

## **Financial Services**

### **Mission:**

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, and Monitor City Budget Process and ICIP
- Report City's Financial Condition
- Manage City's Cash and Investments
- Manage Debt Issuance Processes
- Manage Procurement of Goods and Services
- Review and Maintain City Contracts
- Coordinate and Manage Grant Activity
- Perform Billing and Collection Services
- Provide Driver and Motor Vehicle Services

### **FY 21 Department Goals by City Strategic Goal**

#### **Strategic Goal: Economic Viability**

- Collaborate with all departments to gain a better understanding of City functions in order to assist financial planning needs, prioritize services, and allocate funding accordingly
- Ensure adequate reporting methods for describing the City's financial condition to the Governing Body, City Management, bond rating agencies, and Rio Rancho citizens
- Provide proper assessment of the City's long-term debt capacity in relation to projected capital and infrastructure needs
- Plan for long-term sustainability, including a 15% General Fund Ending Fund Balance
- As the City's economic and revenue situation improves, ensure all funding requests made by departments are justifiable needs as identified in the Strategic Plan
- Analyze current grant seeking activities and identify ways to improve success in obtaining new grants

#### **Strategic Goal: Organizational Vitality**

- Implement an on-line payment solution for City Services that don't currently offer that option
- Continue to develop a financial services training series to assist departments in understanding and carrying out the financial aspects of their operations
- Revise and implement updated procurement processes to assist staff with their purchasing needs while ensuring prudent expenditure of public funds

- Successfully implement Governmental Accounting Standards Board (GASB) Statement 87 – Leases, which will fundamentally change the way governments assess and account for leases.
- Internally work as one cohesive unit between department divisions – Budget, Accounting and Purchasing –to ensure consistent application of the Finance Department’s rules, policies, procedures, and internal controls and properly address needs as they arise

## **FY20 Department Accomplishments by City Strategic Goal**

### **Strategic Goal: Economic Viability**

- Achieved internationally recognized Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) and the Distinguished Budget Presentation Award for the public budget documents
- Revised and implemented updated procurement processes, including updating the City’s Procurement Code, to assist staff with their purchasing needs while ensuring prudent expenditure of public funds.
- Held City-wide training on fiscal yearend procedures and the procurement process.
- Submitted all annual and quarterly budget and accounting reports and audits to the State of New Mexico by the required deadlines
- Achieved a trend of positive revenue and expenditure variances, creating trustworthy forecasting methods and strong financial trends

### **Strategic Goal: Organizational Vitality**

- Updated and improved the City’s assets and inventory process and completed a second Citywide asset inventory to ensure accuracy in values reported in the financial statements
- Successfully implemented the revised Uncollectable Accounts Receivable and travel and mileage Reimbursements administrative policies
- Successfully implemented processes to comply with new State mandated budget and reporting system the Local Government Budget Management System (LGBMS), including a new quarterly reporting module
- Strengthened internal controls over cash handling by securing the deposit process, and ensuring a third-party verifier is present for all cash counts.
- Updated the City P-Card Policy to assist City staff to properly procure goods as needed and to be in compliance with the recently revised Procurement Code

## Financial Services Department Performance Indicators

*Highly motivated and performing city employees delivering programs and services that are relevant and provide value to the public as well as promoting engaged citizens*

### #01. Percent of Customers satisfied with Rio Rancho Location MVD services

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Rio Rancho MVD Services	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To improve efficiencies for the public benefit as well as to gauge the success of the service			
<b>Where does the data come from?</b>			
Surveys made available to customers			
<b>How is the measure calculated?</b>			
Quarterly compilation of customer surveys averaged			
<b>Who to contact if you have questions?</b>			
Barbara Alarid (balarid@rrmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 96%; FY19 96%; FY20 96%; FY21 Target 95%			

### #02. General Fund Non-Personnel Budget Expended versus Original Budgeted

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	General Fund Non-Personnel Expended	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To measure spending efficiency			
<b>Where does the data come from?</b>			
Qrep report from the HTE system			
<b>How is the measure calculated?</b>			
Sum of all non-personnel expenditures divided by the sum of all non-personnel revised budget			
<b>Who to contact if you have questions?</b>			
Juan Mejia (jmejia@rrmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 93%; FY19 94%; FY20 83.1%; FY21 Target 95%			

