FINANCE AND ADMINISTRATIVE SERVICES

The Finance and Administrative Services Department (DFAS) provides internal services including accounting, budget, information technology, purchasing, office services, real property, risk management, cash management and investment, and citywide fleet services. The department also has a citywide call center service division.

Mission

The Finance and Administrative Services Department seeks to provide timely, accurate and relevant financial information to departments, provide innovative business solutions and protect city resources.

Operating Fund Expenditures by Category ($000's)	UNAUDITED ACTUAL FY/10	ORIGINAL BUDGET FY/11	REVISED BUDGET FY/11	ESTIMATED ACTUAL FY/11	APPROVED BUDGET FY/12	APPR 12/ EST ACT 11 CHG
Personnel	19,944	21,259	21,259	20,345	21,507	1,162
Operating	58,187	56,190	56,301	56,300	58,243	1,943
Capital	231	265	291	643	930	287
Transfers	13,782	8,350	8,350	8,344	9,597	1,253
TOTAL	92,144	86,064	86,201	85,632	90,277	4,645
TOTAL FULL TIME POSITIONS	301	295	295	297	289	(8)

BUDGET HIGHLIGHTS

General Fund

The approved FY/12 General Fund appropriation of $21 million is $321 thousand below the FY/11 original budget level.

During the year, DFAS added two positions in accounting and transferred one position to the Human Resources Department. One position from HR was also transferred to the Enterprise Resource Planning (ERP) Program mid-year. One FY/11 unfunded accounting position is budgeted for FY/12. The budget officer position remains unfunded. Eight vacant full-time positions are to be deleted in the department for a savings of $637 thousand. They are as follows: four positions in information technology services management (ITSM), two positions in ERP and two positions in citizen services. Thirty-five thousand dollars are added in the purchasing division to cover the increased maintenance cost of the SiCommNet software upgrade and $15 thousand is added to real property for increases in operational expenses.

Five hundred thousand dollars and $200 thousand of one time appropriations from FY/11 are eliminated from the ERP and ITSM budgets. One time funding of $50 thousand is restored in the ERP program for training purposes. One hundred thirty-five thousand dollars for State Auditor's fees and various other audits, and $422 thousand for mainframe costs are one time funding in the FY/12 approved budget.

Lodgers' Tax Fund

There is a $1.6 million increase in the Lodgers' Tax Fund. Based on estimated revenue of $10.7 million, promotions and transfers to the Sales Tax Debt Service Fund will each increase by $435 thousand per the 50/50 requirement of the tax. An additional $733 thousand will be transferred to the Sales Tax Debt Service Fund to replace cash taken from the fund in FY/09.

Hospitality Fee Fund

There is a $232 thousand increase in the Hospitality Fee Fund from the FY/11 original budget. Based on estimated revenue of $2.1 million, promotions and transfers for debt and capital will each increase by $91 thousand per the 50/50 requirement. An additional $50 thousand will be transferred to the Capital Acquisition Fund to replace cash taken from the fund in FY/09.

Risk Management Fund

The Risk Management Fund is divided between two City departments, DFAS and Human Resources. Workers' compensation, tort and other, safety and the transfer to General Fund reside in DFAS. In DFAS, the FY/12 approved budget increases by $204 thousand from the original FY/11 level. One hundred ninety-five thousand dollars is approved for the estimated increase in the employee health clinic contract. Technical adjustments for OEB, RHCA, indirect overhead and other internal service costs combine for an increase of $9 thousand.

Supplies Inventory Management Fund

The approved budget for the Supplies Inventory Management Fund increases by $32 thousand dollars from the FY/11 original budget level. Technical adjustments for OEB, RHCA, indirect overhead and other internal service costs account for the increase.

Fleet Management Fund

There is an overall increase for the Fleet Management Fund of $1.9 million above the FY/11 original budget. Anticipated FY/12 fuel costs increase operating expenses by $1.8 million. Other technical adjustments for OEB, RHCA, indirect overhead and other internal service costs combine for an increase of $43 thousand. One time funding of $80 thousand from fund balance is for surveillance cameras at the fuel sites.

