

DEPARTMENT OF FINANCIAL SERVICES

Mission Statement: The Financial Services Department mission is to promote the City's overall financial stability through sound financial planning and management. We are committed to the highest standards of accountability, accuracy, timeliness, professionalism, and innovation in providing financial services that not only meet but exceed the expectations of those we serve.

Primary Services:

- Perform City's Accounting Functions and Payroll
- Plan, Coordinate, Monitor City Budget Process and ICIP
- Manage City's Cash and Investments
- Manage Debt Issuance Process
- Manage Procurement of Goods and Services
- Review and Maintain City Contracts
- Coordinate and Manage Grant Activity
- Perform Billing and Collection Services
- Provide Motor Vehicle Services

FY 14 Department Goals by City Strategic Goal:

Strategic Goal: Fiscal Health

- Collaborate with key departments to gain better understanding of City functions in order to assist financial planning needs, prioritize services and allocate funding accordingly
- Review Purchasing Card Policy for improvements in expenditure controls
- Re-establish a 2-year General Obligation Bond cycle to provide funding for ICIP projects
- Continue to monitor various expenditure areas and major contracts for potential savings
- Strive for long-term sustainability and maintain a 15% General Fund Ending Fund Balance

Strategic Goal: Government Services

- Implement on-line payment option for Ambulance and Alarm customer billing
- Create a Capital Asset Policy to inventory and track City capital assets
- Fine tune the Q-Matic customer queuing management system to improve MVD wait time

FY13 Department Accomplishments by City Strategic Goal:

Strategic Goal: Fiscal Health

- Achieved Nationally recognized Government Finance Officers awards for Comprehensive Annual Financial (CAFR) and City Budget
- Refunded City General Obligation, Gross Receipts, and Utility Bonds, generating \$749,000 in annual budgetary savings
- Restructured SAD 6 loan for extended payment period for City and property owners
- Restructured Financial Services Department to increase efficiencies and save money
- Submitted all annual and quarterly budget reports and audit to the State by the deadlines
- Worked with the State to implement Q-Matic customer queuing system and other IT systems to decrease wait times and increase operating efficiencies at the City MVD
- Created Payroll Policy and implemented electronic paystubs to save time and money

Financial Services
Olivia Padilla-Jackson, Director
3001

Administration
Policy/Planning/Investments/Capital

Accounting
3005
Marta Ortiz, Manager

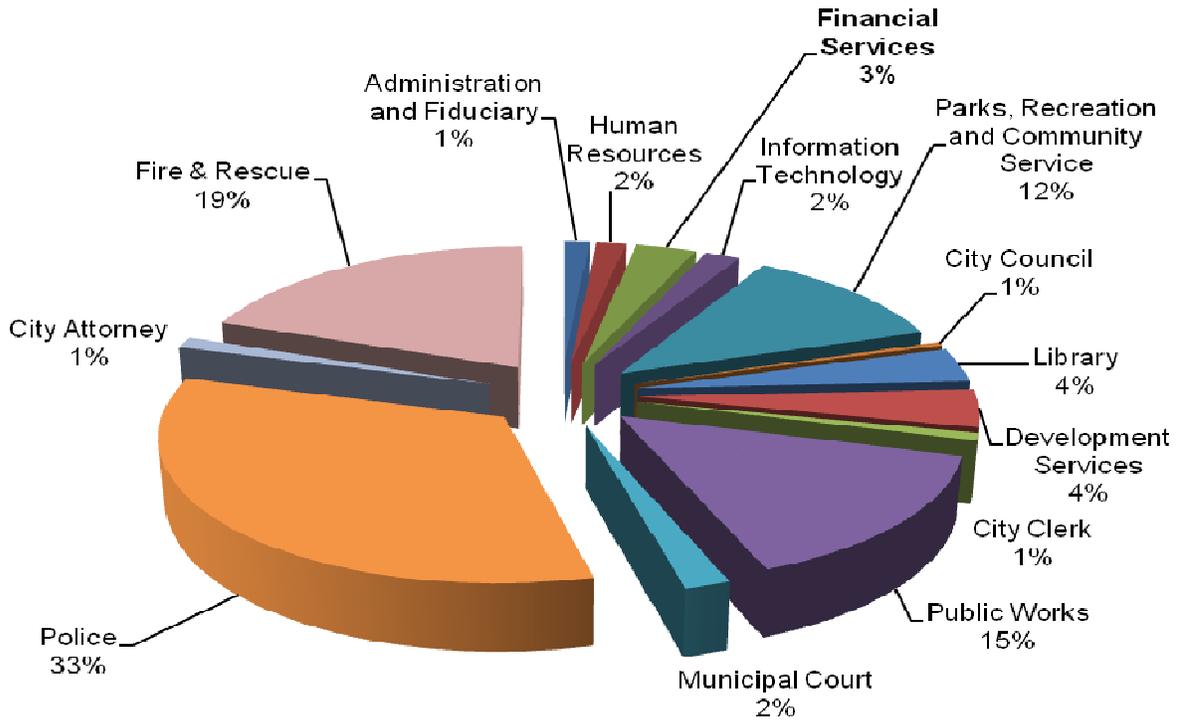
Motor Vehicle Division
3015
Barbara Alarid, Manager

