

How is Albuquerque Doing?

**Human and Family
Development**

Public Safety

Public Infrastructure

**Sustainable Community
Development**

**Environmental Protection
and Enhancement**

Economic Vitality

**Community and Cultural
Engagement**

**Governmental Excellence
and Effectiveness**

ALBUQUERQUE PROGRESS REPORT

2014

PREPARED BY
**THE
INDICATORS
PROGRESS
COMMISSION**



issued every
two years



Dear Albuquerque Citizens,

The Albuquerque Progress Report (APR) is issued every two years and shows Albuquerque's progress toward reaching a set of long-term goals, established with the input of its residents.

Since 1995, our residents have convened every four years to determine and define Albuquerque's goals. The goals are categorized into eight areas, and each goal is further clarified through positive statements called desired community conditions.

As you know, having goals is important in life. Yet, how do we know if we're reaching our goals? To answer this question, your Mayor and City Councilors have jointly appointed a citizen group called the Indicators Progress Commission (IPC). Our job is to measure how well Albuquerque is progressing toward its goals, by designing and reporting on indicators that tell us how close we are to achieving each desired community condition.

The report highlights key indicators of progress. In measuring progress, Albuquerque's latest data is important, but it's also helpful to see the community's trend over time and how Albuquerque compares to regional peer communities and to the nation at large. The IPC has summarized this information—by goal—with a scorecard. This report can also be viewed online at abqprogress.com.

Keep in mind, the APR measures community-wide progress. While the City of Albuquerque is a primary stakeholder, there are additional stakeholders involved in achieving our eight strategic goals, including schools, universities, health care providers, businesses, other governmental agencies, non-profits and individuals.

Data is an important component of our daily decision making process. In the spirit of transparency and openness, we've communicated to you not only those areas where Albuquerque's trend is desirable, but also where it's undesirable. If you see areas that need better indicators, or if you have ideas to improve Albuquerque's progress toward achieving its goals, please contact us at abqprogress@cabq.gov.

Albuquerque Indicators Progress Commission

Mike Gannon	Dawn Reed
Ruben Garcia	Karen Ross
Elvira Lopez	Frank Roth
Ari Macpherson Herring	Patricia Selcher
Sheila Moore	Sherrie Trezza



abqprogress.com

The photos throughout this document were obtained from a variety of sources: Albuquerque Bernalillo County Water Authority, City of Albuquerque, Jay Blackwood, Kenesson Design, Inc., MarbleStreetStudio.com, Thinkstock.com, www.itsatrip.org

See page 11 for additional insight into understanding the Scorecards used in this report.

What are Albuquerque's goals?

Albuquerque has eight goal areas that support the following Vision Statement:

"Albuquerque is an active, thriving, culturally rich, sustainable, high desert community."

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How is Albuquerque Doing?

The tables in this report are used as "scorecards" to show the progress that Albuquerque is making toward achieving a goal's desired community condition.

The color coding in the scorecards shows how we are doing using comparisons based on:

4 year ABQ trend, where we rank among peer cities, and the United States.

- **Green = in focus:**
Status is desirable relative to peers and/or U.S.
- **Yellow/Orange = improving:**
Status is undesirable relative to peer and/or U.S., but is improving
- **Purple = needs focus:**
Status undesirable relative to peer and/or U.S.

What are desired community conditions?

By design, the goal areas are broad, so we've further clarified them with positively worded statements called "desired community conditions." These are statements that describe specifically what conditions would exist if the respective goal is achieved. For example, under the goal area called "Human and Family Development," a desired community condition is for Albuquerque to have "Educated, literate residents."

GOAL
1

HUMAN AND FAMILY DEVELOPMENT

▶ People of all ages have the opportunity to participate in the community and economy and are well sheltered, safe, healthy and educated.



Why is this goal important?

As an Albuquerque resident, there are probably conditions in your life that you feel are ideal for you and your family, such as having a good education, being healthy, having a stable living environment, and being prepared to be an active member in your community. Each day you make decisions toward achieving these conditions and you are not alone; your community, schools, local city government as well as state and federal agencies all support you in your mission to achieve these desired conditions for your life and the life of those in your family.

