

# How is Albuquerque Doing?

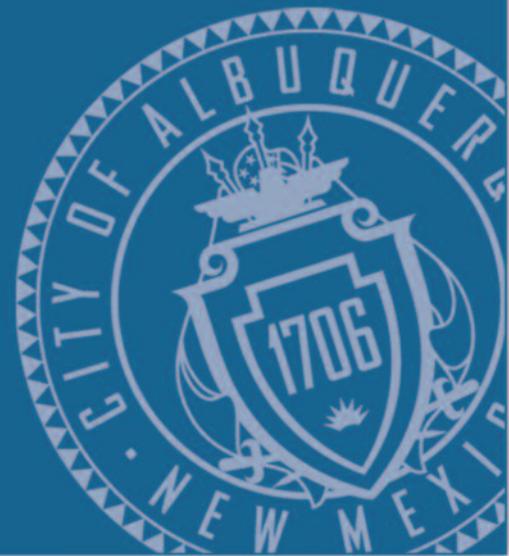
- **Human and Family Development**
- **Public Safety**
- **Public Infrastructure**
- **Sustainable Community Development**
- **Environmental Protection and Enhancement**
- **Economic Vitality**
- **Community and Cultural Engagement**
- **Governmental Excellence and Effectiveness**

## ALBUQUERQUE PROGRESS REPORT

**2016**

PREPARED BY  
**THE  
INDICATORS  
PROGRESS  
COMMISSION**

Issued every  
two years



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

## 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 two to 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.

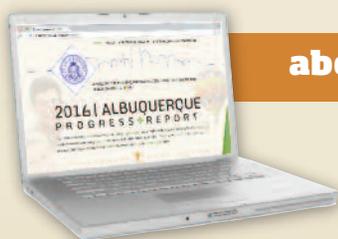
The report highlights key indicators of progress. In measuring progress, Albuquerque's latest data is important, but it's also helpful to see the community's trend over time and how Albuquerque compares to regional peer communities and to the nation at large. The IPC has summarized this information—by goal—with a scorecard. Keep Current! An up to date version of this report can be found at [abqprogress.com](http://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](mailto:abqprogress@cabq.gov).

### Albuquerque Indicators Progress Commission

Monica Abeita	Shelia Moore
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[abqprogress.com](http://abqprogress.com)

The photos and illustrations throughout this document were obtained from a variety of sources: Albuquerque Public Schools, City of Albuquerque, Kenesson Design, Inc., PNM, Thinkstock.com, United Way of Central New Mexico – Mission: Graduate

## 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."

<b>GOAL</b> <b>1</b>	<b>Human &amp; Family Development</b> page 3	<b>GOAL</b> <b>5</b>	<b>Environmental Protection &amp; Enhancement</b> page 7
<b>GOAL</b> <b>2</b>	<b>Public Safety</b> page 4	<b>GOAL</b> <b>6</b>	<b>Economic Vitality</b> page 8
<b>GOAL</b> <b>3</b>	<b>Public Infrastructure</b> page 5	<b>GOAL</b> <b>7</b>	<b>Community &amp; Cultural Engagement</b> page 9
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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 scorecard color coding shows how we are doing using comparisons based on: 4 year ABQ trend, where we rank among peer cities, and the U.S.

- Green = in focus:**  
Status is desirable relative to peers and/or U.S.
- 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.

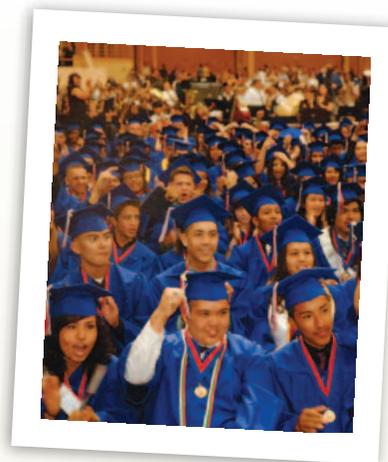
## What are desired community conditions?

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.

