

Update on Council Strategic Goal: Quality Governance



August 19, 2025

ATTACHMENT A

2025 Strategic Leadership Plan

Quality governance is participatory, consensus-oriented, transparent, accountable, effective, efficient, and responsive to present and future needs of stakeholders.



Strategic Goal: *Quality Governance*



- Communication and Engagement - *Inform, engage, and solicit feedback from the community and boards and commissions on County projects, policies, and priorities to promote a culture of open communication and collaboration and foster exceptional customer service.*
- Intergovernmental, Tribal, and Regional Relations - *Collaborate and problem-solve with the County's major employers; community partner organizations; neighboring Pueblos; and regional, state, and national governmental entities.*
- Fiscal Stewardship - *Maintain fiscal sustainability, transparency, and compliance with applicable budgetary and financial regulatory standards.*

Communication and Engagement

- Developed new format for County Manager monthly reports organized by Council priorities
- Increased followers and subscribers to County social media platforms (Facebook, Instagram, Next Door) and the County Line e-newsletter by 9.68%
- Utilized “Have Your Say” platform for collection of citizen feedback on various topics
 - ✓ East Downtown LA MRA survey
 - ✓ Artificial Turf
 - ✓ Fire Station 4 Site Selection
 - ✓ e-Comment instructions
 - ✓ Open Space and Trails Management Plan feedback
 - ✓ Name the Zamboni Contest
- Held numerous town halls, community forums, public meetings, focus groups, listening sessions, and workshops to stimulate discussion and solicit feedback on topics and projects

FEBRUARY 2025



Urban Trail Ribbon Cutting February 26th



Cherished Facilities Superintendent Ron Lopez passed away unexpectedly on February 23rd. Ron was a devoted husband and father, and a valued member of our team. His contributions and presence will be deeply missed.

COUNTY MANAGER'S MONTHLY REPORT

LOS ALAMOS

Communication and Engagement (cont'd)

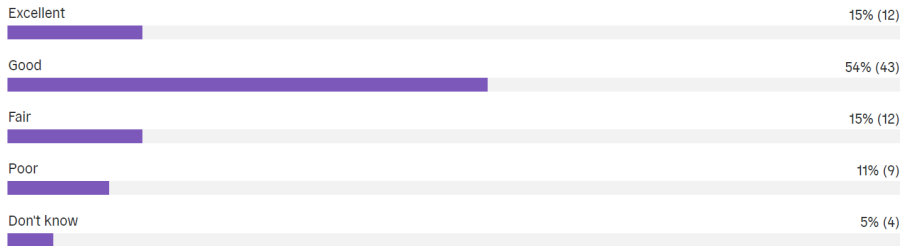


- Conducted follow-up survey on County Communications
- Created podcasts on ACT MyRide app and Distracted Driving; to be released soon
- Regularly reviewed and updated the County website to keep information current
- Monitored website's SemRush site performance score—remains strong at 84% indicating good functionality with some optimization indicated for speed, usability, and search visibility

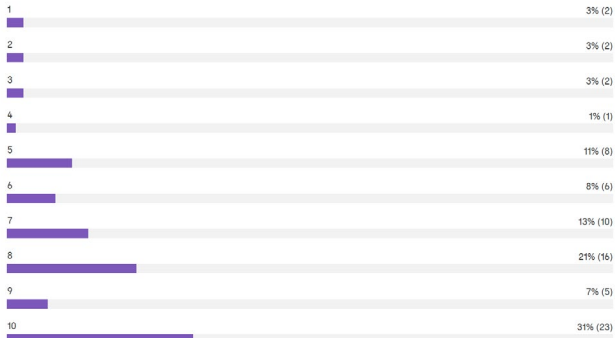
Communication and Engagement (cont'd)

- Results from County Communications follow-up survey

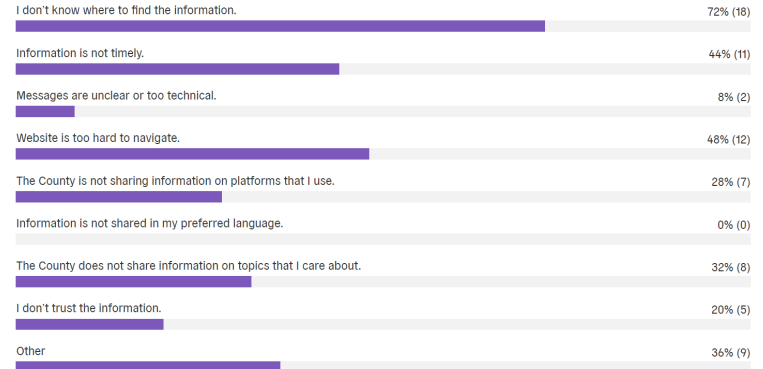
Please rate the quality of the County's public information services:



How would you rate the clarity and relevance of the questions in this survey on a scale from 1 to 10? (1 = poor and confusing; 10 = clear and meaningful)

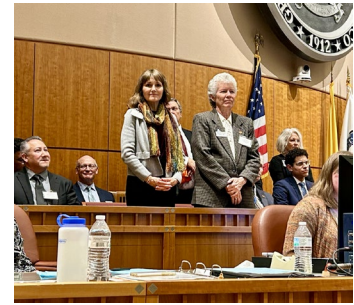


If you answered "fair," "poor" or "don't know," please indicate which of the following challenges you encounter that hinder the County's communications?



Intergovernmental, Tribal, and Regional Relations

- Advertised Request for Proposals (RFPs) for state and federal lobbyist services; review of proposals is on-going
- Approved \$2M grant match for San Ildefonso for Middle Mile broadband project
- Held a joint meeting with County Council and the Pueblo de San Ildefonso Administration and Council
- Councilors and staff traveled to DC for federal advocacy
- Continued capital project reimbursements for Rio Arriba County and City of Espanola including increased funding for nursing home operations
- Los Alamos Councilors and staff attended San Ildefonso Feast Day
- Planned and hosted Los Alamos Day at the NM Roundhouse
- Facilitated a conversation on speed radar signs between the LAPD and the Governor of San Ildefonso along with a representative from tribal law enforcement for the Bureau of Indian Affairs (BIA)



Fiscal Stewardship

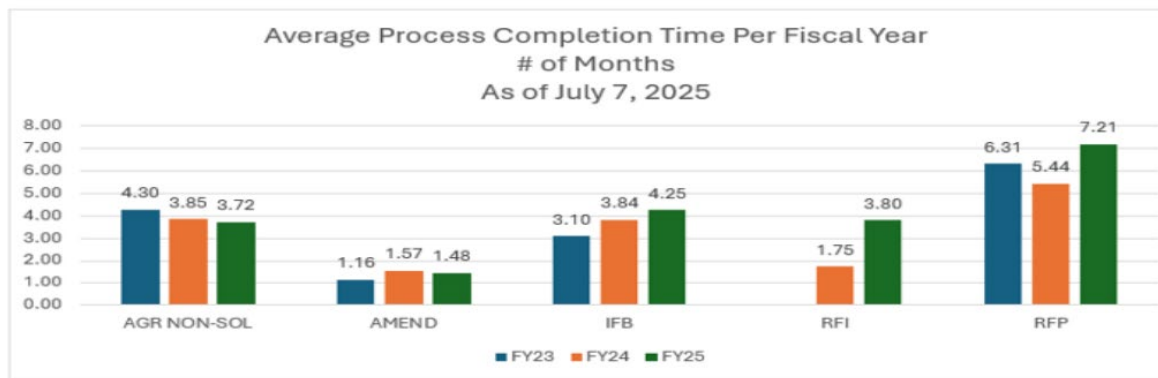
- FY2026 budget was approved by Council on April 23, 2025
- Financial transparency portal “Open Books” launched
- Updated Grant Policy to include better alignment with federal grant required language and new internal signature authority thresholds
- Launched eProcurement system
- Received the following Government Finance Officers Assoc. awards:
 - ✓ Certificate of Achievement for Excellence in Financial Reporting, 32nd consecutive year
 - ✓ Award for Distinguished Budget Presentation for the Annual Budget, 13th consecutive year
 - ✓ Annual Comprehensive Financial Report Award, 32nd consecutive year
 - ✓ Award for Popular Annual Financial Report, 7th consecutive year
 - ✓ Triple Crown Honor, which recognized the County’s receipt of the Certificate of Achievement for Excellence in Financial Reporting, Award for Popular Annual Financial Reporting
 - ✓ Award for Distinguished Budget Presentation
- FY2025 Audit Entrance conference held
- FY2024 Annual Comprehensive Financial Report submitted to and reviewed by State Auditor.
 - ✓ No findings
 - ✓ Received unmodified and clean opinion