- in focus
- improving
- needs focus

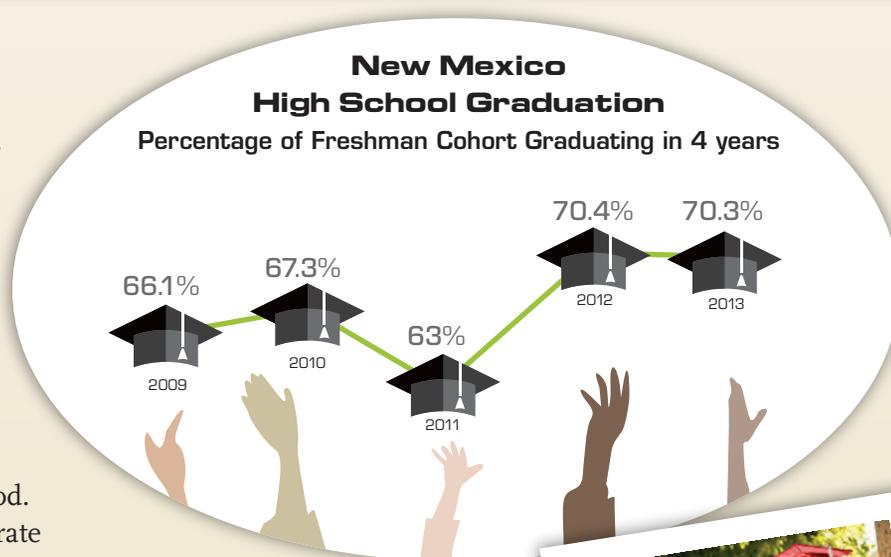
Goal 1: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Good Public Health	Residents frequently exercising	57%	2nd of 6	50%	Desirable	Stable
Good Public Health	Obesity in population	22%	2nd of 6	27%	Desirable	Stable
Access to Health Care Services	Population with health insurance coverage	85%	3rd of 6	85%	Desirable	Stable
Educated Literate Residents	Residents with high school education or more	88%	3rd of 6	86%	Desirable	Stable
Educated Literate Residents	State high school graduation rate ²⁰¹³	70%	6th of 6	76%	Undesirable	Improving
Secure/Stable Families	Families living in poverty	22%	2nd of 6	19%	Undesirable	Stable
Affordable Housing	Homeowners paying 30%+ of income for housing	36%	6th of 6	34%	Undesirable	Stable

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- The Statewide high school graduation rate rose considerably in the last two years from 63 percent in 2011 to 70% in 2013. The high school graduation rate is a key indicator that provides information about student success, the performance of the public school system, and college readiness of students. This rate is now closer to the U.S. average graduation rate of 76 percent.
- Overall health for Albuquerque residents is good. Albuquerque has a lower than average obesity rate and a higher percent of residents frequently exercising. Unlike the national trend, which has continued to rise, the obesity rate in Albuquerque has been steady over the last few years.
- The number of families living in poverty continued to rise throughout the recession, which is similar to the national trend. The percent of families living in poverty remained above the national average.



GOAL 2 PUBLIC SAFETY

▶ The public is safe, secure, and shares responsibility for maintaining a safe environment.



Why is this goal important?

When a person thinks of public safety, the Police and Fire departments immediately come to mind; we expect emergency response times to be fast and crime rates to be low. However, the responsibility for a safe Albuquerque, in reality, is also the responsibility of all its citizens. Citizens are involved every day in making decisions with safety in mind.



- in focus
- improving
- needs focus

Goal 2: How is Albuquerque doing?