### 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 (Bern. Co.) 2015	58.0%	N/A	52.5%	Desirable	Improving
Good Public Health	Obesity in population (NM) 2015	23.7%	2nd of 6	28.0%	Desirable	Stable
Access to Health Care Services	Residents with health insurance coverage 2015	90.5%	2nd of 6	90.6%	Desirable	Improving
Educated, Literate, Skilled Residents	Residents with high school education or more 2015	87.3%	3rd of 6	87.1%	Desirable	Worsening
Stable, Economically Secure Families	Homeless Population (Sheltered Count) 2016	1,039	N/A	N/A	Undesirable	Improving
Educated, Literate, Skilled Residents	APS high school graduation rate 2015	61.7%	5th of 5	83.2%	Undesirable	Worsening
Stable, Economically Secure Families	Families living in poverty with children under 18 2015	23.0%	5th of 6	17.1%	Undesirable	Stable
Affordable Housing	Homeowners paying 30% + of income for housing 2015	25.2%	6th of 6	23.7%	Undesirable	Stable
Affordable Housing	Renters paying 30% + of income for housing 2015	49.1%	5th of 6	46.8%	Undesirable	Stable

in focus improving needs focus

\*1st is best

See Page 11 for more on how to read these scorecards

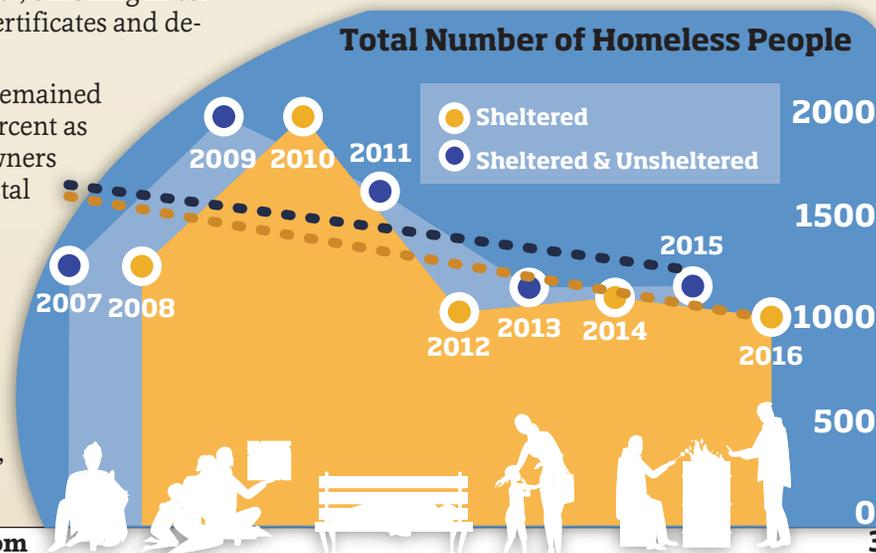
## What can we tell from the data?

- Physical health, as reflected in obesity and exercise rates, is strong. Obesity rates could only be found for the state as a whole. New Mexico had a 24 percent obesity rate, which is lower than most peer states and lower than the national average. The percent of Bernalillo County residents regularly exercising was 57 percent, higher than the national average of 53 percent.
- Resident's access to healthcare improved significantly over the last couple of years, with now over 90 percent of our residents covered by health insurance. Relative to our peers, we now rank 2nd best out of 6, which is a significant improvement from two years ago.
- After reaching a high of 69% in 2013, the Albuquerque Public Schools high school graduation rate declined in the last couple of years reaching to 62% in 2015. This compares to the national rate of 83%. One major initiative that is taking hold in our community is Mission: Graduate, a cradle to career education partnership

working to advance a big goal for student success: 60,000 new graduates with college degrees and certificates in central New Mexico by 2020. To achieve the goal, Mission: Graduate works with programs and organizations from across central New Mexico to take action on strategies designed to increase the number of students graduating from high school, enrolling in college, and earning college certificates and degrees.