### #03. Error Rate for General Fund Revenue Fiscal Year Forecast

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Error Rate for GF Revenue Forecast	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To measure the accuracy of the revenue forecast			
<b>Where does the data come from?</b>			
Qrep report from the HTE system			
<b>How is the measure calculated?</b>			
Total actual revenue minus total revised budgeted revenue divided by total actual revenue			
<b>Who to contact if you have questions?</b>			
Juan Mejia (jmejia@rnm.gov)			
<b>Additional Information</b>			
FY Actuals:      FY18 -0.2%;    FY19 6.2%;    FY20 4.6%;      FY21 Target +-5%			

### #04. Ambulance Billing Accounts Receivable Collection Rate

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Ambulance Billing AR Rate	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To measure how well accounts are paid and closed			
<b>Where does the data come from?</b>			
Billing System			
<b>How is the measure calculated?</b>			
Amount credited divided by the amount billed			
<b>Who to contact if you have questions?</b>			
Steve Perkins (sperkins@rnm.gov)			
<b>Additional Information</b>			
FY Actuals:    FY18 86.0%;    FY19 86.0%;    FY20 85.2%;    FY21 Target 84.0%			

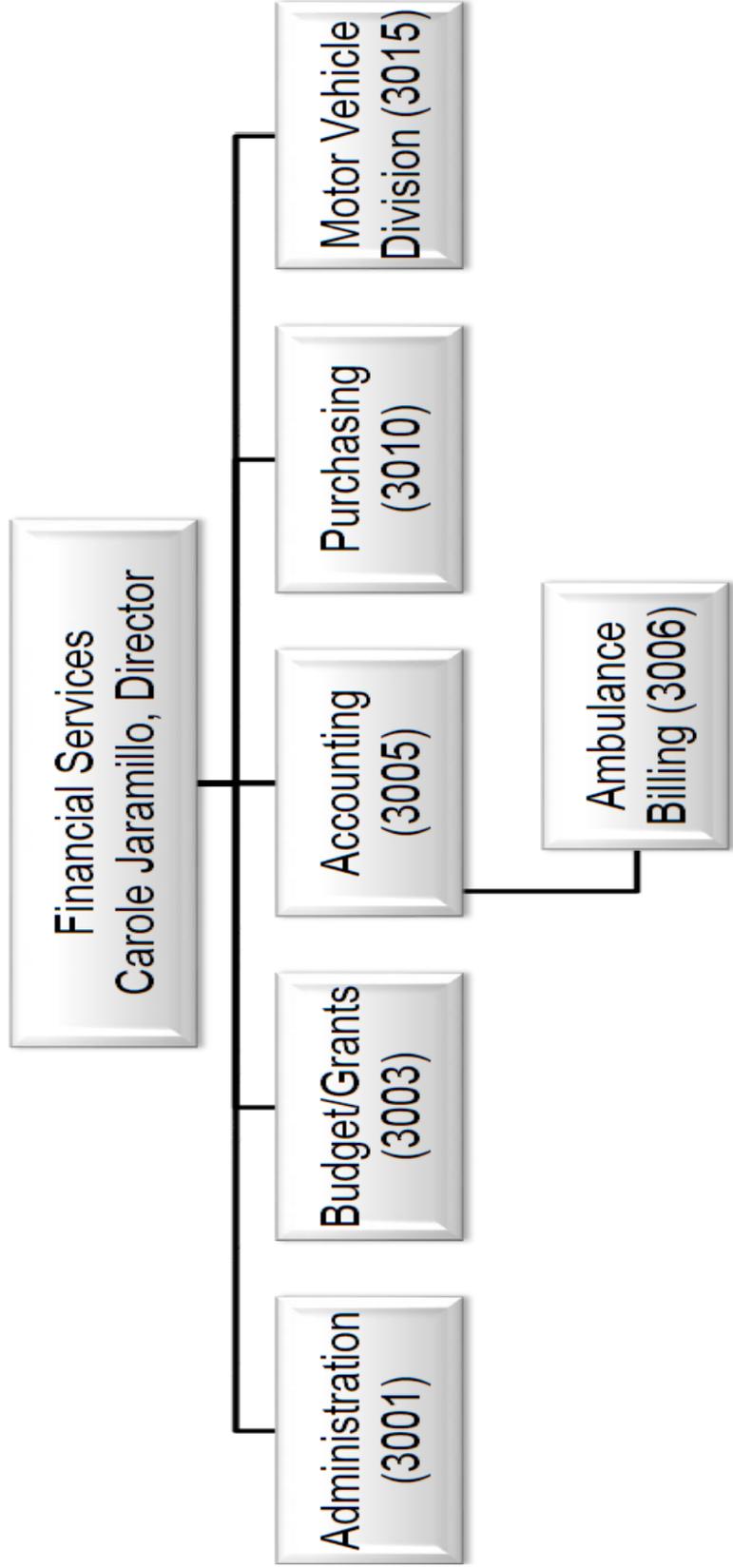
**#05. Average Number of Weeks to complete an Invitation for Bid (IFB)**