Communications Management Fund

The Communications Management Fund's appropriation is to decrease by $67 thousand. Technical adjustments for OEB, RHCA, indirect overhead and other internal service costs are responsible for this decrease.

City/County Projects Fund

The City/County Projects Fund is scheduled to close out in FY/11. Therefore, there is no appropriation in FY/12.

Vehicle/Equipment Replacement Fund

In FY/12, there is a $500 thousand appropriation for computer equipment replacement and $350 thousand appropriation for vehicles.

($000's)	UNAUDITED ACTUAL FY/10	ORIGINAL BUDGET FY/11	REVISED BUDGET FY/11	ESTIMATED ACTUAL FY/11	APPROVED BUDGET FY/12	APPR 12/ EST ACT 11 CHG
PROGRAM STRATEGY SUMMARY BY FUND AND GOAL:						
GENERAL FUND 110						
GOAL 2: PUBLIC SAFETY						
Administrative Hearing Office	1,005	0	0	0	0	0
GOAL 6: ECONOMIC VITALITY						
Tourism/Convention Center	1,504	0	0	0	0	0
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Accounting	2,848	2,941	2,941	3,224	3,315	91
Citizen Services	3,707	3,590	3,590	3,480	3,604	124
Citywide Financial Support Services	935	1,056	1,056	1,056	1,056	0
ERP-E Government	0	1,667	1,736	1,610	1,886	276
Information Services	7,926	7,520	7,520	7,442	6,672	(770)
Information Services - CIP	0	0	0	0	0	0
Office of Management and Budget	0	1,294	1,328	1,328	1,138	(190)
Purchasing and Office Services	980	927	927	927	1,014	87
Real Property	0	559	579	554	623	69
Strategic Support	345	423	423	420	322	(98)
Treasury	1,293	1,310	1,310	1,248	1,336	88
Total General Fund - 110	20,543	21,287	21,410	21,289	20,966	(323)
LODGER'S TAX FUND - 220						
GOAL 6: ECONOMIC VITALITY						
Lodger's Promotion - 220	4,780	4,900	4,900	4,900	5,166	266
Trfr from Fund 220 to Fund 110	0	0	0	0	190	190
Trfr from Fund 220 to Fund 405	4,787	4,900	4,900	4,900	6,089	1,189
Total Lodger's Tax Fund - 220	9,567	9,800	9,800	9,800	11,445	1,645
HOSPITALITY FEE FUND - 221						
GOAL 6: ECONOMIC VITALITY						
Lodger's Promotion - 221	964	980	980	980	1,071	91
Trfr from Fund 221 to Fund 405	841	841	841	841	581	(260)
Trfr from Fund 221 to Fund 305	123	139	139	139	540	401
Total Hospitality Fee Fund - 221	1,928	1,960	1,960	1,960	2,192	232
OPERATING GRANTS FUND - 265						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Total Operating Grants Fund - 265	54	0	0	0	0	0

