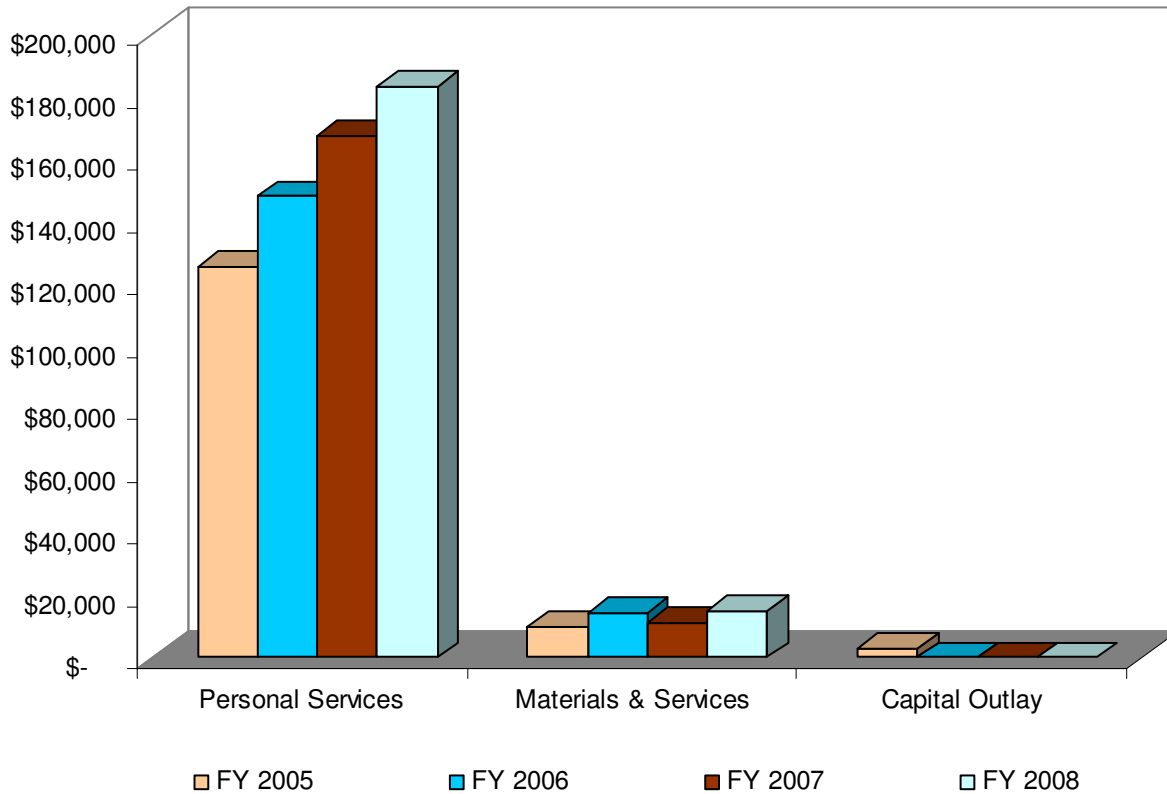
- SAD-6 Idalia Rd. Paving

\$ 9,228,915

<b>FISCAL SERVICES DEPARTMENT</b>					
<b>Purchasing</b>					
<b>Cost Center 101-3010</b>					
<b>Expenditures</b>					
	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Adopted	% Change
Personal Services	\$ 125,354	\$ 147,894	\$ 167,502	\$ 183,103	9%
Materials & Services	9,968	14,167	11,385	14,728	29%
Capital Outlay	2,854	-	-	-	0%
<b>Total</b>	<b>\$ 138,176</b>	<b>\$ 162,061</b>	<b>\$ 178,887</b>	<b>\$ 197,831</b>	<b>11%</b>

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



## **Fiscal Services /Motor Vehicle Division (3015)**

### **Program Description:**

Motor Vehicle, a division of the Fiscal 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. Provide 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
	Actual	Actual	Target
Customer Satisfaction	98%	97%	98%

- Quarterly survey results for 10/2006 thru 12/2006 indicate a 97% customer satisfaction rate. 2% of the dissatisfied customers indicated frustration with systemic issues, i.e. Computer downtime. 1% of the dissatisfaction indicated a need for additional staff

**Prior Year Accomplishments:**

- Decreased Budget spending
- Increased NSF recovery
- Maintained a 97+ % Customer Satisfaction Rating
- Obtained VIN and NCIC Certification and Re-Certification
- Participated in the re-organization and re-writing of MVD code with the Institute of Public Law
- Selected member of MVD Temp Permit Task Force

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**FISCAL SERVICES DEPARTMENT**