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Number of Weeks to complete IFB	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To ensure that departments are being assisted to procure goods and services in a timely manner			
<b>Where does the data come from?</b>			
The Purchasing Division tracks all solicitations that are requested as well as the resulting contracts			
<b>How is the measure calculated?</b>			
The award time from the date the project is approved for release to the date of execution of the contract			
<b>Who to contact if you have questions?</b>			
Shonna Ybarra (sybarra@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 9.7; FY19 9.5; FY20 9.5; FY21 Target 8.5 weeks			

**#06. Average Number of Weeks to complete a Request for Proposal (RFP)**

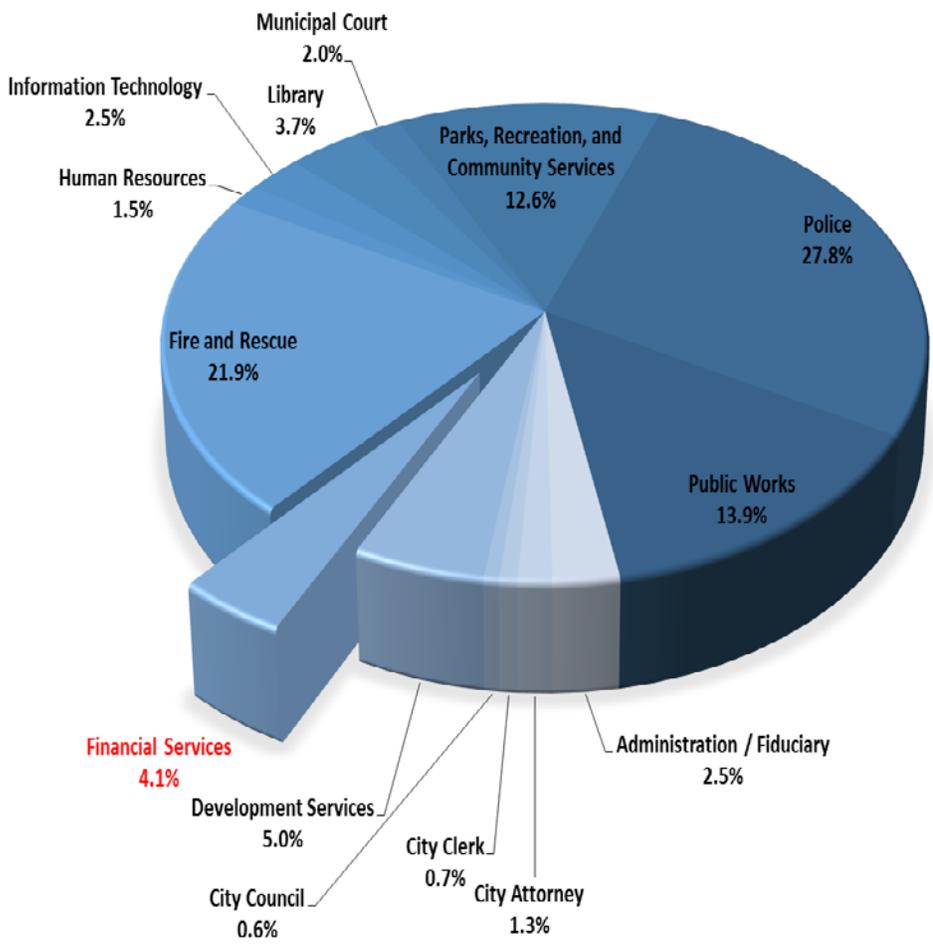
Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Number of Weeks to complete RFP	 Organizational Vitality	 Transparency/Accountability
<b>Why is this measure important?</b>			
To ensure that departments are being assisted to procure goods and services in a timely manner			
<b>Where does the data come from?</b>			
The Purchasing Division tracks all solicitations that are requested as well as the resulting contracts			
<b>How is the measure calculated?</b>			
The award time from the date the project is approved for release to the date of execution of the contract			
<b>Who to contact if you have questions?</b>			
Shonna Ybarra (sybarra@rmm.gov)			
<b>Additional Information</b>			
FY Actuals: FY18 14.8; FY19 14.5; FY20 14.7; FY21 Target 15 weeks			