FINANCE AND ADMINISTRATIVE SERVICES

($000's)	UNAUDITED ACTUAL FY/10	ORIGINAL BUDGET FY/11	REVISED BUDGET FY/11	ESTIMATED ACTUAL FY/11	APPROVED BUDGET FY/12	APPR 12/ EST ACT 11 CHG
CITY/COUNTY PROJECTS FUND 285						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
City/County Projects	46	23	23	23	0	(23)
Trfr from Fund 285 to Fund 110	145	32	32	36	0	(36)
Total City/County Projects Fund - 285	191	55	55	59	0	(59)
RISK MANAGEMENT FUND 705						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Safety Office / Loss Prevention	1,379	1,761	1,761	1,353	1,825	472
Tort and Other Claims	29,404	18,407	18,407	19,950	18,355	(1,595)
Workers' Compensation Claims	7,237	10,868	10,868	9,283	11,071	1,788
Trfr from Fund 705 to Fund 110	4,993	796	796	796	785	(11)
Total Risk Management Fund - 705	43,013	31,832	31,832	31,382	32,036	654
SUPPLIES INVENTORY MANAGEMENT FUND 715						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Materials Management	705	766	766	759	785	26
Trfr from Fund 715 to Fund 110	325	353	353	353	366	13
Total Supplies Inventory Management Fund - 715	1,030	1,119	1,119	1,112	1,151	39
FLEET MANAGEMENT FUND 725						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Fleet Management	11,673	12,174	12,174	12,087	14,048	1,961
Trfr from Fund 725 to Fund 110	474	469	469	469	478	9
Total Fleet Management Fund - 725	12,147	12,643	12,643	12,556	14,526	1,970
VEHICLE/COMPUTER PROJECT FUND 730						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
Vehicle/Computer	2	0	0	333	850	517
Trfr from Fund 730 to Fund 110	1,500	0	0	0	0	0
Total Vehicle/Computer Projects - 730	1,502	0	0	333	850	517
COMMUNICATIONS MANAGEMENT FUND 745						
GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS						
City Communications	1,896	7,048	7,062	6,821	7,021	200
Trfr from Fund 745 to Fund 110	273	320	320	320	280	(40)
Total Communications Management Fund - 745	2,169	7,368	7,382	7,141	7,301	160
TOTAL APPROPRIATIONS	92,144	86,064	86,201	85,632	90,467	4,835
Interdepartmental Adjustments	0	0	0	0	190	190
NET APPROPRIATIONS	92,144	86,064	86,201	85,632	90,277	4,645

FINANCE AND ADMINISTRATIVE SERVICES

REVENUE

There is no significant change in revenue in the General Fund for the department. Significant sources of revenue continue to be from business registrations and record search fees. Lodgers' Tax and Hospitality Fee revenues are estimated to increase by $512 thousand and $102 thousand, respectively, from the FY/11 original budget.

Department Generated Fees for Services ($000's)	UNAUDITED ACTUAL FY/10	ORIGINAL BUDGET FY/11	ESTIMATED ACTUAL FY/11	APPROVED BUDGET FY/12	APPR 12/ EST ACT 11 CHG
Business Registration	1,233	1,325	1,235	1,235	0
Records Search Fees	270	325	275	300	25
Office Services	39	45	45	45	0
City County Projects Fund - 285	192	0	29	0	(29)
Lodgers' Tax - 220	10,219	10,763	9,800	10,200	400
Hospitality Fee - 221	2,044	2,153	1,960	2,040	80

PERFORMANCE MEASURES

GOAL 8: GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS - Government is ethical, transparent, and responsive to its citizens. Every element of government contributes effectively to meeting public needs.

PROGRAM STRATEGY

ACCOUNTING - Provide the core financial infrastructure for City government as well as financial information and technical assistance to City departments, administration, Council, grantor agencies and the public as required so that the short and long term fiduciary interests of the City are protected.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - Financial assets are maximized and protected, and analyzed and reported accurately, understandably, and usefully.					
Accounting					
# of findings	-	-	-	TBD	30
# of findings cleared from previous year	-	-	-	TBD	20
On-time CAFR	-	-	12/1/10	12/1/11	12/1/12
Successful Monthly Closings	-	-	-	not met	12
Accountants - Monthly Meetings held with the depts.	-	-	-	not met	12
Payroll					
# of employees paid biweekly by pay group	7,517	7,384	7,300	7,342	7,300
# of manual checks per pay period – City only	18	16	15	12	0
Timely filings of tax schedules. (941 filings)	100%	100%	100%	100%	100%
Accounts Receivable					
On time reporting of delinquent AR to Collections	-	-	-	not met	90%
Amount of Accounts Receivable over 90 days.	-	-	-	49%	25%
Accounts Payable					
Outstanding invoices by month-end	-	-	-	not met	250
# of invoices processed by vendor clerk per day	-	-	-	104	140
# of days to process invoices fr date submitted by depts.	-	-	-	2.0	1.5
# of invoices processed per month	-	-	-	10,952	16,800

