

FISCAL YEAR ANNUAL REPORT

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OFFICE OF
THE CITY CLERK

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ALBUQUE city
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Not Just Catching Up, But Staying Ahead

Welcome to our Annual Report, a showcase of our achievements, progress, and commitment to excellence throughout the year.

Turning the Corner, Delivering Results

The City's approach to public records isn't reactive anymore—it's forward-looking. For the first time since June 2023, our backlog has dropped below 1,000 requests, a milestone that signals real progress.

But the more important shift is in how we're preventing future backlogs. Today, more than half of all IPRA requests are closed within 15 days. By prioritizing early closures—especially within the first 20 days—we're no longer just trying to catch up. We're staying ahead.

This change didn't happen overnight. It's the result of intentional system adjustments, request triage, and a renewed focus on requests as they come through the door. These efforts are helping us address requests while they're new, reducing frustration for requestors and keeping staff focused on what's in front of them—not what's piling up behind.

The results are measurable. They're also sustainable. And they reflect a deeper shift in how we approach requests: not just as a value, but as a deliverable.



Ethan Watson
City Clerk

Uniting Talents, Fueling Progress



Meet our dedicated team of professionals who have contributed their expertise, passion, and collaboration to drive our success.



Solid Growth, Sustainable Momentum



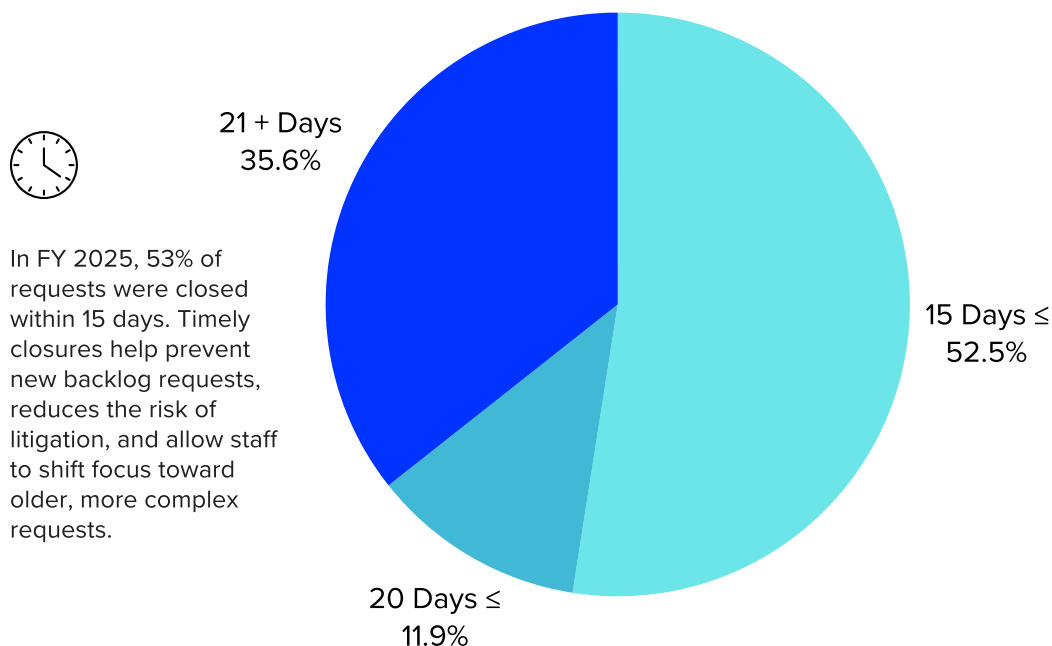
Delve into our performance, including the backlog reduction plan, request closure rate, and key metrics that demonstrate our development.

Closure Rate is Driving Results:

65% of Requests Resolved in 20 Days or Less

The City's commitment to resolving public records requests quickly is paying off in measurable ways. In FY 2025, more than 65% of all IPRA requests were closed within 20 days, with over 53% completed in just 15. This faster closure rate isn't just about responsiveness—it's our strategy to prevent a backlog.

By frontloading our efforts on new requests, we've reduced the number that slip into long-term open status. As a result, the backlog has dropped below 1,000 for the first time since June 2023. This is a clear signal that our approach is working: clearing records while they're still manageable, rather than letting them build up.