# FINANCIAL SERVICES ORGANIZATIONAL CHART



# Financial Services

## FY21 Budget \$2,371,343



**FINANCIAL SERVICES DEPARTMENT  
BUDGET SUMMARY  
FISCAL YEAR 2020-2021**

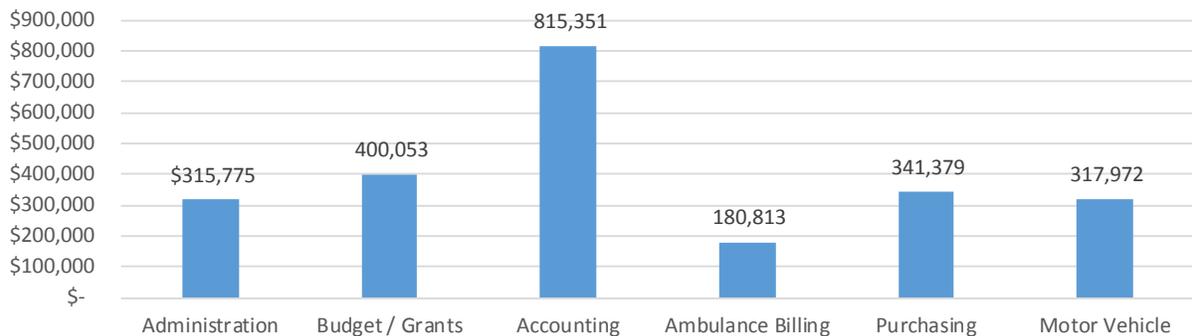
<i>Object of Expenditures</i>	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
<b>General Fund</b>				
Personal Services	\$ 1,779,859	\$ 1,737,927	\$ 1,907,241	\$ 2,123,631
Material and Services	185,975	183,373	192,295	247,712
<b>Total</b>	<b>1,965,834</b>	<b>1,921,300</b>	<b>2,099,536</b>	<b>2,371,343</b>

<i>Expenditure by Cost Center</i>				
Cost Center				
Administration	\$ 166,046	\$ 168,219	\$ 209,856	\$ 315,775
Budget / Grants	430,124	385,502	418,613	400,053
Accounting	661,677	628,774	657,125	815,351
Ambulance Billing	162,716	167,324	179,643	180,813
Purchasing	232,930	268,040	337,957	341,379
Motor Vehicle	312,341	303,441	296,342	317,972
<b>Total</b>	<b>1,965,834</b>	<b>1,921,300</b>	<b>2,099,536</b>	<b>2,371,343</b>

**Budget by Type of Expenditure**



**Expenditures by Cost Center**

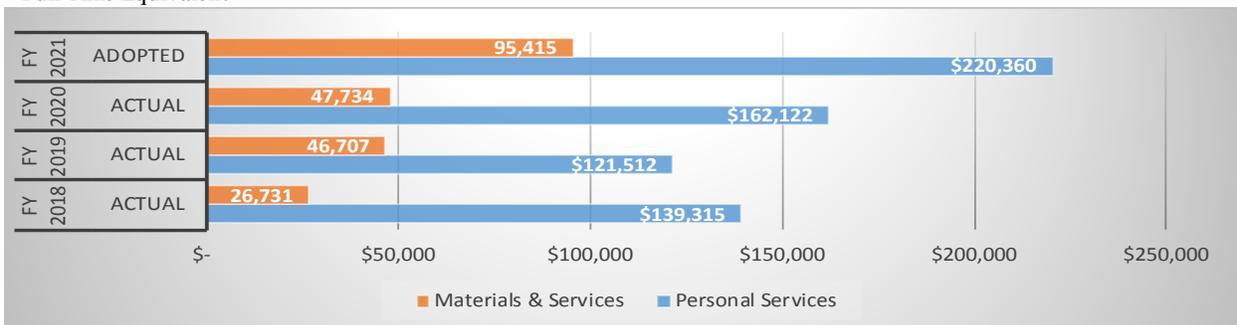


## Financial Services / Administration (3001)

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.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 139,315	\$ 121,512	\$ 162,122	\$ <b>220,360</b>	36%
Materials & Services	26,731	46,707	47,734	<b>95,415</b>	100%
<b>Total</b>	<b>\$ 166,046</b>	<b>\$ 168,219</b>	<b>\$ 209,856</b>	<b>\$ 315,775</b>	<b>50%</b>
<b>Positions Approved*</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0%</b>