CENTRALIZED INFORMATION TECHNOLOGY SERVICES - Capably manage IT service delivery by targeting the customers of the City's IT services and partner with them to advance their strategic plans through the effective deployment of IT systems and services.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - City staff is empowered with information and have information processing capacity.					
Total email outage time in hours (out of 8,760 hour/yr)	-	-	-	-	80
Total SharePoint outage time in hours (out of 8,760 hours/yr)	-	-	-	-	80
% Help Desk first call resolution	-	-	-	33%	50%

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
# of Help Desk calls processed (365 days, 24/7 operation)	18,798	16,199	16,000	16,230	16,000
Average number of business days to setup and deliver a PC	-	-	-	-	2
Average outage time per production server (hours)	-	-	-	-	80
DESIRED COMMUNITY CONDITION - Customers conveniently access city services, officials, public records, and information.					
% COGNOS external planned availability	99	99	99	99	99
# of Internet point-of-sale services	5	5	5		6
# of online payment applications	4	4	4		4
# of public Web applications	36	36	27	27	37
Unique visits to the Internet (1,000s)	2,621	1,506	-	3,253	3,000
# of Web contributors trained	-	-	-		160

CITIZEN SERVICES - Provide answers to citizen's non-emergency questions as quickly as possible with minimum transfers in a convenient and friendly manner and to reduce the number of calls to 911.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - Customers conveniently access city services, officials, public records, and information.					
# of calls offered (Hours reduced from 24/7/365 in April, 2010. FY11 Budget was not adjusted)	1,636,573	2,175,589	2,746,082	1,862,686	1,912,079
# calls answered	1,528,782	1,964,725	1,596,632	1,703,098	1,756,696
# calls abandoned	103,164	151,912	1,049,119	158,065	153,432
# calls handled non-city requests	349,804	388,872	365,309	290,907	198,800
Call quality average score (Industry Standard 80%)	94.25%	94.65%	85.00%	95.67%	85%
% calls answered within 30 seconds	88.10%	90.20%	74.64%	85.30%	80%
Internal 311 Citizen Awareness & Satisfaction Survey					
311 Awareness	75.60%	82.50%	-	81.90%	-
Extremely satisfied w/ solution provided by 311	69.00%	74.30%	-	74.70%	-

COMMUNICATION SERVICES - Facilitate the city's business needs, especially in the areas of community services, emergency response, and economic development, through the provisioning of telecommunications services, equipment and infrastructure.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - City staff is empowered with information and have information processing capacity.					
% Public Safety radio system availability .	100	100	100	100	100
% same day turnout radio service	51	60	50	48	50
# of City-owned cell phones	-	-	-		2,050
% voice/data wireless network availability	-	-	-		99
% voice/data fiber network availability	-	-	-		99

SAFETY OFFICE / LOSS PREVENTION - Develop and implement loss prevention initiatives that reduce or eliminate bodily injury or property damage; encourage a safe culture, and employee wellness in which City Services are performed. Minimize frequency and cost of claims processed through the Risk Management Program of DFAS.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - The work environment for employees is healthy, safe, and productive.					
Loss Prevention - Substance Abuse					
# of drug tests administered	3,094	2,601	2,700	2,677	2,600
# of group trainings conducted	34	43	40	53	45
Loss Prevention - Safety					
# of Design Review Committee Projects Reviewed	321	299	320	130	300
Safety Inspections Conducted	81	77	40	69	50
# of employees enrolled in safety training	2,524	2,286		1,995	4,000
Employee Health Services					
# enrolled in CPR, Automated External Defibrillator, First Aid	310	1,002	500	774	650
# of employees counseled at EAP office	311	331	300	322	320
# enrolled in EHS training	1,372	1,217		1,851	1,000

FINANCE AND ADMINISTRATIVE SERVICES

TORT AND OTHER CLAIMS - Provide direction, leadership, supervision and administration of Risk Management programs and activities, management, cost containment and accountability of Risk Fund 705, manage and resolve claims and litigation filed against the City by the general public within the scope of constitutional, judiciary, statutory law and other regulations promulgated by all branches of government, and provide support and resources for the accidental loss of personal or real property.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - City assets are protected while responding fairly to inappropriate city actions.					
# New claims filed (Cyclical)	2,977	2,346	3,000	3,296	3,000
# Claims closed (Revolving)	2,886	3,201	3,000	2,655	2,910
% of Files Closed without Litigation	97%	96%	97%	81%	97%