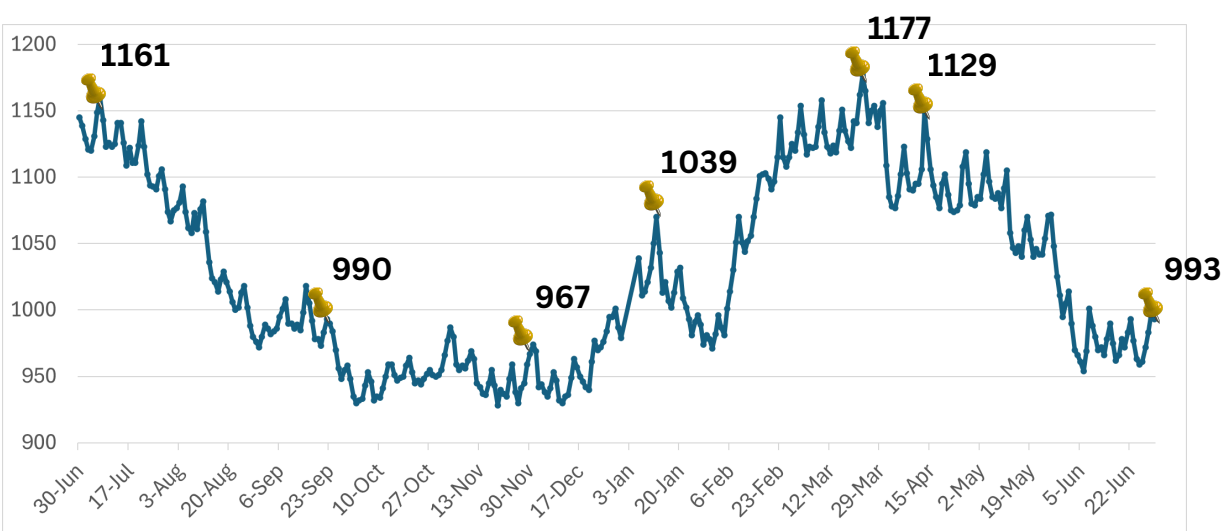


Process Overhaul: How Front-End Triage Is Reshaping Request Management

Behind the numbers is a system-wide shift in how we work. Our team has restructured the intake process to include a triage team who sort new requests by complexity as they arrive. The team determines which requests can be closed quickly, which need coordination with other departments, and which require in depth technical review.

This early sorting allows staff to resolve straightforward requests immediately, while setting realistic timelines for more complex ones. Combined with targeted digitization efforts—especially for APD records—this workflow overhaul reduces internal delays, improves customer service, and frees up capacity to stay current with incoming requests.

