#### DEPARTMENT OF DEVELOPMENT SERVICES

The Development Services Department is comprised of four divisions. They are the Building Division, Planning Division, Zoning Division and Community Development Division. To a large extent, this multifaceted department serves a collaborative function with other city departments as we review development plans and seek the input of other agencies. In many ways we are the liaison between citizens and the development community on the one side and municipal government on the other.

The last few years has seen an extremely fast paced housing development environment. In the calendar year 2007 the City of Rio Rancho Development Services Department processed zone map amendments, plat changes, subdivision plans and building permit applications that resulted in the construction of 1,046 single family homes. While significantly fewer permits issued than the two previous years, the processing of subdivisions in 2007 continued at a rate associated with the housing markets of 2005 and 2006. In effect while we issued building permits for only 1,046 single family homes in 2007, the inventory of home sites approved for construction in 2007 is closer to 3,000 units. The indication is that when the economy rebounds in the next 16 - 24 months we will likely see new records set in the number of homes constructed.

The most significant trend we are currently experiencing is the activity for non-residential development. In the '06-'07 budget document we predicted a rise in non-residential activity as a result of having made the observation that in 2006 we issued 17 building permits in the category of industrial/manufacturing as opposed to none in the prior two years. When all non-residential categories are combined, 2007 has been an exceptional year with 138 total permits issued in addition to the 1,046 residential. In anticipation of this activity in early 2007 we created a highly skilled commercial plans examiner position and two engineering positions to ensure we were capable of meeting our responsibilities for the timely review of drawings that are far more complex than residential projects. Plan review and inspections for non-residential work is more complicated and time consuming than routine residential construction methods, materials and techniques.

As indicated above, there is a great deal of time and effort on the part of the Planning and Zoning Divisions staff required to achieve those numbers in addition to the obvious workload of the Building Division. Similarly, our colleagues in the Department of Public Services as well as the Department of Public Infrastructure, Cultural Enrichment and the Legal Department all see their workload increase with the development boom. Communication and cooperation amongst these departments continues to be exceptional as we increase our own capacity. Our goal is to provide Prompt, Professional, Predictable services to our citizens and the development community while protecting the health, safety and welfare of the public.

The need for long range planning remains a high priority as we strive to get ahead of the development community and ensure a balance of land uses strategically located throughout the community. Logistics associated with implementation have complicated our efforts to complete the North Central Area Plan (NCAP) land use plan and begin significant zone map changes for an area of approximately 18.5 square miles, much of which is currently zoned Transitional. Having worked through a variety of strategies in the past year, we anticipate significant progress on this important project in FY '08-'09.

The challenge for planning is to carry out both long range planning and the timely processing of requests for zone map amendments and subdivision approvals. Toward this end, we have hired a consulting team to assist us with the planning and preliminary design of public elements associated with the City Center such as plaza and parks spaces, traffic flow and related guidelines to nurture the quality and character that will contribute to the identity and quality of life experience for Rio Rancho in the generations to come.

Finally, we intend to have a Development Process Manual adopted within the first half of the new fiscal year with portions implemented early in 2008. This is a collaborative effort that is being coordinated by the Development Services Department in cooperation with SSCAFCA and other city departments. In conjunction with the City Manager's office, the State Land Office, the Southern Sandoval County Arroyo Flood Control Authority, Sandoval County, the University of New Mexico, Rio Rancho Public Schools, and the New Mexico Department of Transportation, the Development Services Department is playing a key role in defining the quality and character of Rio Rancho of the future. We are also focused on coordinating and facilitating the development of the new Central New Mexico Community College and the University of New Mexico campus adjacent to our emerging City Center. Our goal is a family friendly community with an appropriate balance of housing, employment, recreational, cultural, and educational opportunities. The challenge is to accomplish this balance with limited resources while ensuring that appropriate standards are maintained for the full range of infrastructure that results in a safe,

sustainable environment. We strive for safe streets with a minimum of congestion, and a mix of land uses

#### Overview of each Division

that allows all our residents to thrive.