TREASURY SERVICES - Act as the city's banker and tax collector by collecting taxes and fees, optimizing cash resources, managing the municipal bond program, and maintain investor relations to ensure financial assets are maximized.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - Financial assets are maximized and protected, and analyzed and reported accurately, understandably, and usefully.					
Treasury Services - Debt Management					
GO Bond Rating	Aa2/AAA/AA	Aa1/AAA/AA+	Aa1/AAA/AA+	Aa1/AAA/AA+	Aa1/AAA/AA+
GRT Bond Rating	Aa3/AAA/AA	Aa2/AAA/AA+	Aa2/AAA/AA+	Aa2/AAA/AA+	Aa2/AAA/AA+
Net GO per citizen (per capita) ($)	412	435	435	604	467
Net GRT per citizen (per capita) ($)	285	266	255	257	252
Bond issues sold	3	2	3	3	2
GO Bond Capacity available for future issues (General Purpose 4% Assessed Value) ($000s)	287,190	316,573	320,000	190,000	325,000
Direct & Overlapping Debt as a % of Market Value	1.61%	1.99%	2.00%	2.18%	1.90%
Debt Burden (D/O Debt + GRT Debt/Market Value)	1.97%	2.25%	2.00%	2.50%	2.20%
Treasury Services - Investment Management					
Portfolio Size ($000s)	675,000	705,000	700,000	692,803	600,000
Common Fund Earnings - interest income plus net gains/(losses) ($000s)	19,700	8,400	5,000	4,425	4,500
City common fund net portfolio yield in excess of the average on year Treasury Yield benchmark (bps)	186	92	50	51	50
Treasury Services - Operational & Accountability Management					
Constituent payment transactions processed per year	254,000	239,130	200,000	227,583	240,000
Constituent payment transactions/teller/day	163	153	128	146	154
Cash Handling Certificates issued/year	759	451	600	608	450
Licensing & Enforcement - Customer Service - Business Registration, Liquor Permit, Pawn Licenses, Lodger's Tax & Hospitality Fees, Distress Sale Permit and Jewelry Auction Permit					
Constituent calls & emails processed per year	-	23,364	22,000	23,466	25,000
Constituent calls/customer representative/day	-	45	42	45	48
New applications processed per year (not including renewals mailed in to Treasury)	-	5,481	5,000	4,830	5,000
New applications processed /customer representative/day	-	4.2	3.8	3.7	3.8
Permits issued per year (new & renewals)	-	32,163	32,000	27,609	27,000

WORKERS COMPENSATION - Manage and resolve claims and litigation filed against the City by its employees within the scope of the New Mexico Workers' Compensation and Occupational Illness and Disease Acts so that the City's investment in and responsibility to employees are protected and fulfilled.

Measure	Actual FY/09	Actual FY/10	Approved FY/11	Actual FY/11	Approved FY/12
DESIRED COMMUNITY CONDITION - City assets are protected while responding fairly to inappropriate city actions.					
# New Claims filed	1,211	1,159	1,230	1,095	1,100
# Claims closed	1,425	1,060	1,168	1,095	1,200

PRIOR YEAR ACCOMPLISHMENTS

Accounting Division

- Cleared 22 audit findings from the previous year
- Discovered and fixed the PeopleSoft inventory setup issue.
- Created fund/project/activity and fund/Dept ID restrictions on data input improving the quality of the data coming into the General Ledger.

- Improved efficiency of CAFR preparation through development of trial balance report using the DSS and Cognos reporting tools and by creating an Excel worksheet to combine individual fund amounts using linking and formula features.
- Decreased amount of outstanding accounts receivable over 90 days by 47%
- Decreased the amount of fatal payroll system errors from previous year.

