

Contact Your City Councilor



Do you have a persistent problem in your neighborhood?
Rio Rancho City Councilor and Deputy Mayor Kathy Colley calls problem-solving
“one of the most important parts of my job.”

Barking dog? Overgrown weeds? Contractor damage to public street or sidewalk?
Councilor Colley told EHHA she welcomes non-emergency citizen calls or emails to report a problem or concern.

She generally refers constituents to the City of Rio Rancho website’s Citizen Request Tracker: <http://www.ci.rio-rancho.nm.us/requesttracker.aspx>. Here questions and concerns are recorded and referred to the City department responsible for addressing the concern. City departments must regularly report Citizen Request statistics to the City Council – a system Councilor Colley credits with resolving most residents’ concerns quickly.

If not, Councilor Colley encourages constituents to call or write to her so she can follow up with the department director if necessary. The Councilor often goes out to meet with residents personally to assess the problem first-hand.

Since City councilors do not have personal staff to handle citizen concerns, Councilor Colley encourages residents to email her to help track each request, though phone calls are also welcome. Her message to constituents: “I take pride in personally providing quick responses to all issues that come my way.”

Contact Information

City of Rio Rancho – Home Page: <http://www.ci.rio-rancho.nm.us>

- Scroll down left side of page and click on Citizen Request Forms.
- Browse list of City departments - click on the one that best matches your concern.
- You will reach the Citizen Request Tracker form and be asked to create a log-in (email and password) for this and future requests.
- Once you have logged in, you will be routed to the proper City department. Type in your concern, scroll down past your contact information and click on *Submit*.

City Councilor (District Six) Kathy Colley:

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Email: kcolley@ci.rio-rancho.nm.us