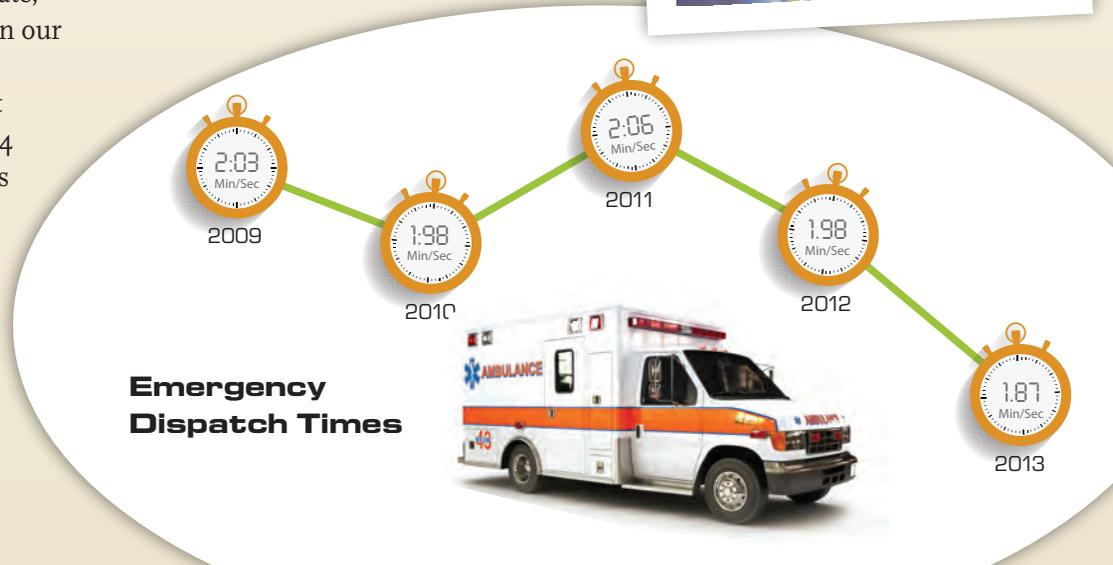
Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
The Public Feels Safe	Residents feel safe outside during day (survey results)	94%	N/A	N/A	Desirable	Stable
The Public Feels Safe	Residents feel safe outside at night (survey results)	82%	N/A	N/A	Desirable	Improving
The Public is Safe	Average time, EMS calls dispatched (minutes)	1.87	N/A	N/A	Desirable	Stable
The Public is Safe	Fatal crashes per 100,000 population	7.4	1st of 5	10.4	Desirable	Improving
Trust in Public Safety Agencies	Residents feel APD is respectful to citizens (survey results)	40%	N/A	N/A	Undesirable	Stable
The Public is Safe	Property crimes per 100,000 population ²⁰¹³	4484*	5th of 5	2,859	Undesirable	Stable
The Public is Safe	Violent crimes per 100,000 population ²⁰¹³	742*	6th of 6	386.9	Undesirable	Stable

*The violent and property crime rates cover the 4-county Albuquerque metropolitan area

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- After falling for two years in a row, violent crime rates in the Albuquerque metro area rose significantly in 2013. Property crime rates have been stable, but remain above than the national average. Violent crimes are defined as those offenses which involve force or threat of force.
- Despite the rise in the violent crime rate, the perception and feelings of safety in our community are high and continue to improve according to our most recent annual citizen survey. Based on a 2014 citizen survey, the percent of residents that feel safe outside at night rose to 82 percent and the number feeling safe during the day was stable at 94 percent.
- Emergency dispatch times fell for the second year in a row to a 5-year low and are down considerably from five years ago.



GOAL 3 PUBLIC INFRASTRUCTURE

The community is adequately and efficiently served with well-planned, coordinated, and maintained infrastructure.



Why is this goal important?

For a community to function, develop and prosper, basic infrastructure such as water systems, transportation and communication networks must serve its citizens' daily and changing needs. Without these structures, new developments can become burdensome on a society's quality of life and impede future growth.



- in focus
- improving
- needs focus

Goal 3: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Integrated Transportation	Public transportation riders per 1,000 persons	22.4	3rd of 6	33	Desirable	Stable
Viable Street System	Commuter travel time delay (annual hours delay)	29	2nd of 6	38	Desirable	Improving
Reliable Water/Wastewater System	Produced real & apparent water loss (peer average)	5%	4%	12.4%	Desirable	Improving
Quality Water/Wastewater System	EPA compliance rate (peer average)	97%	100%	100%	Desirable	Improving
Sustainable Energy	Alternative fuel public stations per 500,000 persons	11	6th of 6	N/A	Undesirable	Improving
High Speed Internet Access	Average internet download speed	22.6	4th of 5	N/A	Undesirable	Improving