Purchasing
3010
Jonathan Daniels, Manager

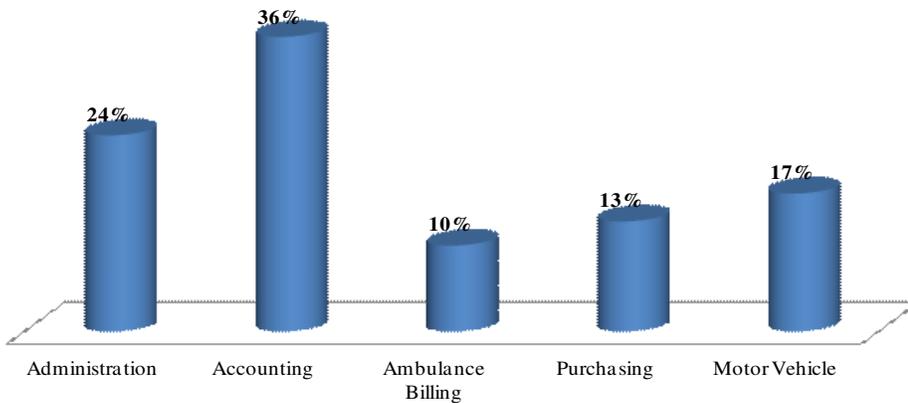
Budget
3001
Juan Mejia, Manager

Ambulance Billing
3006

**GENERAL FUND
FISCAL YEAR 2014
Financial Services
Total Budget \$1,737,443**



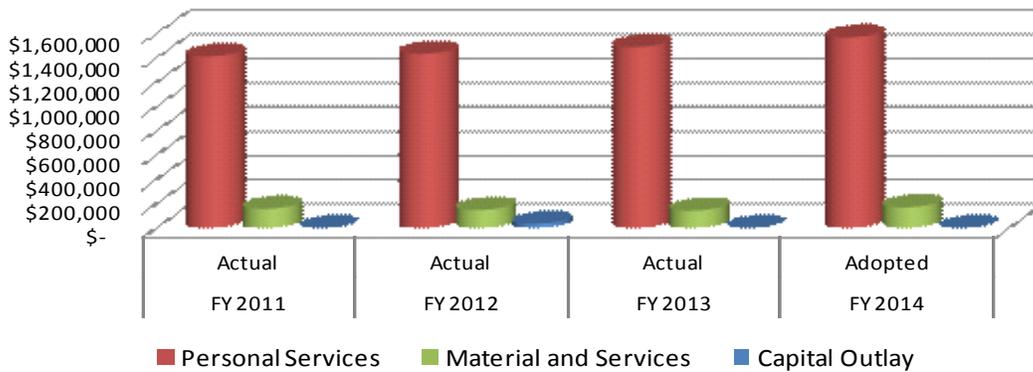
Percentage by Cost Center



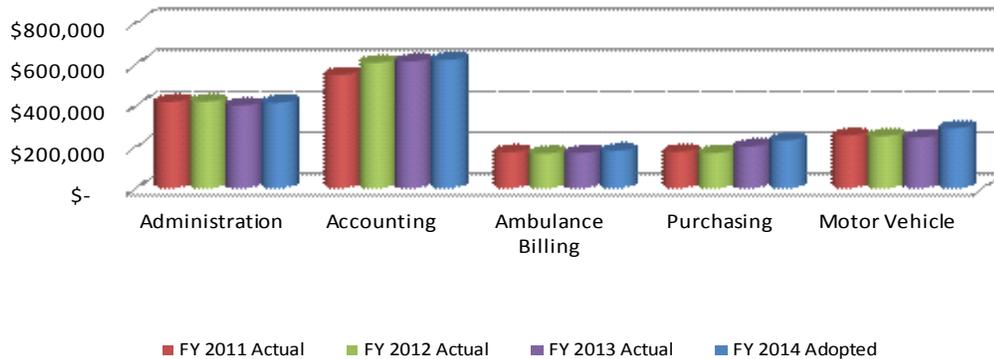
**FINANCIAL SERVICES DEPARTMENT
BUDGET SUMMARY
FISCAL YEAR 2013-2014**

<i>Object of Expenditures</i>	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted
General Fund				
Personal Services	\$ 1,413,097	\$ 1,433,516	\$ 1,488,799	\$ 1,568,300
Material and Services	157,573	147,158	142,092	169,143
Capital Outlay	-	34,024	-	-
Total	1,570,670	1,614,698	1,630,891	1,737,443
Expenditure by Cost Center				
Cost Center				
Administration	\$ 418,113	\$ 419,075	\$ 400,201	\$ 413,234
Accounting	547,882	606,746	613,408	620,646
Ambulance Billing	173,966	167,416	170,023	181,199
Purchasing	175,687	169,963	201,715	231,743
Motor Vehicle	255,022	251,498	245,544	290,621
Total	1,570,670	1,614,698	1,630,891	1,737,443

By Type of Expenditures



Expenditures by Cost Center



FINANCIAL SERVICES
Performance Indicators

Indicator	2011	2012	2013	2014
	Actual	Actual	Target	Target

Service: Perform the City's Accounting Functions

Receive unqualified audit opinion	Yes	Yes	Yes	Yes
Reduce the number of audit findings	5	2	0	0
Average # of days to close month-end in financial system	10	10	10	10
Achieve a vendor payment rate of 80% prior to invoice date	96%	98%	100%	100%

Service: Plan, Coordinate, Monitor City Budget Process

General Fund operational budget recurring revenues % of recurring expenditures	98%	99%	100%	100%
General Fund operational budget percentage expended versus budget	95%	95%	95%	95%