Los Alamos County Open Books

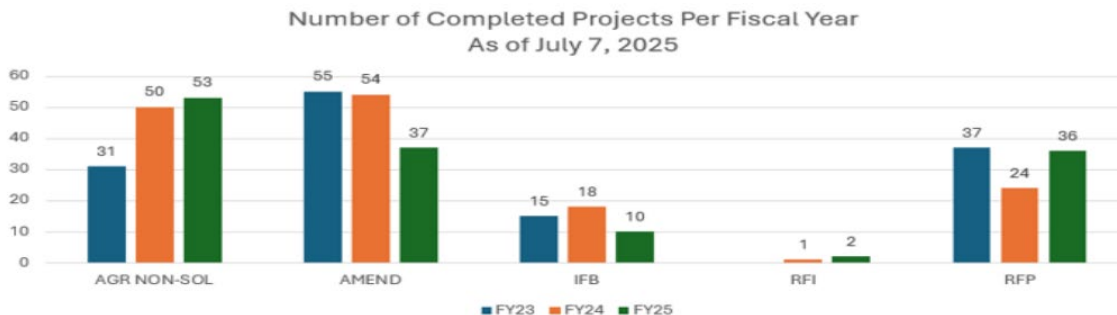
Welcome to the Los Alamos County's Open Books portal. This portal is part of our commitment to delivering financial transparency. It allows users to navigate through highly interactive functionality to gain a better understanding of the revenues collected and how those revenues are utilized in providing the best public service to our citizens.

The site is updated at the beginning of each business week and includes three prior fiscal years of data for comparative purposes. It includes information on expenditures, revenue sources, vendor payments and payroll records.

Fiscal Stewardship Metrics



*The longest and shortest outliers in each FY have been removed to provide more accurate averages.
This chart reflects only those projects that were completed from start to finish.
It does not reflect projects that were cancelled midway or where there were no proposals or bids submitted.*



Procurement Stats

FY 25 YTD Stats:

1597 Purchase Orders Issued

796 PO Change Orders

3527 Inventory Pick Tickets

104 Agreements Completed

31 Amendments Completed

891 Solicitations/Amendments in Progress

Trends:

Purchase Orders decreased from 1699 (FY24) to 1597 (FY25)

PO Change Orders increased from 736 to 796

Inventory Pick Tickets Processed & Delivered decreased from 3772 to 3527

Agreements Completed decreased 110 to 104

Amendments Completed decreased from 53 to 37

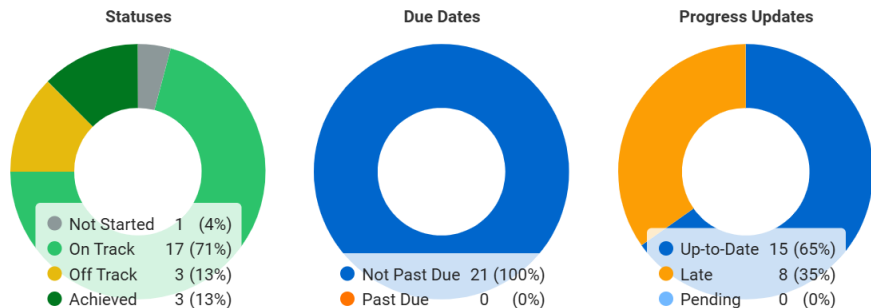
Solicitations/Agreements/Amendments in Progress increased from 65 to 91

Anticipated Projects decreased from 59 to 36

Property Disposal Requests Received increased from 58 to 62

Performance Metrics Dashboard

Quality Governance/Status of Management Actions



1.1 Communication and Engagement



1.2 Intergovernmental, Tribal, and Regional Relations



1.3 Fiscal Stewardship

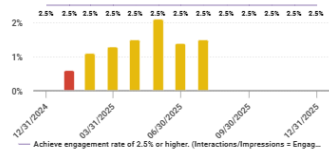


Social Media Objectives

maintain a sentiment ratio of at least 10:1 positive to negative interactions on social media platforms each month to demonstrate public engagement and community trust. (Positive/Negative = Social Media Sentiment Ratio)