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- Produced water loss includes real and apparent losses. Real loss is due to leakages. Apparent loss is water unbilled, meter inaccuracies, and data handling errors. From 2010 to 2013, combined real and apparent water loss have been reduced from 8% to 5%.
- Commuter travel time delay refers to the extra travel time during peak periods (6–9am, 4–7pm) when compared to non-peak travel times. Albuquerque has remained mostly stable since 2008 at nine hours/year below the national average.
- Albuquerque continues to make progress with respect to the number of available alternative fuel stations. The four-year trend is desirable going from seven public stations in 2011 to eleven in 2014. However, Albuquerque continues to lag behind peer cities.
- The average internet download speed is measured in megabits per second (Mbps) and uses recent speed survey and test results on publicly available broadband infrastructure. The average download speed for Albuquerque has increased to 22.6 Mbps in 2015 from around 10 Mbps in 2011, still lower than its peers.



GOAL
4

SUSTAINABLE COMMUNITY DEVELOPMENT

Communities throughout Albuquerque are livable, sustainable and vital.

Why is this goal important?

Citizens expect our environments—where we work, where we live, where we play—to be protected against adverse changes. In the past, communities were planned with the assumption of limitless energy and resources. Yet now we realize the limitations we face. Therefore, as our communities continue to evolve and expand our development plans must ensure that our quality of life can continue. This goal emphasizes how easily citizens can access jobs, good housing, and recreational areas, in order to support the health and wellbeing of current and future generations.



- in focus
- improving
- needs focus

Goal 4: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Mixed-use Areas Exist	New construction permits in major activity centers & corridors	41%	N/A	N/A	Desirable	Stable
Low & High Density Living	Housing units per square mile	1,226	1st of 6	N/A	Desirable	Stable
Available, Accessible Parks	Trust of Public Lands city ParkScore rating ²⁰¹³	63.5	1st of 5	N/A	Desirable	Stable
Available, Accessible Parks	Park land as percent of city area	24%	1st of 5	N/A	Desirable	Stable
Vital, Active Downtown	Downtown office vacancy rate	29%	2nd of 3	11%	Undesirable	Improving
Vital, Active Downtown	Residents who feel safe in downtown Albuquerque	45%	N/A	N/A	Undesirable	Stable

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- Among the peer communities, Albuquerque has the most housing units per square mile, while still having a wide array of densities and lifestyle choices. Generally, a higher housing unit per square mile means less gallons of fuel used by consumers each year.
- Albuquerque is one of the leading cities nationally in both accessibility and quality of parks as evidenced by the Trust of Public Lands City Park Score Rating and park land as percent of city area, where the City ranks #1 among its peers. The Trust of Public Lands ParkScore is a rating system used to measure how well cities are meeting the need for parks.
- The trend for new mixed-use construction in Albuquerque's major activity centers and corridors has been stable over the last few years, though without comparisons, it is difficult to determine optimal levels of performance.

- Albuquerque's downtown saw a flurry of activity in 2014, primarily through the City's collaborative Innovation Central project. The initiative aims at accelerating job creation and economic mobility. Recent initiatives include a business incubator, CNM's downtown STEMULUS center, and a proposed new entertainment district. The benefits of these projects will take time to unfold. Current data shows some improvement in the downtown office vacancy rate, falling from 30% in 2013 to 29% in 2014.
- Resident's perception of safety in our downtown area is less than desirable, but stable, with about 45 percent feeling somewhat safe and very safe and 11 percent feeling very unsafe.



GOAL 5 ENVIRONMENTAL PROTECTION

Protect Albuquerque's natural environments—its mountains, river, bosque, volcanoes, arroyos, air, and water



Why is this goal important?

Driving solo to work versus sharing a ride, choosing to throw that empty plastic bottle in the recycling bin or trash can—these are all choices that can profoundly affect the protection and enhancement of our natural environments. As Albuquerque residents we should be concerned about the availability and quality of our water, the quality of our air and the preservation of our land for the health of our families and future generations.