**Motor Vehicle**

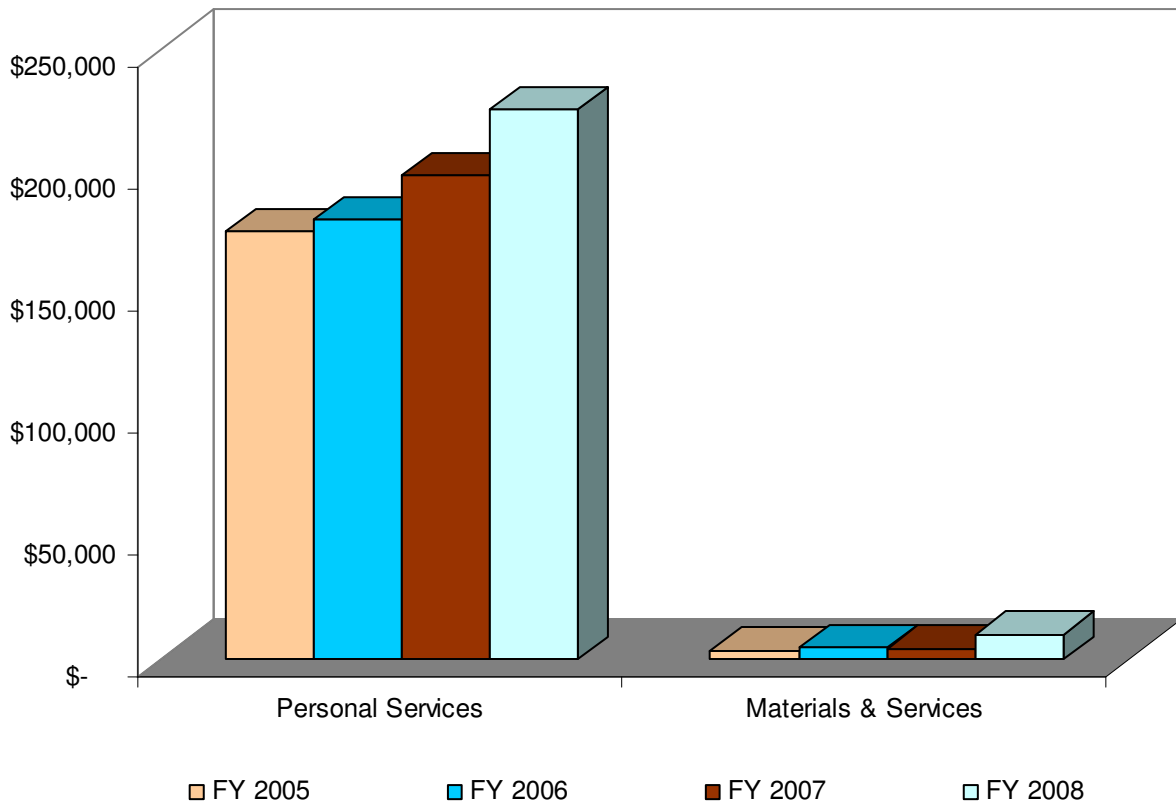
**Cost Center 101-3015**

**Expenditures**

	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Adopted	% Change
Personal Services	\$ 175,316	\$ 180,411	\$ 198,224	\$ 225,499	14%
Materials & Services	3,670	4,900	4,428	10,200	130%
<b>Total</b>	<b>\$ 178,986</b>	<b>\$ 185,311</b>	<b>\$ 202,652</b>	<b>\$ 235,699</b>	<b>16%</b>

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



## **Fiscal Services / Information Technologies (3020)**

### **Program Description:**

Information Technologies, a division of Fiscal Services Department, is responsible for all information technology policy and management; which includes providing administrative overview, guidance, and foundation in the areas of planning, recommending, installing, and supporting of all computing and communication technologies within the City of Rio Rancho.

### **Goals and Objectives:**

**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:** Implement and maintain scalable, secure, systems solutions that facilitate automation in service delivery both internally and externally.
  1. Continued implementation of structured and standardized architectures.
  2. Process driven systems development/deployment.
  3. Partnership with all stakeholders.
  4. Clear communication of business requirements.
  5. Centralized, effective management and protection of information infrastructure as a strategic resource.
  6. Continued enforcement of City wide technical standards to assure internal and external departmental compatibility. Enforced standards will continue to lower training costs, hardware and software acquisition costs, maintenance costs, and technical support costs

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

- **OBJECTIVE:** Provide opportunity for professional development and continuing education.
  1. Provide staff with adequate training/certification opportunities to maintain level of skill.
  2. Provide networking opportunities for IT staff to develop outside peer relationships.
  3. Promote attendance for workshops/seminars that will provide for enhancement of knowledge and service provision.

**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:** Continue to explore public/private partnerships that will enable



data/resource sharing.

1. Continue partnerships with regional public safety agencies to allow integration/sharing of data.
2. Work with county to establish standards for future data sharing considerations.
3. Evaluate opportunities for cooperation with other local and regional entities in the development, implementation, and/or participation in IT initiatives
4. Continue to establish relationships that will promote technological advancement of the City.