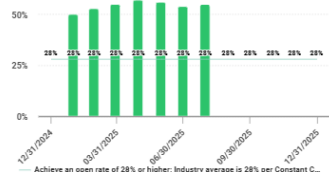


maintain an average monthly engagement rate on all social media platforms of 2.5% or higher to ensure content is relevant and engaging with community interests. (Interactions/Impressions = Social Media Engagement Rate)

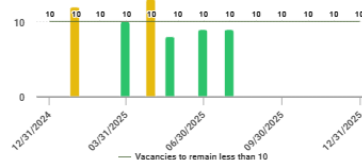


County eNewsletters' Objectives

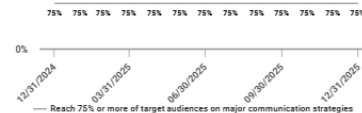
maintain an open rate of 28% or higher to demonstrate the newsletter is timely, useful and valuable to subscribers (County Newsletter Engagement)



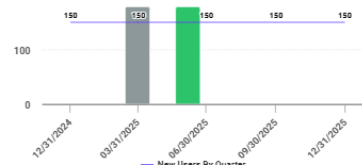
Recruit and fill Boards and Commission positions to minimize vacancies to no more than ten (10) vacancies out of the 78 positions



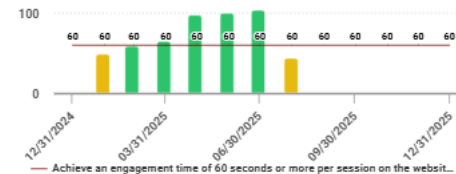
distribute a brief feedback survey following major communication strategies to target audiences identified in the Public Information and Involvement Plans (PIIP) to gauge the effectiveness of the strategy with a goal that 75% or more of the target audiences notified.



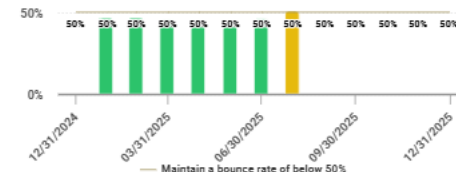
report Los Alamos Now app analytics monthly; identify areas for expanding and/or improving the app usage and track inquiry types and response times



achieve an average engagement time of 60 seconds or more per session, indicating effective content structure and navigation (Website Engagement)

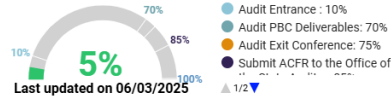


keep the bounce rate below 50%, demonstrating that users are engaging with more than one page and finding relevant information (Website Engagement)



Performance Metrics Dashboard

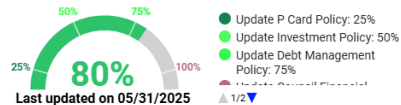
achieve clean annual financial audit and ensure it is submitted to the Office of the State Auditor by December 1st and proper internal controls are in place each fiscal year to prevent audit findings and have no more than one corrective action each audit.



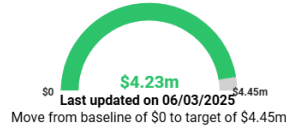
apply for favorable grant opportunities, maintain compliance with the funding requirements, and provide oversight over schedule of federal awards to ensure no single audit findings related to federal awards.



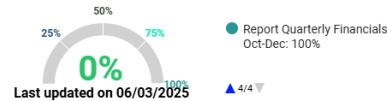
review financial policies for any recommended reserve requirement changes related to our long range financial plan, maintain compliance with operational financial controls and update investment and debt management policies



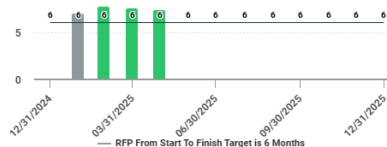
make timely re-payments of debt and present a long-term financial plan annually to Council that maintains favorable bond ratings (AA or higher) and debt management



assess and propose monthly or annual County-wide financial reports (i.e. interest on investments, debt service coverage ratio, general fund reserves, and general fund cash balance) that can be regularly posted on the County's sunshine page in 2025 and report to council Quarterly



reduce cycle time averages of number of days per procurement stage, per solicitation, cancellations, rebids, and increase response rates



improve staff or vendor experiences by way of rating staff, bidder, and vendor experiences as efficient, transparent, fair, accessible, and that would recommend working with the County

○ Not Started

Last updated 06/30/2025

increase vendor pool size and number or percentage of small, local, or other professional categories of vendors participating in the procurement process

➔ On Track

Last updated 06/04/2025

Questions?