311/Citizen Contact Center

- Supported the City of Albuquerque and the Albuquerque Bernalillo County Water Utility Authority during the freeze/gas outage emergency in early February 2011. 311 took more than 65,000 calls during the emergency, which was 98% of the normal volume and went into 24-hour-per-day service from February 3 to February 6.
- Recognized by the Albuquerque Convention and Visitor's Bureau on May 4, 2011 as the Unsung Heroes of Tourism.
- Took its seven millionth call on January 31, 2011
- Supported various community events and charities through employee led community action teams including the 2010 United Way drive, Annual School Supply drive, 2010 Holiday Tree gift drive, Sock Hop to raise pairs of socks for the homeless, United Blood Service emergency appeal blood drive, 2011 Mayor's Dog Ball, Making Strides Against Breast Cancer Walk, and Safe House Spring Cleaning donations.

Enterprise Resource Planning (ERP):

- Instituted program governance in the form of an ERP Steering Committee and a Business Alignment Committee to guide the program's strategic and tactical vision of a business change-driven, user-led ERP application.
- Completed a strategic plan including a vision, objectives, and a 3-year remediation/implementation roadmap.
- Established a baseline ERP organizational structure and pay plan to accommodate the ERP Program vision and goals.
- Led efforts to secure a capital referendum ballot on the October 2011 ballot for $9 million to remediate the existing ERP implementation and complete the base functionality.
- Commenced a major project to replace the mainframe-based BudPro budget preparation software with the Oracle Hyperion Public Sector Planning & Budgeting application (scheduled for mid-October 2011 go-live).

Information Technology Services Management (ITSM)

- Monitored production systems with Nagios so ITSM can respond more quickly to outages.
- ARC-GIS production server installed
- Lowered energy costs to Operations Room
- Initiated ITIL training for ITSM staff.
- Implemented Oracle VM to reduce hardware costs, including power, heating and cooling.
- Improved proactive GIS monitoring through use of automated tools
- Implemented point of sale services at North Domingo Baca, Bear Canyon and Barelas senior centers
- Configured online sales for Biopark events (zoo music, river of lights etc)

Treasury

Debt Management

- Saved approximately $1,463,000 on an annual basis in debt service savings by refunding Airport Revenue Bonds. Interest rate received was 2.07% on the refunding.
- Issued $135,000,000 in General Obligation Bonds authorized by the voters in October 2009. The bonds were sold at a competitive sale and the interest rate received was 3.18% for 13 year maturity bonds. The bonds were very well received in the market with 12 bidders submitting to be underwriter of the bonds.
- The City Fire Department received a loan with the New Mexico Finance Authority in the amount of $1,441,625 for reconstruction of Fire Station 7. Interest rate received was 3.417% for a 20 year maturity loan.
- City has maintained the following bond ratings on debt backed with General Fund Revenues:

  GRT Bonds:
  - Standard & Poors – "AAA"; Moody's – "Aa2"; Fitch – "AA+"

  GO Bonds:
  - Standard & Poors – "AAA"; Moody's – "Aa1"; Fitch – "AA+"

FINANCE AND ADMINISTRATIVE SERVICES

Investment and Treasury Management

- The City/Water Utility Authority pooled investment portfolio (Fund 920) yielded 0.76% for the fiscal year ended June 30, 2011, a spread of 51 basis points over the average benchmark one-year Treasury yield of 0.25% for the same period. The core component, which was actively managed subject to investment policy constraints, yielded 1.13%, contrasted with the average 2-year Treasury note yield of 0.57%. The core component total return for the fiscal year was 0.70%.
- Optimized liquidity yield while maintaining sufficient liquidity to fund daily operations, earned 0.27%, compared with the Fed Funds target rate of 0% to 0.25%.
- The market value of the portfolio at June 30, 2011 is $692.8 million. The portfolio carries an unrealized gain of approximately $551,000, and all holdings' (with the exception of one holding) market values are above their respective book values.
- The City's Fiscal Agent Agreement with Bank of America was extended for three additional years and the City successfully negotiated an annual incentive credit in the amount of $16,500 per year. The incentive credit directly off-sets monthly banking fees imposed by Bank of America.