General Fund ending fund balance as % of expenditures	16.6%	18.9%	15%	15%
Error rate for General Fund revenue fiscal year forecast	3.2%	2.4%	1.7%	(+/- 5%)

Service: Debt Issuance and Management

Maintain General Obligation Bond Rating	AA2 Moody's AA Fitch	AA2/AA	AA2/AA	AA2/AA
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FINANCIAL SERVICES
Performance Indicators

Indicator	2011	2012	2013	2014
	Actual	Actual	Target	Target

Service: Manage Procurement of Goods and Services

# of procurement training hours provided to user departments	6.0	30.0	30.0	30.0
NEW: Median lead time to complete low bid competitive solicitations (IFBs) for construction projects (in weeks from date of request submitted)	NA	NA	NA	8.0
NEW: Median lead time to complete qualifications based competitive solicitations (RFPs) for services (in weeks from date of request submitted)	NA	NA	NA	10.0
Average process time for POs (in days)	3.0	3.3	5.0	5.0
NEW: # of formal competitive solicitations (RFPs/IFBs) cancelled due to litigation, receiving no acceptable bids, or overturned by protest	NA	NA	NA	0.0

Service: Perform Ambulance Billing and Collections

Percentage of collection (amount billed over amount paid within FY)	45%	50%	68%	68%
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Goal: GOVERNMENT SERVICES

Deliver quality services to meet community needs, assuring that the City is sufficiently staffed, trained and equipped overall

Service: Provide Motor Vehicle Service

Customer satisfaction	93%	94%	97%	97%
Performance measures for MVD are evaluated quarterly with peak seasons and staffing taken into consideration. Performance is evaluated via a Customer Satisfaction Survey.				

