



August 3, 2018

To: Rio Rancho Governing Body  
From: City Manager's Office

## **Strategic Plan Update and Next Steps**

### Progress Made to Date

- Economic Viability
  - Watercooler Wednesday program implemented and serving as small business resource/information venue
  - Briefing on existing economic development incentives/policies with areas to explore identified
  - Strategic investment in water/sewer public infrastructure identified for Unit 10/Unser Gateway area in order to collaborate with School District, SSCAFCA, and private developer to facilitate a new master-planned community, elementary school, and business park
  - Revenue challenges discussed with a new 1/8<sup>th</sup> of 1 percent Hold Harmless Gross Receipts Tax adopted with Jan. 1, 2019 effective date
  - Unit 10 Specific Area Plan updates
  
- Safety
  - Citizen Police Academy launched
  - Public Safety G.O. Bond placed on March 2018 ballot and public information campaign developed and executed– 73% voter approval
  - Code Enforcement Division supervision shifted to Development Services Department
  
- Infrastructure
  - Year 1 of residential roadway crack patch and seal program completed; reassessment and adjustment in output from 22 miles to 10 miles annually for future years established
  - Phase 5 and Phase 6 of waterline replacement completed
  - Increased collaboration with Sandoval County Public Works Department
  - Public Works and Utilities Departments coordinating efforts related to G.O. Bond projects and Southern Blvd. reconstruction
  - Water/Sewer Rate Study development
  - Road Improvement G.O. Bond placed on March 2018 ballot and public information campaign developed and executed– 78% voter approval
  - Additional water/sewer customer service position funded which has helped reduce customer telephone wait times

- Quality of Life
  - Summer music and movie programs re-evaluated and consolidated
  - Pork & Brew Event operational and customer experience changes implemented
  - Free little library program established at A Park Above
  - Future location of second Senior Center analyzed, discussed and determined (City Center)
  - Modifications to Tree Steward Program made
  - Modifications made to Great American Cleanup program to combat illegal dumping
  - Existing water conservation policies evaluated and no modifications recommended at this time
  
- Organizational Vitality
  - Development of RFP specifications for Technology Assessment Study
  - Priority-based budget information presented with FY 19 budget
  - Curriculum development and marketing for Rio Rancho 101 Citizens' Academy
  - Online training portal for City employees launched
  - City rebranding cost research performed; cost prohibitive at the present time

Planned Actions for the Remainder of 2018 and Early 2019

- Comprehensive Plan update underway with public meetings taking place August/September
- Planning Phase 7 waterline replacement
- Complete Year 2 of residential roadway crack patch and seal program
- Complete design for outdoor community gathering space in City Center
- Complete design for second Senior Center in City Center; secure land
- Develop plans for Neighborhood Association outreach
- Planning for 2019 Citizen Survey
- Complete Technology Assessment Study
- Launch first Rio Rancho 101 Citizens' Academy in September
- Finalize Water/Sewer Rate Study

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