- Families living in poverty remained fairly steady at about 23 percent as did the number of homeowners paying over 30% of their total income for housing. The number of renters paying over 30% of their income for housing has remained steady at about 49 percent.
- The number of sheltered homeless people in Albuquerque improved in 2016, declining 6.4% in just two

years from 1,110 in 2014 to 1,039. Mayor Richard Berry has initiated various programs to address homelessness, including There's a Better Way, a nationally recognized program intended to curb panhandling by putting homeless people to work and has allocated \$25 million to impact this issue.



# 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.



### 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 the day (survey) 2015	95.0%	N/A	N/A	Desirable	Stable
The Public Feels Safe	Residents feel safe outside during at night (survey) 2015	77.0%	N/A	N/A	Desirable	Stable
The Public is Safe	Average EMS dispatch times (minutes) 2015	1.86	N/A	N/A	Desirable	Improving
Trust in Public Safety Agencies	Residents feel APD is respectful to citizens (survey) 2015	57%	N/A	N/A	Undesirable	Improving
The Public is Safe	Fatal crashes per 100,000 population 2015	9	N/A	10.0	Undesirable	Improving
The Public is Safe	Property crimes per 100,000 population 2015	4608	4th of 5	2,487	Undesirable	Worsening
The Public is Safe	Violent crimes per 100,000 population 2015	793	6th of 6	373	Undesirable	Worsening

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

\*1st is best

See Page 11 for more on how to read these scorecards

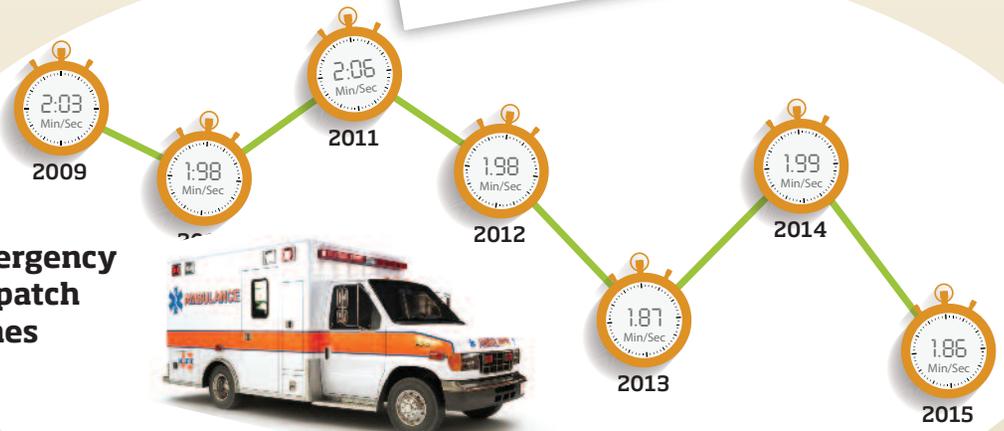
■ in focus 
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### What can we tell from the data?

- Property crime rose in 2015 after falling the previous year. The city's crime rate remains higher than the national average. Recent studies suggest that a small number of criminals are responsible for the recent increase in crimes highlighting the need for improvements to the local criminal justice system. Similarly, violent crimes rose in 2015, after falling in 2014, though still below 2008 levels. (PENDING APD REVIEW)
- Despite the increase in crime rates, 95 percent of Albuquerque residents feel safe outside during the day, and the majority of city residents, 77 percent, feel safe outside at night, according to a citizen survey conducted in 2015.
- Emergency dispatch times have continued to improve reaching 1.86 minutes due to increased staff training and new dispatch software that automates the dispatcher question process.