Financial Services / Administration (3001)

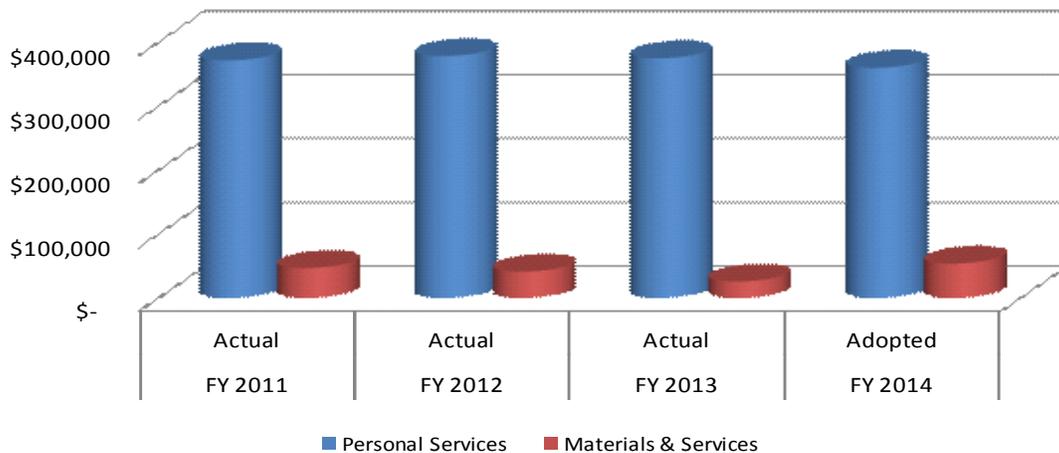
Program Description:

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.

FINANCIAL SERVICES DEPARTMENT					
Administration					
Cost Center 101-3001					
Expenditures					
	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted	% Change
Personal Services	\$ 371,427	\$ 378,108	\$ 374,757	\$ 359,715	-4%
Materials & Services	46,686	40,967	25,444	53,519	110%
Total	\$ 418,113	\$ 419,075	\$ 400,201	\$ 413,234	3%
Positions Approved*	4.5	4.5	4.5	4.5	0%

*Full Time Equivalence



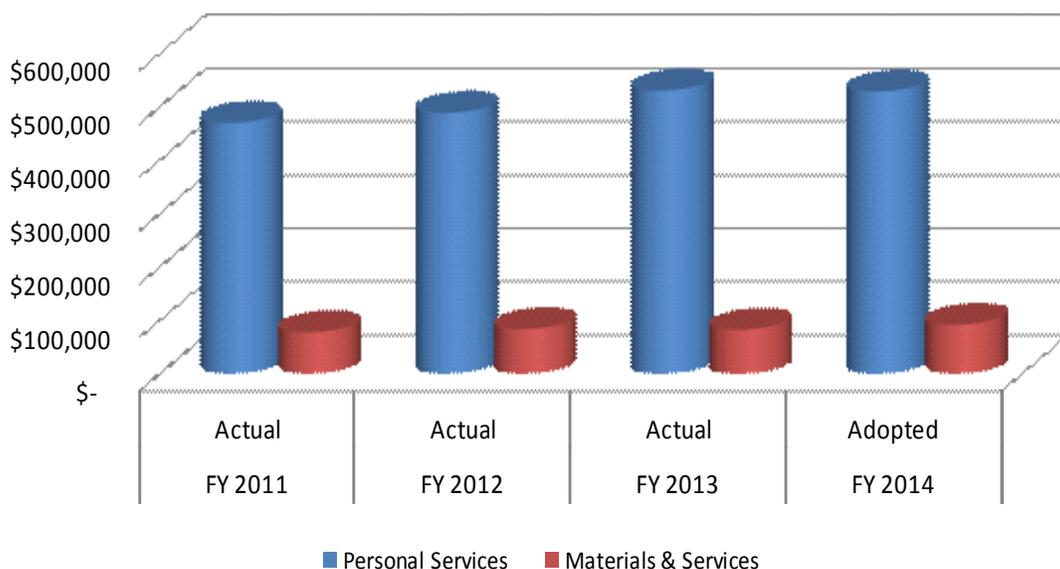
Financial Services / Accounting (3005)