FY 2025 IPRA Backlog Progress



Grappling with Growth, Inspiring Progress, Despite New Challenges

↑ **13%**

New request growth

↑ **65%**

Requests closed 20 Days ≤

↑ **800K**

Records digitized

↑ **15,900**

Requests received

↑ **11,559**

APD records requests

↑ **51%**

Commercial requestors



↑ **993**

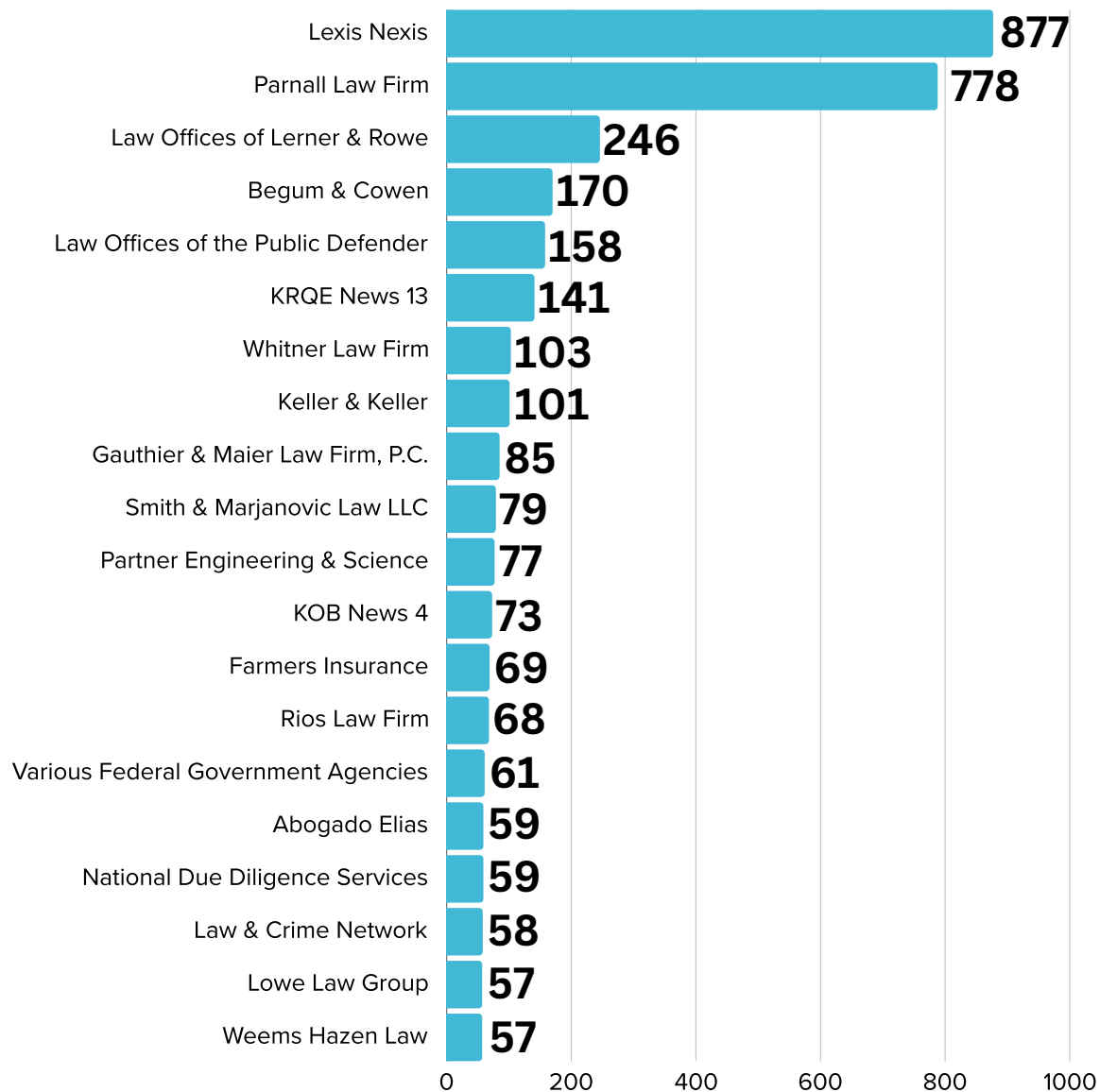
Remaining backlog
requests

↑ **28**

Dedicated Staff

Celebrating our significant milestones, breakthrough projects, industry recognitions, and other achievements that have propelled us forward.

FY 2025 Top Requestors

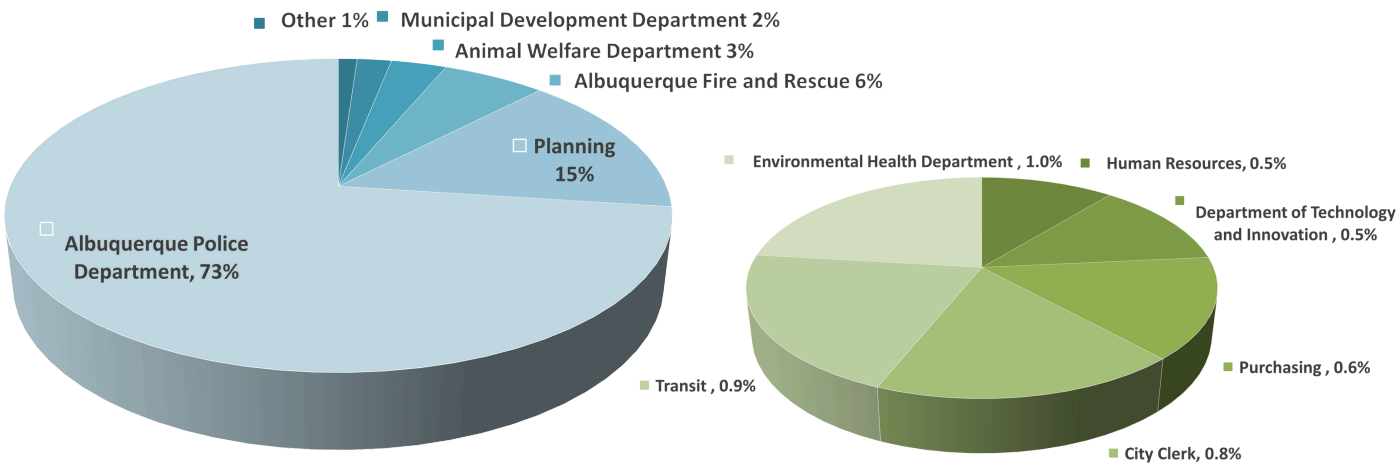


This chart identifies the largest requestors and the number of requests they submit.