-  in focus
-  improving
-  needs focus

Goal 5: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Sustainable Water Supply	Gallons per capita per day	136	166	140	Desirable	Stable
Safe Air, Land & Water	Ozone level (US Standard is 0.075 ppm)	.072	N/A	.072	Desirable	Stable
Safe Air, Land & Water	EPA Air Quality Index (US standard ceiling is a 100)	19	1st of 6	N/A	Desirable	Stable
Preserved Open Space	Open space from total city acreage	24%	1st of 6	8%	Desirable	Stable
Active Citizen Conservation	Residential recycling rate	18%	N/A	N/A	Desirable	Improving
Integrated Waste Management	Total pounds landfilled per person per day	4.8	N/A	2.9	Undesirable	Improving

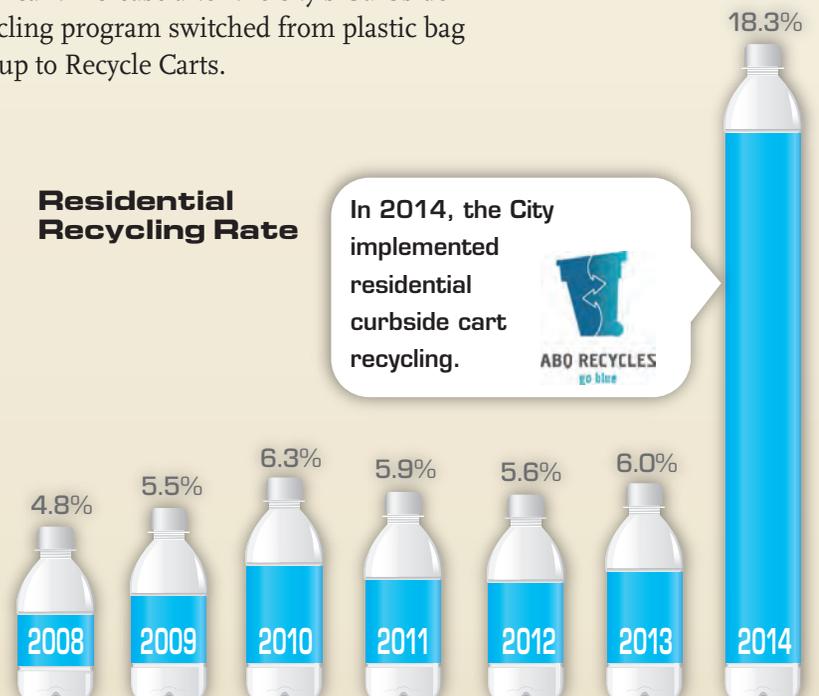
See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

-  Albuquerque's water use per capita is lower than its peers. Albuquerque has continued to make progress in conserving water, as evidenced by the decrease in gallons of water used per capita, per day over the last three consecutive years.
-  Albuquerque leads its peer communities in percentage of open space as percentage of city land, ozone level and EPA Air Quality index, making Albuquerque one of the most environmentally safe cities in the country.
-  Our city's residential recycling rate and waste landfilled per person per day has a desirable 4-year trend. The residential recycling rate saw a significant increase after the city's Curbside Recycling program switched from plastic bag pick-up to Recycle Carts.

Residential Recycling Rate

In 2014, the City implemented residential curbside cart recycling.

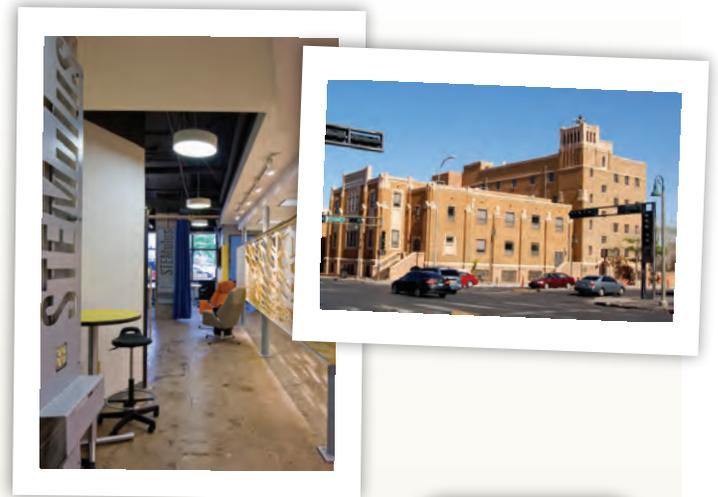


GOAL 6 ECONOMIC VITALITY

The community supports a vital, diverse, and sustainable economy.