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 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted	% Change
Personal Services	\$ 470,038	\$ 488,910	\$ 530,819	\$ 528,874	0%
Materials & Services	77,844	83,812	82,589	91,772	11%
Capital Outlay	-	34,024	-	-	-
Total	\$ 547,882	\$ 606,746	\$ 613,408	\$ 620,646	1%
Positions Approved*	9	10	10	9	-10%

*Full Time Equivalence

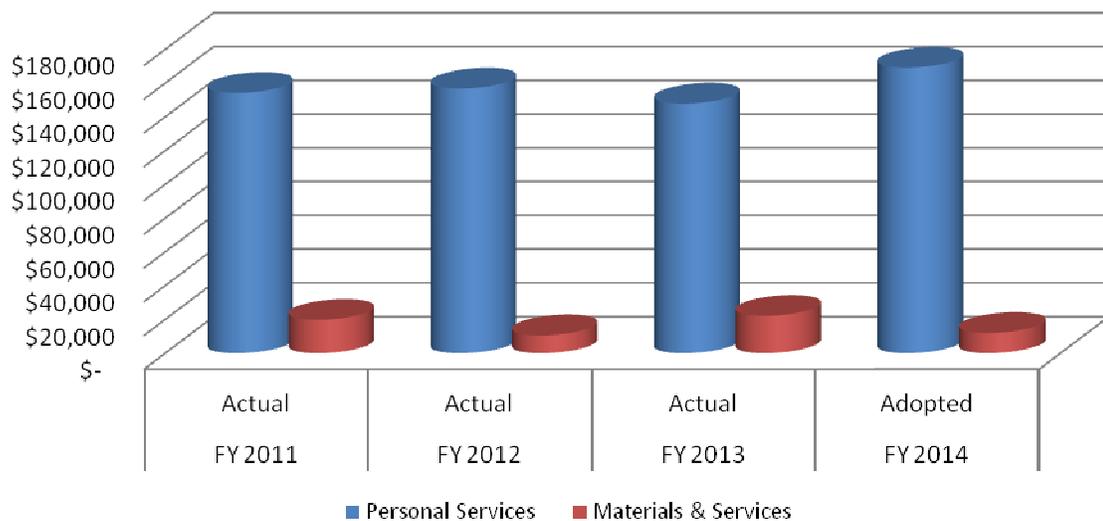


Financial Services / Ambulance Billing (3006)

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 and Sandoval County. 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 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted	% Change
Personal Services	\$ 154,201	\$ 156,799	\$ 147,908	\$ 169,222	14%
Materials & Services	19,765	10,617	22,115	11,977	-46%
Total	\$ 173,966	\$ 167,416	\$ 170,023	\$ 181,199	7%
Positions Approved*	3.5	3.5	4.5	4	-11%



Financial Services / Purchasing (3010)