**Performance Indicators:**

***Gartner Study - IT Support Staff Recommended Ratio: 83:1***

City of Rio Rancho Information Technology Staffing ratios for the period of July 2005 through June 2006:

Users to IT Staff ratio:	126:1
Desktops/Portables to IT staff ratio:	125:1
Telephones to IT staff ratio:	106:1
Servers to IT staff ratio:	9:1
Infrastructure to IT staff ratio:	340:1

We acknowledge that ratios will vary by organization and are affected by such factors as number of technologies present, geographic spread of IT infrastructure, physical distribution of support staff, user sophistication/training. City of Rio Rancho IT staff is consistently striving to promote innovation and quality in service.

**Prior Year Accomplishments:**

- Successful implementation online payment/billing system for Water/Wastewater services.
- Implementation of Naviline system.
- Successful design/installation of new network infrastructure for new Library facility.
- Provided project management in technology infrastructure planning for new City Facilities, including City Hall.
- Successful deployment of online broadcasting system for Governing Body meetings.
- Provided direction in budgeting, procurement and acquisition of computing equipment and software
- Successful ongoing upgrades to operating systems, office suites, application software and network infrastructure
- Continued database maintenance of all network resources
- Maintained detailed inventory and retained administrative control over warranty contracts and software/hardware maintenance agreements

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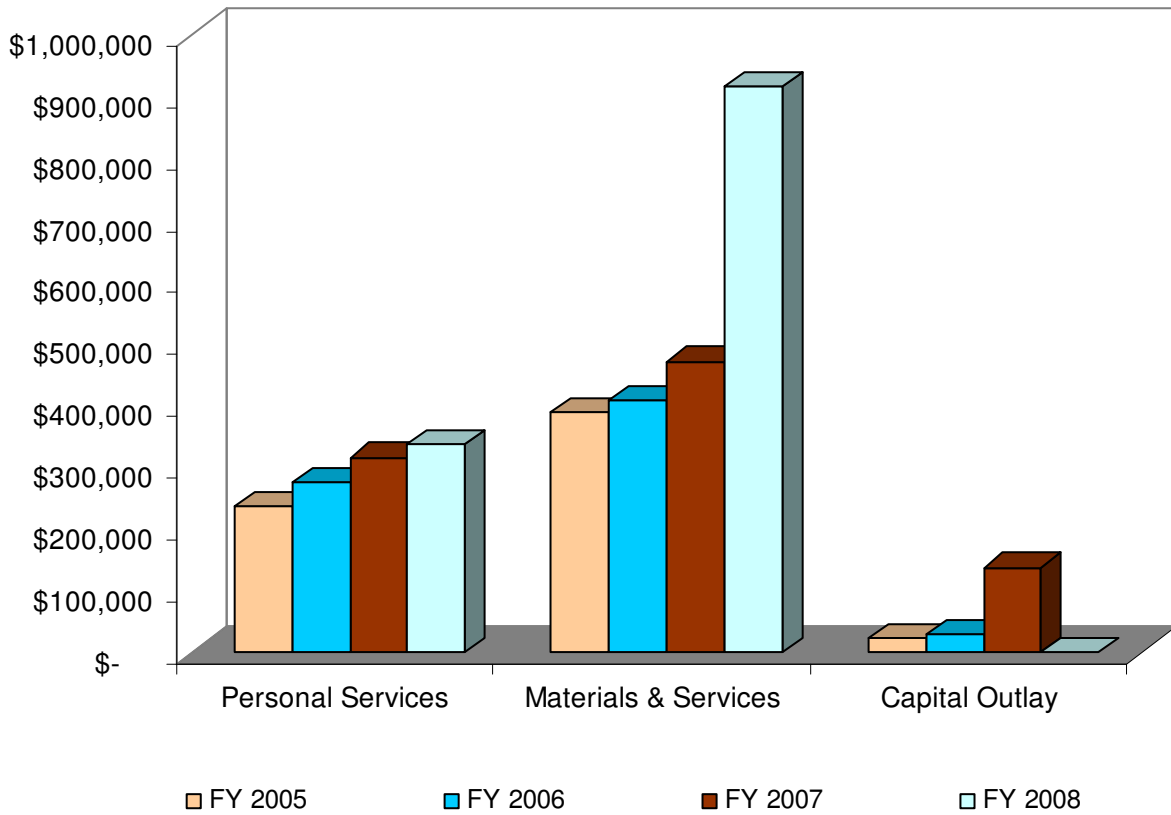


**FISCAL SERVICES DEPARTMENT**  
**Information Technologies**  
**Cost Center 101-3020**  
**Expenditures**

	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Adopted	% Change
Personal Services	\$ 236,768	\$ 275,060	\$ 315,119	\$ 335,909	7%
Materials & Services	388,598	407,667	470,264	916,517	95%
Capital Outlay	22,482	29,040	138,135	-	-100%
<b>Total</b>	<b>\$ 647,848</b>	<b>\$ 711,767</b>	<b>\$ 923,518</b>	<b>\$ 1,252,426</b>	<b>36%</b>

Positions Approved*	5	6	6	6	0%
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\*Full Time Equivalence



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