### Emergency Dispatch Times



# 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.



### 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 2014	127	2nd of 6	N/A	Desirable	Stable
Viable Street System	Commuter travel delays (annual hrs. delay per auto) 2014	36	3rd of 6	42	Desirable	Stable
Reliable Water/Wastewater Sys.	Water loss (real and apparent) 2015	4.5%	N/A	24.0%	Desirable	Improving
Quality Water/Wastewater Sys.	EPA compliance rate (peer average) 2015	98.9%	N/A	99.0%	Desirable	Stable
Sustainable Energy	PNM renewable energy portfolio standard (20% by 2020) 2015	15.0%	N/A	N/A	Desirable	N/A
High Speed Internet Access	Average internet download speed (Mbps) 2016	52	3rd of 3	42	Undesirable	Improving

● in focus 
 ● improving 
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\*1st is best

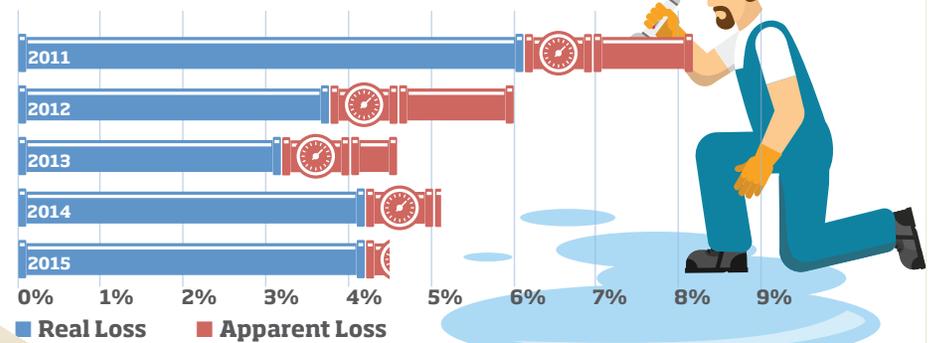
See Page 11 for more on how to read these scorecard

### What can we tell from the data?

- Commuter travel time delay is the extra travel time during peak periods (6-9 am, 4-7 pm) when compared to non-peak travel times. While Albuquerque has remained fairly stable, the commuter time improved from 37 to 36 annual hours delay in 2014.
- System 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 2011 to 2015, real and apparent losses combined declined from 8.2 percent to 4.5 percent.
- With 278 days of sunshine a year, Albuquerque is one of the sunniest places in the country and is poised to take advantage of alternative energy sources, like solar power. PNM is meeting the current 15 percent state goal of energy sales generated by renewable energy in 2015 and is on track to meet the state goal of 20 percent by 2020.
- 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 52 Mbps in 2016, which is up sharply from 23 in 2015 and up from around

10 Mbps in 2011. Albuquerque is now about in the middle of its peers and above the U.S. average. As part of the ART project, the City will be installing ten miles of dark fiber for the use by service providers to supply high-speed broadband to businesses and residences from Coors to Louisiana Boulevards. This will add to the capacity and increase the options for increased broadband in our City.

### Water System Loss Rates



# 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.



Rendering of One Central Entertainment Hub

### Goal 4: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status	Trend
Mixture of Density	Housing units per sq. mile 2015	1296	1st of 6	N/A	Desirable	Stable
Available, Accessible Parks	Trust of Public Lands City Park Score Rating 2016	65	1st of 5	N/A	Desirable	Stable
Available, Accessible Parks	Park Acres as percent of City Area 2016	23.6%	1st of 5	N/A	Desirable	Stable
Mixed-use Areas Exist	New construction permits activity ctrs. & corridors 2015	29.5%	N/A	N/A	Desirable	Stable
Vital, Active Downtown	Downtown Office Vacancy Rate 2015, Quarter 4	33.6%	3rd of 3	10.3%	Undesirable	Worsening
Vital, Active Downtown	Residents who feel safe in downtown ABQ 2015	39.0%	N/A	N/A	Undesirable	Worsening