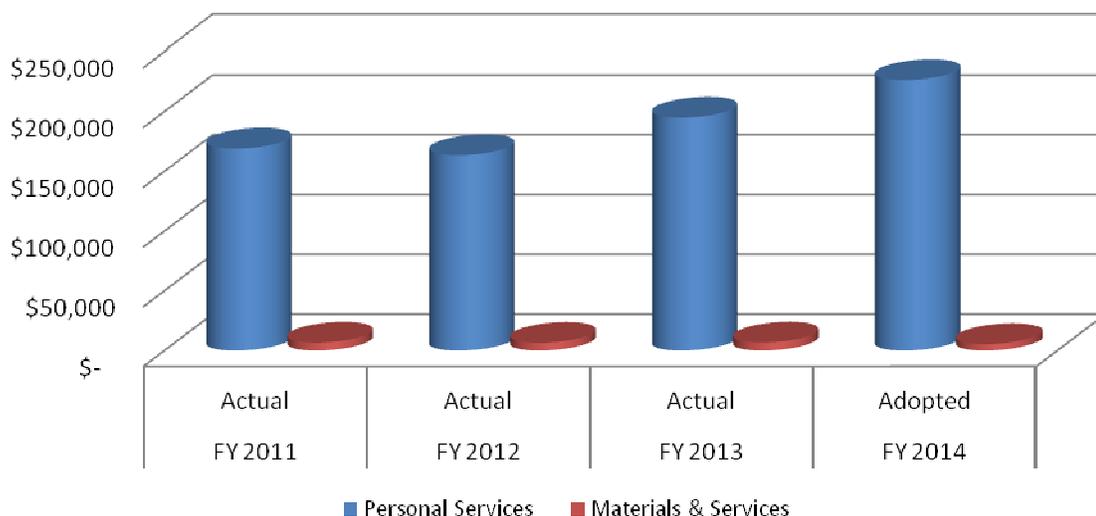
Program Description:

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

Contracts, serve to protect the City’s interests 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.

FINANCIAL SERVICES DEPARTMENT					
Purchasing					
Cost Center 101-3010					
Expenditures					
	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted	% Change
Personal Services	\$ 169,096	\$ 163,520	\$ 195,020	\$ 226,368	16%
Materials & Services	6,591	6,443	6,695	5,375	-20%
Total	\$ 175,687	\$ 169,963	\$ 201,715	\$ 231,743	15%
Positions Approved*	3	3	3	4	33%

*Full Time Equivalence

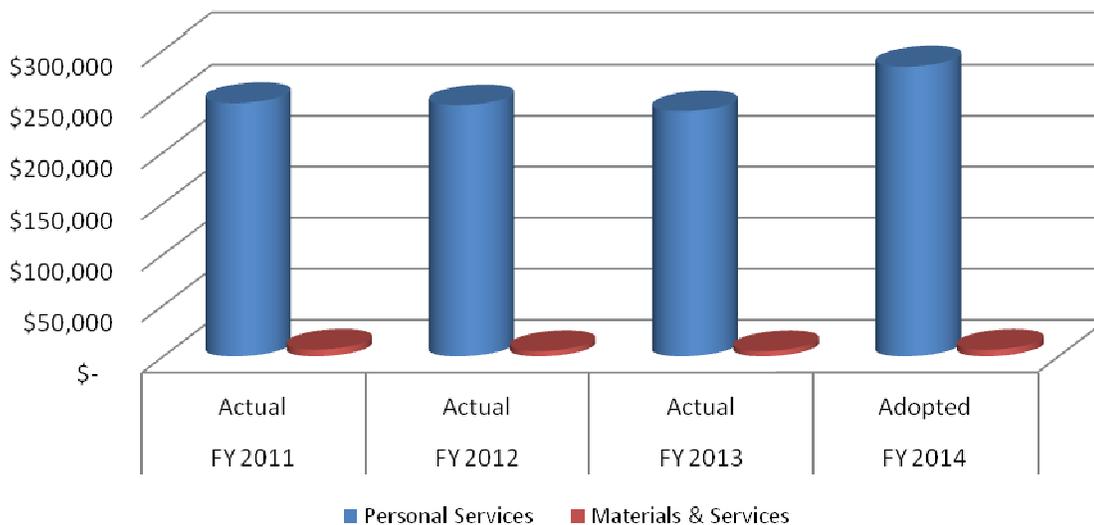


Financial Services / Motor Vehicle Division (3015)

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 2011 Actual	FY 2012 Actual	FY 2013 Actual	FY 2014 Adopted	% Change
Personal Services	\$ 248,335	\$ 246,179	\$ 240,295	\$ 284,121	18%
Materials & Services	6,687	5,319	5,249	6,500	24%
Total	\$ 255,022	\$ 251,498	\$ 245,544	\$ 290,621	18%
Positions Approved*	6	6	6	6	0%



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