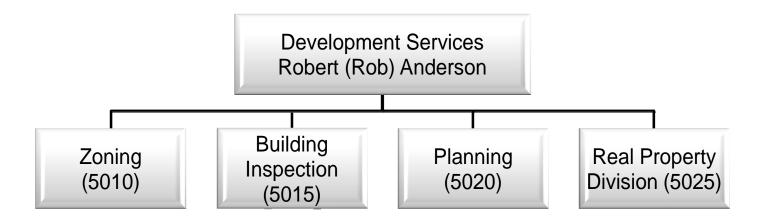
The **Planning Division**, in collaboration with the Zoning Division implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range land use planning efforts, and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 – Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan currently underway.

The **Building Division** is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

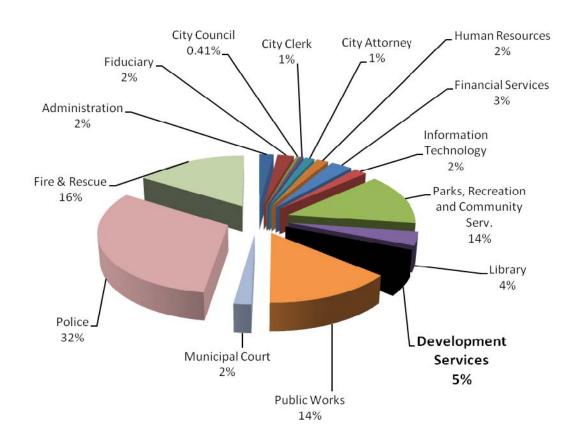
The **Zoning Division** in collaboration with the Planning Division implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body.

The **Community Development (Real Estate) Division** is assigned the responsibility for all Land Management/Real Estate Transactions on behalf of the city. In addition to responsibility for land acquisition and disposition for all departments they are leading the effort to compile and maintain an accurate inventory of all city property.

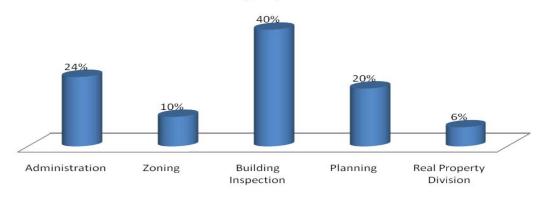
# **City of Rio Rancho Department Budget Structure**



# GENERAL FUND FISCAL YEAR 2009 DEVELOPMENT SERVICES DEPARTMENT



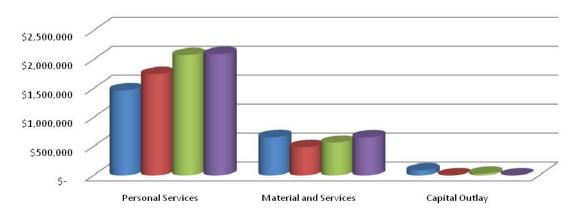
Total Budget \$ 2,749,809 Percentage by Cost Center



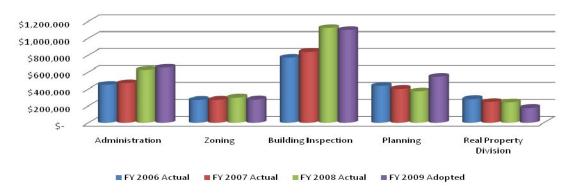
#### DEVELOPMENT SERVICES DEPARTMENT BUDGET SUMMARY FISCAL YEAR 2008-2009

Object of Expenditures		FY 2006 Actual	FY 2007 Actual	FY 2008 Actual	FY 2009 Adopted
General Fund					
Personal Serv	vices	\$ 1,466,626	\$ 1,746,893	\$ 2,075,447	\$ 2,092,854
Material and	Services	659,806	487,178	563,853	656,955
Capital Outla	ıy	83,937	243	30,250	-
	Total	2,210,369	2,234,314	2,669,550	2,749,809
Expenditure by Cost Cent	ter				
Cost Center					
Administration	on	\$ 450,306	\$ 470,344	\$ 627,994	\$ 654,378
Zoning		271,747	273,097	300,530	275,772
Building Insp	pection	770,830	840,364	1,122,504	1,098,392
Planning		436,260	402,251	374,986	544,758
Real Property	y Division	281,226	248,258	243,536	176,509
	Total	2,210,369	2,234,314	 2,669,550	 2,749,809

## By Type of Expenditures



### **Expenditures by Cost Center**



#### **Development Services / Administration (5005)**

#### **Program Description:**

Coordination of the multi-faceted operations of the Development Services Department.