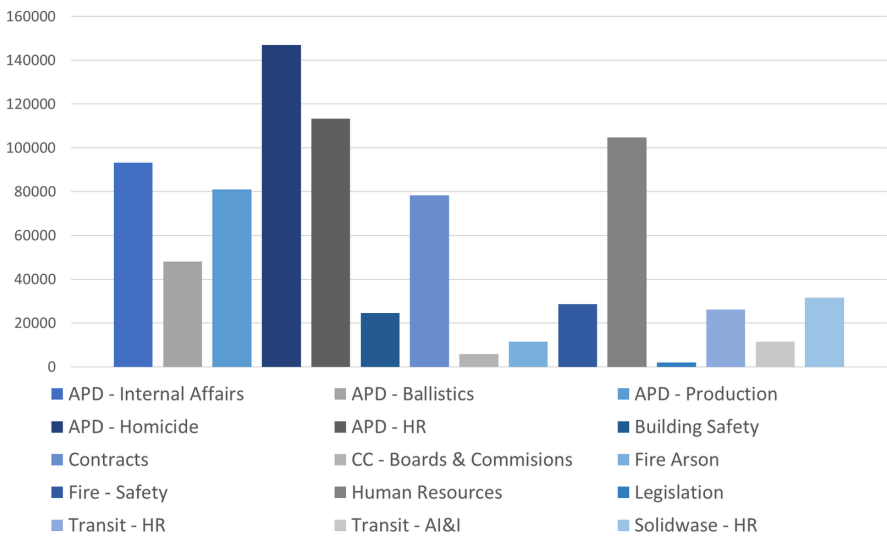


Departments in Focus, Progress in Motion

IPRA Request Received by Department



Department Records Digitized



This section highlights which City departments receive the most requests and the progress made in digitizing their records —showing both where demand is highest and how digitization helps us respond more efficiently.

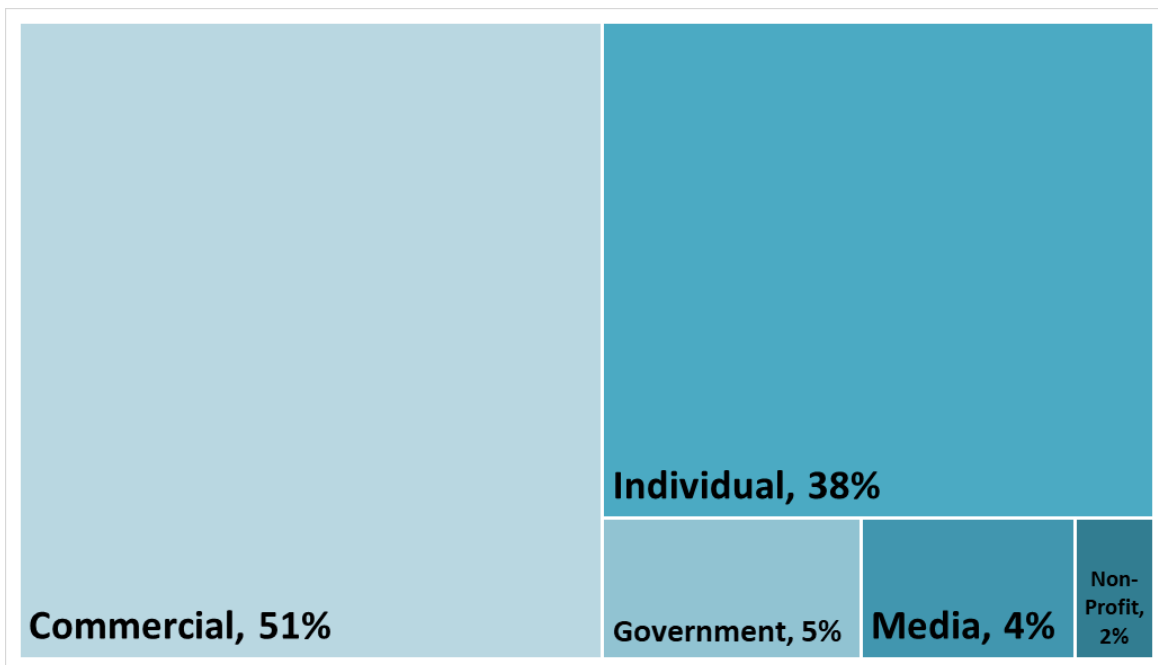
IPRA Reform Is, Essential for Modern Records Access

While the City continues to improve its systems, the foundation we're working from is outdated. The Inspection of Public Records Act (IPRA) hasn't kept pace with the volume, complexity, or technology of modern records requests. The law does not address the growth for commercial requestors, digital records such as emails, on-body recording devices (OBRD), texts, and social media.

