



September 13, 2019

To: Governing Body
From: City Manager's Office

2017-2022 Strategic Plan Progress Highlights

Economic Viability

- Watercooler Wednesday program implemented to serve as a 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 and underway 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 1/8th of 1 percent Hold Harmless Gross Receipts Tax adopted, Jan. 1, 2019 effective date
- Unit 10 Specific Area Plan updates
- Public meetings held to gather input related to updating Comprehensive Plan (guide for future land use and development)
- Amendments to GRIP ordinance presented and adopted (thresholds lowered to make incentives more accessible to businesses)
- Sandoval Economic Alliance contract continued for one-year effective, July 1, 2019

Safety

- Citizens' Police Academy developed and 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
- Development of a new program for medical facility transfers
- As of summer 2019, using 2018 G.O. Bond funds, 40 of 50 police vehicles acquired, and a fire ladder truck, fire engine, fire water/pumper truck and ambulance acquired
- Developing plans to allow Fire and Rescue Department personnel to issue ordinance violation citations in relation to fire prevention efforts
- Approval of a 1% PNM Franchise Fee increase to help fund public safety compensation adjustments
- Project list developed for consideration in relation to a potential March 2020 G.O. Bond question for public safety vehicles, equipment and facilities

Infrastructure

- Phase 1 of residential/neighborhood roadway crack patch and seal program completed; reassessment and adjustment in output from 22 miles to 10 miles annually for future years established
- Plans for Phases 2 and 3 of the residential/neighborhood roadway crack patch and seal program developed
- Phases 5 and 6 of waterline replacement completed; Phase 7 plans developed
- Increased collaboration with Sandoval County Public Works Department
- Public Works and Utilities Departments coordination related to G.O. Bond projects and Southern Blvd. reconstruction Phase 1
- Water/Sewer Rate Study developed and completed; information utilized to adopt rates for FY20-24 that includes a water rate increase (no sewer) of 1.75% each year to ensure system reliability, financial solvency, and to account for operational cost increases
- Road improvement G.O. Bond placed on March 2018 ballot and public information campaign developed and executed – 78% voter approval
- 2018 G.O. Bond projects completed to date include Montreal Loop, Rockaway Blvd., Abrazo Road, and Meadowlark Lane
- Additional water/sewer customer service position funded which has helped reduce customer telephone wait times
- Project and agreement finalized with solar company to provide services at

Wastewater Treatment Plant #2 that will reduce electricity costs

- Applied for and received \$760,000 in NMDOT grant funding for Southern Blvd. improvements (between Unser and Rainbow Blvds.) that will be paired with available funding in the FY20 Budget
- Project list developed for consideration in relation to a potential March 2020 G.O. Bond question for road improvements

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); plan development underway along with plan development for associated roadway extension
- 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
- Work with different community members and groups took place in order to implement enhancements to holiday/military parades
- Plans for Campus Park in the City Center developed and finalized

Organizational Vitality

- Development of specifications for Technology Assessment Study; study completed and received with a variety of recommendations and strategies
- Priority-based budget information presented with FY19 and FY20 Budgets
- Rio Rancho 101 Citizens' Academy developed and launched
- Online training portal for City employees launched
- City rebranding cost research performed; cost prohibitive at the present time
- 2019 Citizen Survey developed with results received

Actions for the Remainder of 2019

- Completion of Phases 2 and 3 of the residential/neighborhood roadway crack patch and seal program
- Development of Phase 4 of the residential/neighborhood roadway crack patch and seal program
- 3rd session of Citizens' Police Academy
- 2nd session of Rio Rancho 101 Citizens' Academy
- Implementation of new program for medical facility transfers
- Development of plans related to Southern Blvd. improvements (between Unser and Rainbow Blvds.)
- Completion of Phase 7 of waterline replacement
- Work to decommission and replace Wastewater Treatment Plant #1 (will extend into 2020)
- Completion of remaining 2018 G.O. Bond road projects (Sundt Road and Country Club Drive)
- Work to installation new utilities customer service phone system
- Implementation of new online utilities customer bill pay system (will have applications for other services such as MVD, business registrations, etc.)
- Finalize design plans for Second Senior Center and secure land lease with UNM for property in the City Center
- Start construction of Campus Park in the City Center (will extend into 2020)
- Placement of G.O. Bond questions on the March 2020 ballot for roads and public safety
- Develop and implement public information campaign related to March 2020 G.O. Bond questions for roads and public safety (will extend into 2020)

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