#### 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. Initiate and complete Quality of New Mexico initiative.

**ECONOMIC DEVELOPMENT GOAL:** Define, encourage, and guide a sustainable, long-term, economic and community development policy to grow the City fiscal capacity.

- OBJECTIVE: Support public and private projects and activities that enhance the development of City Centre.
  - 1. Implement Strategic Action Plan for the Central Business District to enable attainment of goals pertaining to City Center.
  - 2. Oversee completion and Implementation of master plans and sub area plans to provide for planned, predictable, and appropriate land uses for development of the northern tier of the City.

**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.

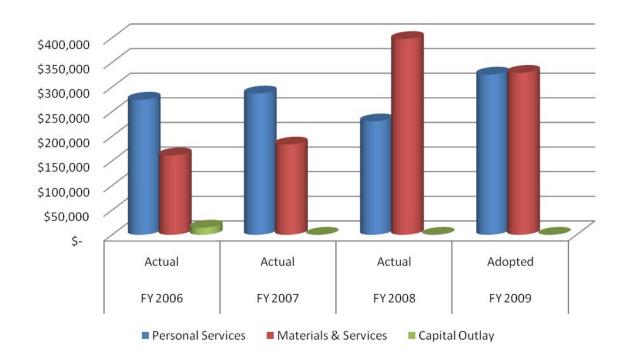
- OBJECTIVE: Maintain and enhance the delivery and efficiency of output from division and control the daily operating cost of services provided by City.
  - 1. Provide leadership, oversight and guidance to ensure efficient operations and collaboration amongst the diverse divisions of the Department.
  - 2. Oversee the implementation of the Development Process Manual to create predictability for all application processes.
  - 3. Earn and maintain the respect of our colleagues throughout city agencies, our neighboring jurisdictions, the development community and the citizens of Rio Rancho.

- Continued efforts towards creation of a Strategic Action Plan for City Center
- Continued efforts pertaining to the development of City Center including but limited to platting actions and the review of development proposals
- Participated in the City's economic development efforts
- Directed the creation of master plans and sub area plans thereby designating land uses in previously unplanned areas of the City
- Increased capacity of the organization by adding a commercial plans reviewer and engineering staff to further policies pertaining to the issuance of construction permits.

DEVELOPMENT SERVICE DEPARTMENT  Administration  Cost Center 101-5005  Expenditures											
		FY 2006 Actual		FY 2007 Actual		FY 2008 Actual		FY 2009 Adopted	% Change		
Personal Services	\$	274,384	\$	287,021	\$	230,345	\$	325,426	41%		
Materials & Services		161,276		183,323		397,649		328,952	-17%		
Capital Outlay		14,646		-		-		-	0%		
Total	\$	450,306	\$	470,344	\$	627,994	\$	654,378	4%		

Positions Approved*	4	2	2	5	150%
1.1					

<sup>\*</sup>Full Time Equivalence



#### **Development Services / Zoning (5010)**

#### **Program Description:**

The **Zoning Division** of Development Services implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body. In general, the Division administers Chapter 9; Planning, Zoning, Land Use Management Ordinance and related ordinances as required in order to meet the needs of our community.

#### Goals & 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. Provide training with an emphasis in Customer Service and time management.

**LAND USE GOAL:** Further enhance and refine comprehensive land use planning and establish citywide priorities for growth and development that guide sustainable population, employment and commercial growth.

- OBJECTIVE: Encourage efficient use of land resources to accommodate future needs while maximizing open space, mobility and access to amenities.
  - 1. Assist in the revision and/or creation of development standards for inclusion in the Zoning Ordinance and Subdivision Regulations.
  - 2. Assist in a comprehensive revision of the Zoning Ordinance and Subdivision Regulations.
  - 3. Assist in the implementation and maintenance of a Development Process Manual that outlines the review processes for each type of development and describes the standards by which developments are reviewed.