Real Property

- Completed Phase One of developing a comprehensive inventory of City owned properties by identifying the resources and locations of City property information, assessing the data base requirements needed to input a comprehensive data base, as well as to link properties with the City's GIS system.
- Scanned over 238,000 pages of real property records and uploaded them to a web application.
- Entered into a contract with a software developer to create a web based data base application that will link the City owned properties to the City's GIS system and to the scanned real property documents.
- Assisted with the acquisition of over 78 acres of Open Space.
- Collected delinquent payments owed to the Open Space Trust Fund.
- Purchased land for a Senior Affairs Community Garden.
- Acquired right-of-way for numerous minor street improvements, as well as for significant intersection improvements, the widening of Eubank and Central, and for the Unser North extension, Phases 1 and 2.

Risk Management

- Accomplished the first real improvement in service capability of the Loss Prevention Section in more than ten years. The number of staff in this office was in decline until we hired a Loss Prevention Manager and 2 Safety Compliance Specialists in 2011.
- Assigned a full time safety compliance specialist to the Transit Department.
- Through efforts to close liability claims and reduce fund balance while maintaining adequate claim reserves during FY/11, contributed approximately $6 million to the FY/12 General Fund.

Fleet Management

- Added security cameras to 4th street fuel station.
- Distributed to all mechanics at Pino shop in June.
- Fenced in the back lot of Pino shop (dead, wreck and salvage line) electric gate with card reader
- Installed an electric card reader on Pino Parts room door

Communications

- Finished the physical work of the 800 MHz reconfiguration project
- Replaced the radio repeater used for AFD's fire alerting
- Inventoried and mapped all of the public safety infrastructure equipment for City and County
- Acquired the Installation and maintenance function of the 800MHz data modems for APD and AFD
- Completed 10G fiber link from EOC to 6th area command
- Completed 6th area command VoIP communications
- Installed North Domingo Baca fiber and VoIP communications.
- Installed new wireless routers on Rapid Ride busses.
- Installed Iron Port Web filtering appliance.
- Connected all City parking lots to fiber ring.
- Connected Department of Senior Affairs Administration office to Fiber Ring
- Connected Family and Community Department BRS to Fiber link

FINANCE AND ADMINISTRATIVE SERVICES

PRIORITY OBJECTIVES

GOVERNMENTAL EXCELLENCE AND EFFECTIVENESS: GOVERNMENT IS ETHICAL AND ACCOUNTABLE; EVERY ELEMENT OF GOVERNMENT CONTRIBUTES EFFECTIVELY TO MEETING PUBLIC NEEDS.

- OBJECTIVE 1. Implement Oracle's Hyperion Public Sector Planning & Budgeting (PSPB) application. The new application will interface with the City's PeopleSoft ERP financial system to permit budget preparation and budget vs. results reporting. The expected project completion date is October, 2011. Submit a report to the Mayor and City Council at the end of the second quarter, FY/12.

- OBJECTIVE 2. As a result of the City's recent review of ERP, remediate the Payroll and Time & Labor functionality. The estimated completion date is April, 2012. Submit a report to the Mayor and City Council at the end of the fourth quarter, FY/12.

- OBJECTIVE 3. Using existing staff and available resources, conduct a follow-up study to determine the advisability of contracting the internal audit function to an outside vendor. Increase the number of cities to be surveyed to a minimum of twenty. A minimum of 40% of the cities surveyed should use an external auditor as a co-source or out-source for the city's internal audit function. Cities should be of similar population size and/or annual operating budget as the City of Albuquerque. The follow-up survey should include, at a minimum, per city: the number of audits specified in the annual audit plan and the number completed; the average length of time it takes to complete an audit from the date it is started to the date of publication of the audit report; the average number of audits auditors are working on at a given point in time; and the average cost of the audit. The office of Internal Audit shall have minimal involvement with the study. Report study results and recommendations to the Mayor and City Council by the end of second quarter, FY/12.