Why is this goal important?

The prosperity of a community is tied directly to the success of its economy. A strong economy translates into jobs and opportunities for individuals, fosters the creation of wealth and philanthropy, and creates a stable tax base to pay for needed public infrastructure and services. It is important to have an economy that is broad based, without too much reliance on one firm or one industry. It is just as important to have an economy that attracts industries and jobs that leverage local resources.



- in focus
- improving
- needs focus

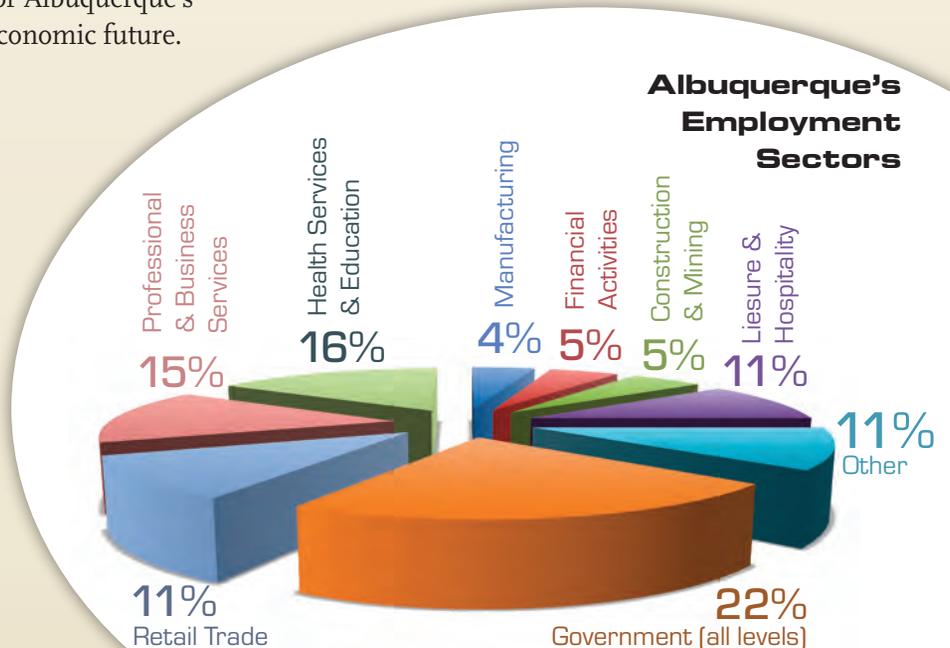
Goal 6: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Job Creation	Annual job growth ²⁰¹³	0.6%	6th of 6	-.05%	Undesirable	Improving
Job Creation	Unemployment rate (NSA) ²⁰¹⁴	6.4%	6th of 6	5.5%	Undesirable	Improving
Diverse Economy	Employment in government as % total ²⁰¹³	22%	5th of 6	17%	Undesirable	Stable
Economic Mobility	Average annual growth in per capita income ²⁰¹³	0.3%	4th of 6	1.1%	Undesirable	Stable

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- The Albuquerque economy continues to struggle, finding its way out of the Great Recession. After two years of negative employment growth, nonfarm payroll in the Albuquerque metro area grew modestly in 2013, adding about 2,215 jobs, which represents 0.6 percent growth.
- Private sector employment accounted for the majority of the increase in 2013, and Health Services, Construction, Leisure and Hospitality, and Professional and Business Services sectors showed the strongest growth in 2013.
- The top three single employment sectors are Health Care Services, Professional and Business Services and Retail Trade, which recently bumped local government out of the top third spot. The percent of the employment that is made up of government jobs continues to hover around the 22 percent level and continues to be higher than the national average of 17 percent.
- Recent initiatives, such as Innovate ABQ are designed to accelerate job growth and economic mobility and have seen significant momentum and investment by public and private sector stakeholders. These initiatives hold promising hope for the medium to long-term outlook for Albuquerque's economic future.



GOAL 7

COMMUNITY AND CULTURAL ENGAGEMENT

Residents are engaged in Albuquerque's community and culture.

Why is this goal important?