**OPERATIONS GOAL:** 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. Provide training to all Division Staff to ensure proficiency and consistency in knowledge, policy, and process for all applications.
- 2. Analyze the Zoning Division process pertaining to the review of residential construction plans to ensure an efficient use of resources and timely reviews.

#### **Performance Indicators:**

- Process residential plan reviews within 10 working days
- Process commercial plan reviews within 20 working days

	Fiscal		Fiscal		Fiscal
	Year 2007	Target Number of Plans	Year 2008	Target Number of Plans	Year 2009
Performance Indicators	Actual	processed within 10 days	Actual	processed within 10 days	Target
Number of Residential Plan Reviews	1,804	95%	1,900	95%	1,950
	Fiscal		Fiscal		Fiscal
	Year 2007	Target Number of Plans	Year 2008	Target Number of Plans	Year 2009
	Actual	processed within 20 days	Actual	processed within 20 days	Target
Number of Non-Residential Reviews	138	95%	250	90%	260

- Reviewed and approved approximately 1942 residential and commercial construction plans.
- Reviewed and approved approximately 1050 administrative permits.
- Division Staff assisted with or processed approximately 150 Governing Body
- Division Staff assisted with or processed approximately 230 Planning & Zoning Board agenda hearing items.

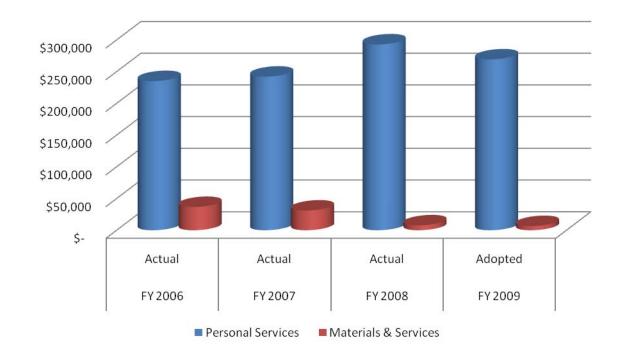
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DEVELOPMENT SERVICE DEPARTMENT  Zoning  Cost Center 101-5010  Expenditures											
		FY 2006 Actual		FY 2007 Actual		FY 2008 Actual		FY 2009 Adopted	% Change		
Personal Services Materials & Services	\$	235,068 36,679	\$	242,060 31,037	\$	292,846 7,684	\$	269,227 6,545	-8% -15%		
Total	\$	271,747	\$	273,097	\$	300,530	\$	275,772	-8%		

Positions Approved*	6	14	14	7	-50%

<sup>\*</sup>Full Time Equivalence



#### **Development Services / Building Inspection (5015)**

#### **Program Description:**

The Building Division is the portion of the Development Services Department that is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

#### **Goals & 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. Provide for training for all Building Inspection Staff to further goals pertaining to Quality of New Mexico initiatives.

**OPERATIONS GOAL:** 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. Provide training to all Division staff pertaining to construction codes to ensure proficiency and consistency in knowledge, policy and process.
  - 2. Analyze the Building Inspection Division process pertaining to the review of residential plans to ensure an efficient use of resources and timely reviews.
  - 3. Contribute to the implementation and maintenance of the Development Process Manual.

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

- OBJECTIVE: Enhance efforts related to employee development, leadership development, and performance management.
  - 1. Maintain authorized number of staff to provide timely and quality inspections.

#### **Performance Indicators:**

• Attain a turnaround of two (2) working days from request for inspection to completion of inspection for 90% of inspection requests.

	Fiscal	Target Number of	Fiscal	Target Number of	Fiscal
	Year 2007	Inspections Completed	Year 2008	Inspections Completed	Year 2009
	Actual	within 2 days	Actual	within 2 days	Target
Number of Inspections	32,600	90%	50,000	92%	53,500

- Reviewed and approved approximately 2000 residential and commercial construction plans.
- Issued approximately 8,683 trade (electrical, Plumbing, mechanical) permits
- Conducted approximately 33,000 inspections.

