

## NOTES

Mayor Swisstack's Transition Team

### *Administrative Team Meeting*

Wednesday, April 2, 2008

3:30 p.m. – RRRCC Conference Room

Debbi Moore opened the meeting by having the team members introduce themselves. Seven of the ten team members were present. Five residents attended and Debbi asked them to introduce themselves.

The following areas were identified as working well for the city:

- Parks & Recreation Department does an excellent job in providing programs & activities for all residents
- Business licensing process is efficient and organized
- City Clerk's office works well; Has receive Pinon QNM recognition
- With regards to the forthcoming CNM Rancho, the assistance from the various departments in City Hall has been outstanding.
- Finance does a good job in paying invoices in a timely manner
- City employees are sincerely trying to give good customer service {especially Mayor's Office staff}
- City was first in state in streaming City Council meetings through the web-site
- City has also been first in posting all municipal election results on the web page in real-time.
- RR DPS emergency (911) system is connecting with Sandoval County and surrounding community

The following areas were identified as needing improvement:

- Get positive feedback/comments to staff
- Online citizen input process is cumbersome
- Obtaining business licenses can be frustrating & burdensome
- City computer system does not link inter-departmentally
- Lack of communication within departments regarding complaints
- City doesn't know it's a business and isn't being run efficiently
- No framework for communicating core values, mission or vision from Mayor/Governing Body to Directors, Manager & Staff and ultimately to the citizenery
- No consistency between administrations
- City Staff telling residents "No, we can't do that." instead of "How can we make this happen."

- Quality of service needs to be communicated throughout city hall

The following comments were made by the public:

- City Clerk, Senior Services and Library Services are good
- Fire, Rescue and DPS has a strong presence in the city
- Communication is lacking between Councilors and residents
- Residents are running around the building to various departments to make payments, show receipts, obtain information, etc. – no “one-stop shopping”

These items were also discussed by the Team:

- Surveying – Point of Service surveys are no longer used; online surveys are valuable tools when used; have public forums for feedback with multiple locales for convenience; must use input and feedback received
- Is there follow-up on the open and closed cases from the Citizen Online Forms Data?
- align departments to help solve problems and identify key issues; Do departments have a benchmark? Can the compare with others? setting up a network to improve
- all departments need to work together more efficiently & effectly
- City Charter creates a weak Mayor; City Council sets policy which is then passed to the City Manager for implementation; philosophy differs between City Council and City Manager; there’s a leadership vacuum; lack of checks and balances when Mayor and City Manager don’t get along

For the next meeting:

- Glenn Walters will send an email with a link to quality award winning cities that can be compared with Rio Rancho
- Team members need to read the City Charter. It can be viewed at this site: [http://www.amlegal.com/rio\\_rancho\\_nm/](http://www.amlegal.com/rio_rancho_nm/)

Meeting Schedule:

Friday, April 11<sup>th</sup> @ 3:00-4:30pm at the RRRCC Conference Room  
Friday, April 18<sup>th</sup> @ 3:00-4:30pm at the RRRCC Conference Room  
Friday, April 25<sup>th</sup> @ 3:00-4:30pm at the RRRCC Conference Room