Residents are involved in their community in a myriad of ways. Donating to non-profits, participating in neighborhood associations and attending cultural, sporting, and entertainment events are just a few ways that citizens participate in their community. Participation and engagement help promote our community's values and foster respectful relations between diverse cultures and races.



- in focus
- improving
- needs focus

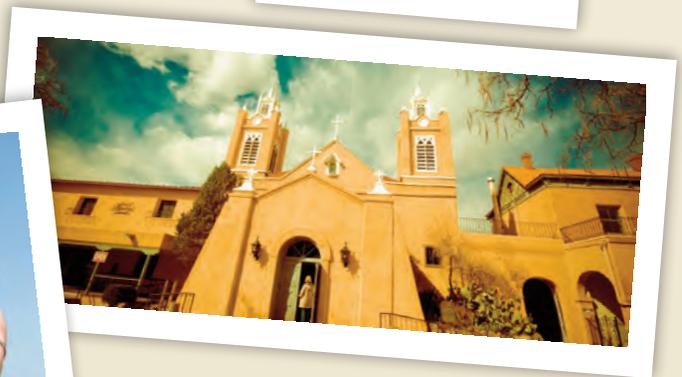
Goal 7: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Foster Art & Culture	Arts & culture events attended per 1,000 residents	2.06	2nd of 3	N/A	Desirable	Stable
Community Engagement	Donations as a percent of median income	4%	3rd of 5	5%	Desirable	Stable
Well Informed Residents	Newspaper circulation per 10,000 residents	1,264	2nd of 6	N/A	Desirable	Improving
Civic Participation	Voting participation rate (peer rank by state)	55%	3rd of 6	N/A	Desirable	Improving

See page 11 for additional insight on how to read this scorecard.

What we can tell from the data.

- Community and Cultural engagement is where Albuquerque really shines, as evidenced by all of the desirable indicators in the table above.
- Attendance by residents at arts and cultural events reflects the value we place on arts and culture in our local community. Attendance is strong and has remained stable since 2010.
- In 2012, a presidential election year, the voting participation rate for Bernalillo County was 55 percent, which makes us 3rd among 6 of our peer communities.
- Donations as a percent of median income are 4.3 percent, just slightly below the national average.
- In the Spring of 2014, the City of Albuquerque and various community partners launched the ABQtodo.com website, which consolidates community events and attractions into one single, easy to access website.



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.

ABQ Facts

City Government is the seventh largest employer in Albuquerque after Albuquerque Public Schools, University of New Mexico, Sandia National Labs, Presbyterian Hospital, Kirtland Air Force Base (Civilian), and UNM Hospital. The City of Albuquerque employs 5,854 people and spends approximately \$893,000,000 each year to provide city services.

Why is this goal important?

Citizens want their government to be helpful, cost effective, transparent and accountable.

-  in focus
-  improving
-  needs focus

Goal 8: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Financial Assets Protected	General obligation S&P bond rating	AAA	1 of 6	N/A	Desirable	Stable
City Responsiveness	311 call quality average	96%	N/A	88%	Desirable	Stable
City Responsiveness	City responsive to needs (survey results, scale 1 to 5)	3.2	N/A	N/A	Desirable	Improving

See page 11 for additional insight on how to read this scorecard.

What can we tell from the data?

- Protecting taxpayers resources, including financial and capital assets, is paramount to achieving an accountable and cost effective government. The city demonstrates this desired condition by minimizing expenses, maintaining a strong credit rating, and achieving clean annual financial audits. Through operating efficiencies and the use of less expensive contract labor, the city was able to lower expenditures through the economic recession.
- A responsive government is just as important as a transparent one. The city's 311 Call Center provides citizens easy access to quality information and service requests. The city 311 Call Center call quality average is 96%, which is above the benchmark rate of 88%.
- A recent survey shows that citizens rate the city's responsiveness with an above average score of 3.2 on a scale of 1 to 5.



UNDERSTANDING THE SCORECARD

The tables in this report are used as “scorecards” to show the progress that Albuquerque is making toward achieving a goal’s desired condition. The color coding in the scorecards shows how we are doing using comparisons based on: 4 year ABQ trend, where we rank among peer cities, and the United States.