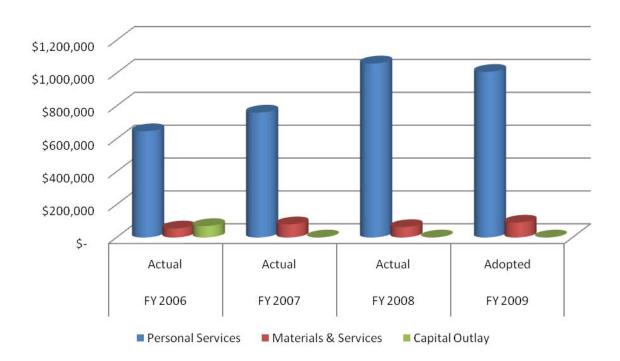
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DEVELOPMENT SERVICE DEPARTMENT  Building Inspection  Cost Center 101-5015  Expenditures											
		FY 2006 Actual		FY 2007 Actual		FY 2008 Actual		FY 2009 Adopted	% Change		
Personal Services	\$	646,487	\$	760,248	\$	1,059,224	\$	1,007,889	-5%		
Materials & Services		55,052		79,873		63,280		90,503	43%		
Capital Outlay		69,291		243		-		-	0%		
Total	\$	770,830	\$	840,364	\$	1,122,504	\$	1,098,392	-2%		

-6%

Positions Approved\*
\*Full Time Equivalence



#### **Program Description:**

The **Planning Division** within the Development Services Department implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 - Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan currently underway.

#### Goals and Objectives:

**LAND USE GOAL:** Further enhance and refine comprehensive land use planning and establish citywide priorities for growth and development that guide sustainable population, employment and commercial growth.

- OBJECTIVE: Enhance comprehensive land use planning:
  - 1. Update the Comprehensive Plan. This includes updating master plan and developing land use information systems.
  - 2. Continue land use planning for the area known as North Central Area Plan by the completion of master plans and sub area plans and initiative implementation via the adoption of land use designation and development standards.
- OBJECTIVE: Encourage efficient use of land resources to accommodate future needs while maximizing open space, mobility and access to amenities
  - 1. Encourage new development that respects the character of the surrounding environment
  - 2. Promote predictable and compatible land uses through Comprehensive Planning and adding development standards to the Zoning Ordinance.
- OBJECTIVE: Promote predictable and compatible land uses through Comprehensive Planning and Zoning Ordinance minimum development standards.
  - 1. Revise existing development standards to the Zoning Ordinance and Subdivision Regulations
  - 2. Lead or assist in a comprehensive revision of the Zoning Ordinance and Subdivision Regulations
  - 3. Implement and maintain a Development Process Manual that outlines the review processes for each type of development and describes the standards by which developments are reviewed.

**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 an information system to accurately track the progress of land use cases.
  - 1. Conduct an assessment of the Planning and engineering Module to insure setup matches development review processes and then implement necessary changes/updates
  - 2. Train staff on use of the system to insure its proper use.

- 3. Work with other departments to eliminate duplicate land management data bases.
- 4. Continue work on improving the City's address data base to insure accurate number, street name and location information.
- OBJECTIVE: Maintain the capacity of the division to efficiently, professionally and promptly process the increasing workload from new development.
  - 1. Maintain existing staff levels and hire additional staff (if authorized) to keep up with increasing workload
  - 2. Train Existing and new staff in the division's information systems to insure efficient processing of new applications
- OBJECTIVE: make accurate and timely information available to the applicants regarding the processing of land use cases
  - 1. Implement "Click to Gov" for Planning and Engineering Module to provide the public with access to land use case information
  - 2. Work with other departments to implement additional Sungard/H T E products to make GIS information available to the applicant and public.

#### **Performance Indicators:**

	Fiscal	Target Number	Fiscal	Target Number	Fiscal
	Year 2007	processed within	<b>Year 2008</b>	processed within	Year 2009
Performance Indicator	Actual	90 days	Actual	90 days	Target
Number of Preliminary/Final Plats	21	55%	40	66%	45