\*Full Time Equivalent



## Financial Services / Budget / Grants (3003)

The Budget function, 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 Grants function, handles agreements the City and another entity where the entity provides funds to the City in exchange for the performance or delivery of services and goods for the benefit of the community, the City or the State.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 381,416	\$ 350,891	\$ 384,982	\$ <b>381,990</b>	-1%
Materials & Services	48,708	34,611	33,631	<b>18,063</b>	-46%
<b>Total</b>	<b>\$ 430,124</b>	<b>\$ 385,502</b>	<b>\$ 418,613</b>	<b>\$ 400,053</b>	<b>-4%</b>
<b>Positions Approved*</b>	<b>5.4</b>	<b>4.9</b>	<b>4.9</b>	<b>4.9</b>	<b>0%</b>

\*Full Time Equivalent



## Financial Services / Accounting (3005)

Accounting, a division of the Financial Services Department, collects tax and fee revenues, distributes and processes invoices for payment; processes and administers the City's payroll; 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.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 572,324	\$ 549,099	\$ 572,913	\$ <b>710,045</b>	24%
Materials & Services	89,353	79,675	84,212	<b>105,306</b>	25%
<b>Total</b>	<b>\$ 661,677</b>	<b>\$ 628,774</b>	<b>\$ 657,125</b>	<b>\$ 815,351</b>	<b>24%</b>
<b>Positions Approved*</b>	<b>9.0</b>	<b>9.0</b>	<b>9.0</b>	<b>10.6</b>	<b>18%</b>

\*Full Time Equivalent



## Financial Services / Ambulance Billing (3006)

The Ambulance billing function is 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.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 152,036	\$ 156,865	\$ 165,140	\$ <b>166,113</b>	1%
Materials & Services	10,680	10,459	14,503	<b>14,700</b>	1%
<b>Total</b>	<b>\$ 162,716</b>	<b>\$ 167,324</b>	<b>\$ 179,643</b>	<b>\$ 180,813</b>	<b>1%</b>
<b>Positions Approved*</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>3.0</b>	<b>0%</b>

\*Full Time Equivalent



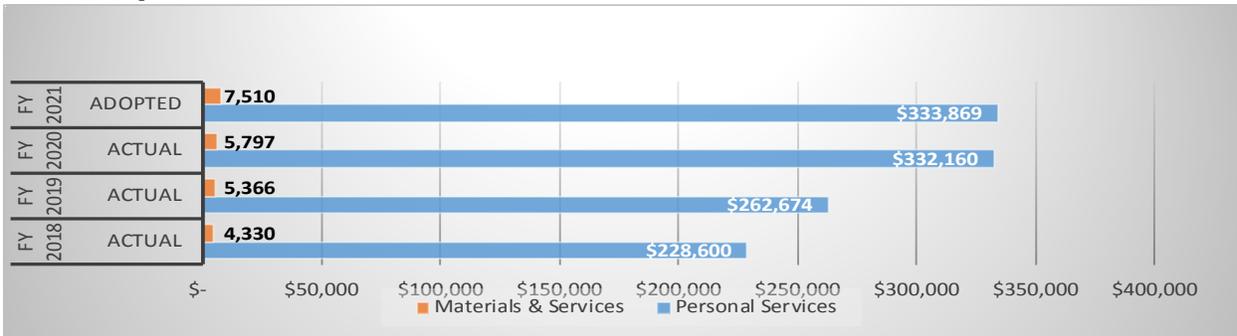
## Financial Services / Purchasing (3010)

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.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 228,600	\$ 262,674	\$ 332,160	\$ <b>333,869</b>	1%
Materials & Services	4,330	5,366	5,797	<b>7,510</b>	30%
<b>Total</b>	<b>\$ 232,930</b>	<b>\$ 268,040</b>	<b>\$ 337,957</b>	<b>\$ 341,379</b>	<b>1%</b>
<b>Positions Approved*</b>	<b>4.0</b>	<b>4.0</b>	<b>5.0</b>	<b>5.0</b>	<b>0%</b>

\*Full Time Equivalent



## Financial Services /Motor Vehicle Division (3015)

Motor Vehicle Division, a division of the Financial Services Department, is operated under a contract with the New Mexico Department of Taxation and Revenue Motor Vehicle Division. The division provides drivers licenses, motor vehicle registrations, and title transfers to the citizens of Rio Rancho and other surrounding communities.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 306,168	\$ 296,886	\$ 289,924	\$ <b>311,254</b>	7%
Materials & Services	6,173	6,555	6,418	<b>6,718</b>	5%
<b>Total</b>	<b>\$ 312,341</b>	<b>\$ 303,441</b>	<b>\$ 296,342</b>	<b>\$ 317,972</b>	<b>7%</b>
<b>Positions Approved*</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>0%</b>

\*Full Time Equivalent



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