Status Desirable means the status of the indicator is desirable relative to peers and/or U.S. and Undesirable means the status of the indicator is undesirable relative to peers and/or U.S.

- **Green = in focus:** Status is desirable relative to peers and/or U.S.
- **Yellow/Orange = improving:** Status is undesirable relative to peer and/or U.S., but is improving
- **Purple = needs focus:** Status undesirable relative to peer and/or U.S.

Desired Conditions

Among the eight goal areas there are 44 desired conditions. Several conditions are not presented in this report because data hasn’t been found to measure them consistently. For a complete list of desired conditions please visit abqprogress.com.

Key Indicators

Indicators are measures of progress that describe through data how well Albuquerque is progressing towards achieving the desired conditions and ultimately its goals. The first priority in choosing an indicator is having meaningful data and then information to compare ABQ with peer cities and/or the United States as a whole. However, some indicators do not have comparable data and so the scorecard color was determined based on the 4-year ABQ trend.

Latest ABQ Data

The latest Albuquerque (ABQ) data is shown. Only indicators with data available in the most recent year of one of the last 4 years (2011–2014) are presented. The latest year can vary from indicator to indicator.

4 Year ABQ Trend

Trends are described as “improving,” “stable,” or “worsening.” It is possible for a condition to have a purple or yellow status, even if the 4-year ABQ trend is stable or improving, when we start off doing poorly, and only make slight improvements each year.

Goal 1: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank	United States	Status	Trend
Good Public Health	Residents frequently exercising	57%	2nd of 6	50%	Desirable	Stable
Good Public Health	Obesity in population	22%	2nd of 6	27%	Desirable	Stable
Access to Health Care Services	Population with health insurance coverage	85%	3rd of 6	85%	Desirable	Stable
Educated Literate Residents	Residents with high school education or more	88%	3rd of 6	86%	Desirable	Stable
Educated Literate Residents	State high school graduation rate ²⁰¹³	70%	6th of 6	76%	Undesirable	Improving
Secure/Stable Families	Families living in poverty	22%	2nd of 6	19%	Undesirable	Stable
Affordable Housing	Homeowners paying 30%+ for housing costs	36%	6th of 6	34%	Undesirable	Stable

Peer City Rank Based on data available, ABQ’s rank against five peer cities is shown. The six cities are: Colorado Springs (CO), El Paso (TX), Oklahoma City (OK), Salt Lake City (UT), and Tucson (AZ). A rank of 1st or 2nd is more favorable than a rank of 5th or 6th. Depending on the indicator and information available—city, metro, county or an average of the peer cities is used. If an indicator is unique to ABQ, “N/A” represents “Not Available.”

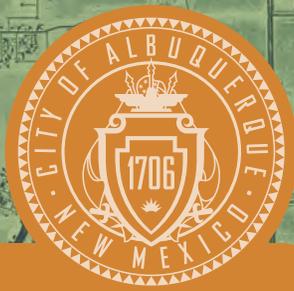


United States

This is the latest United States data available. For several indicators, an average of communities above a population of 100,000 has been used. If United States data is not available, “N/A” is stated.

Using Comparisons

Comparisons are used because just looking at the 4-year ABQ trend doesn’t tell the entire story. At times, the 4-year Albuquerque (ABQ) trend could be desirable and yet we lag behind our peers and/or the nation at large. This is important to see and yet there are multiple factors and differences from city to city, so please keep this in mind as comparisons can be misleading.



ALBUQUERQUE PROGRESS REPORT

From time to time, our leadership changes but, no matter who is in charge, strategic goals, set by the people, should support a long-term vision for Albuquerque. In the short term, leaders must respond to the day-to-day needs and challenges of the community within their purview. However, in the longer term, even across changing leadership and community conditions, a well-defined vision, and a clear statement of strategic goals, should guide our leaders to make decisions that will take us from where we are, to where we want to be.

Experience tells us that “What gets measured gets done.” Therefore, measuring Albuquerque’s progress is vital to our long term success in reaching our goals.

To get the Albuquerque Progress Report online, please visit: abqprogress.com.

Contact us

We welcome your assistance and feedback in reporting on Albuquerque’s progress towards reaching our goals. If you have questions for us or recommendations for data measures, **email us at abqprogress@cabq.gov**. We value your input.

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