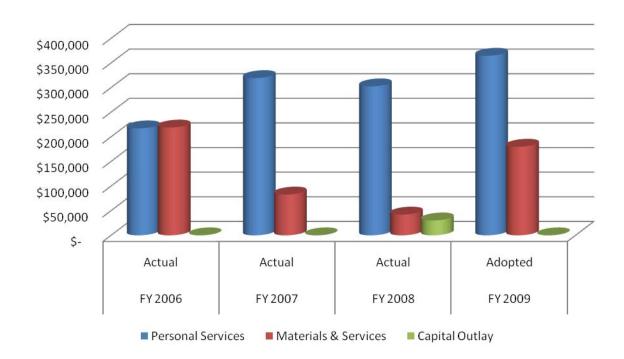
- Reviewed Master Plans or Master Plan Amendments for Cabezon, Stonegate, Melon Ridge, and Loma Colorado developments.
- Created various master plan and/or sub area plans to address land use and other development issues including but not limited to access and general development criteria
  - o Dos Amigos
  - o Broadmoor Area Plan
  - o Broadmoor Overlay Zone
  - o Del Norte Specific Plan
- Prepared and presented a Lighting Ordinance for adoption by the Governing Body

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	DEVELOPMENT SERVICE DEPARTMENT Planning Cost Center 101-5020 Expenditures											
		FY 2006 Actual		FY 2007 Actual		FY 2008 Actual		FY 2009 Adopted	% Change			
Personal Services Materials & Services Capital Outlay	\$	217,299 218,961 -	\$	319,411 82,840	\$	302,572 42,164 30,250	\$	364,773 179,985 -	21% 327% 0%			
Total	\$	436,260	\$	402,251	\$	374,986	\$	544,758	45%			
Positions Approved*		6		5		5		5	0%			

<sup>\*</sup>Full Time Equivalence



#### **Development Services / Real Property Division (5025)**

#### **Program Description:**

**The Real Property Division** within the Development Services Department, implements the policy adopted by the Governing Body and City Administration as it relates to Lands Management/Real Estate Transactions. This division actively manages land acquisition and disposition for all departments.

#### Goals and Objectives:

**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: Fully implement the focused land management program to centralize the city's real property transactions on behalf of all departments:
  - 1. Continue to implement measures that centralize management, acquisition & disposal functions for real property for all departments into this new Division
  - 2. Implement Policy on Land Management
  - 3. Buy and sell real property to enable City projects
  - 4. Safeguard City assets, and ensure equitable disposal of surplus land that simultaneously maximizes City's revenue
  - 5. Maintain new inventory of all City-owned properties
  - 6. Administer procedures to track and routinely report on Rights-of-Way (ROW) acquisition for major transportation and water & sewer projects.
  - 7. Manage professional service contracts including appraisals, surveys, title searches, condemnation and escrow services
- OBJECTIVE: Gather and provide information to enhance land use development efforts
  - 1. Provide broad land value estimates to planners for targeted development.
  - 2. Provide more specific land value and ownership information for capital projects managers

- Land Acquisitions to include:
  - State Land Office acreage, for Lion's Gate
  - Northern Community Church
  - Land for drainage projects (Red River Tributary)
  - Completion Unser Widening ROW acquisition Phase I
  - Sports Complex North
  - SAD VI
  - Kim Road Maintenance Facility
  - Well Site(s) 23, 24, 26 & 27
  - Chessman Road Improvements
- Land Disposals to include:

- Pulte excess ROW disposals
- Old City Hall Sale executed
- Obtained plats for Titan Office Building
- Kerzee land trade and ROW vacation
- AMREP Unser Widening I ROW surplus sale
- Generated total revenues of approximately \$2,295,405 in FY 06 and \$3,690,830 in 07
- <u>Continued standardization</u> of processes to provide for project referrals and budget management, acquisition streamlining, tracking purchase agreements and closings, reporting to leadership, and serving public.
- <u>Training</u> and ongoing consultations to other City division staff

DEVELOPMENT SERVICE DEPARTMENT Real Property Division Cost Center 101-5025 Expenditures											
		FY 2006 Actual		FY 2007 Actual		FY 2008 Actual		FY 2009 Adopted	% Change		
Personal Services Materials & Services	\$	93,388 187,838	\$	138,153 110,105	\$	190,460 53,076	\$	125,539 50,970	-34% -4%		
Total	\$	281,226	\$	248,258	\$	243,536	\$	176,509	-28%		

Positions Approved*	2.3	3.3	3	2	-33%

<sup>\*</sup>Full Time Equivalence