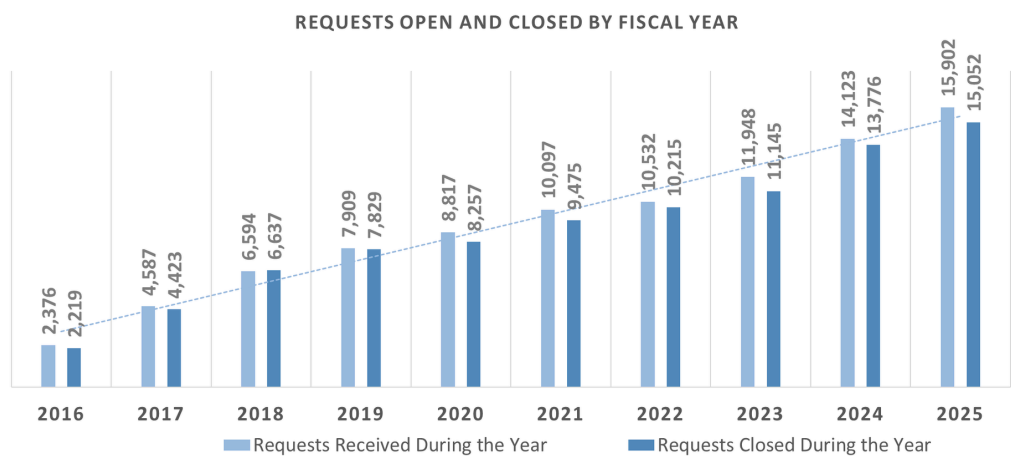
Albuquerque is doing its part. But IPRA must be modernized to reflect today's digital reality—or cities will continue to face structural barriers to efficiency or efficiently producing records. Our data proves we can lead in efficiency—but lasting solutions will require a legal framework that reflects modern realities.



This graph identifies which requestor type most actively uses the public records system.

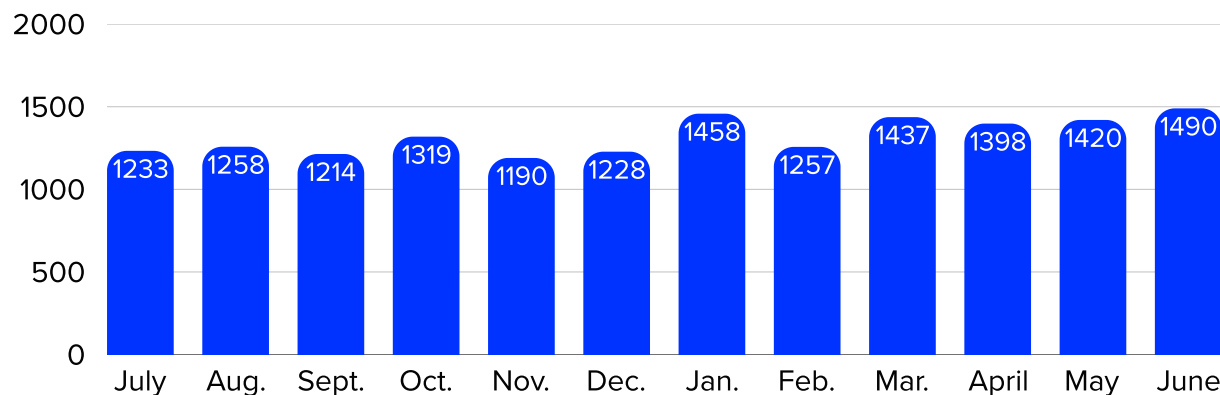


From 4,500 to 15,000, Tracking the Surge in Public Records Requests



The number of requests that the City receives on an annual basis has more than tripled since FY 2017. The City received approximately 4,500 requests in FY 2017. Eight years later, in FY 2025, the City received over 15,000 requests.

In FY 2025, we observed a notable 13% increase in requests over FY 2024. Despite the overall growth in IPRA requests, our office has managed to keep pace with the increased demand and closes more and more requests each year.





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