in focus improving needs focus

\*1st is best

See Page 11 for more on how to read these scorecards

### What can we tell from the data?

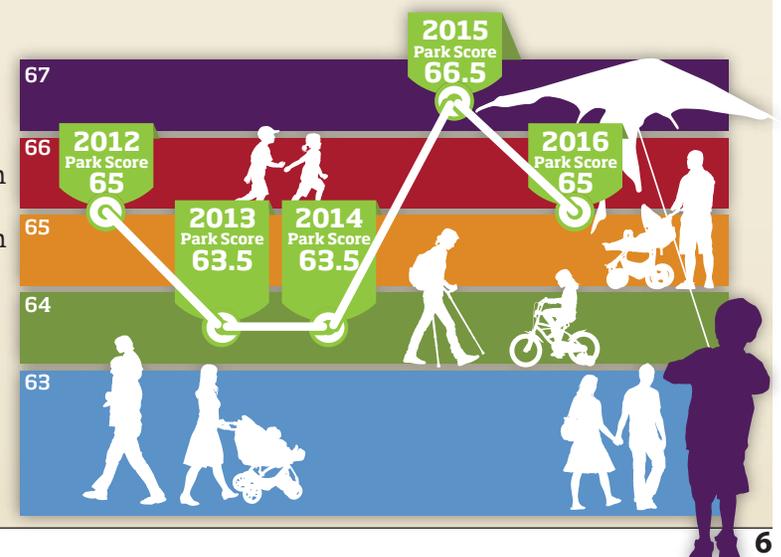
- The City and County are currently updating the Comprehensive Plan, the Master Plan for land use, transportation, and the provision of services. This update is informed by six new Guiding Principles: Strong Neighborhoods, Mobility, Economic Vitality, Equity, Sustainability, and Community Health. The update seeks to incentivize infill and redevelopment within the City, especially in designated activity centers and along transit corridors.
- 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 ParkScore 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 on a scale of 100.

- In recent years, office vacancy rates have deteriorated reaching 35 percent in 2016. However, some positive changes were expected to occur in late 2016. ABQ Health Partners relocated its headquarters to a downtown office space exceeding 63,000 sq. ft. and Molina was expanding its office space by 22,576 sq. ft.
- In an effort to reinvigorate Albuquerque's downtown, there has been a renewed focus and significant long-term investments in downtown in recent years. Major activities include the renovation of the City's Convention Center, a new downtown grocery store, and various activities associated with the City's collaborative Innovation Central project, an initiative aimed at accelerating job creation and economic mobility. This activity includes UNM's Rainforest building

housing 320 students, CNM's downtown STEMULUS center, and the One Central entertainment hub to be completed in late 2017.

### Trust of Public Lands City ParkScore Rating



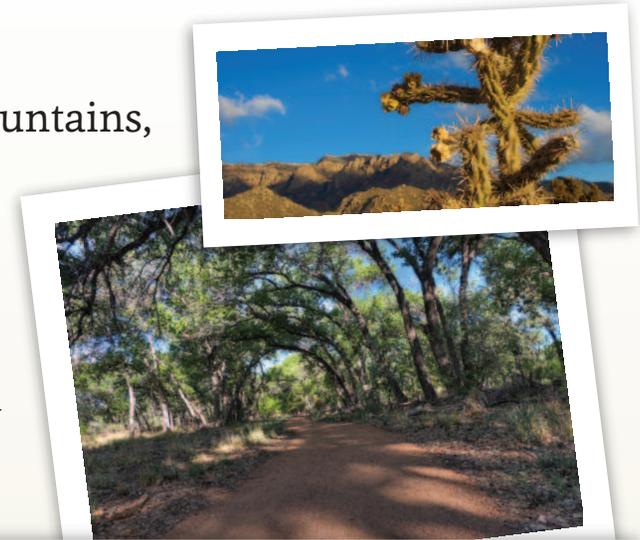
# GOAL 5

## 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.



### 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 water usage 2015	127	N/A	N/A	Desirable	Improving
Safe Air, Land & Water	Ozone level (US Standard is 0.07 ppm as of 10/15) 2015	0.066	1st of 6	0.079	Desirable	Improving
Safe Air, Land & Water	EPA air compare (unhealthy days for general pop.) 2015	0	1st of 6	N/A	Desirable	Stable
Preserved Open Space	Open space from total city acreage 2015	22.8%	1st of 5	N/A	Desirable	Stable
Active Citizen Conservation	Residential recycling rate ABQ: 2015	19.5%	2nd of 3	N/A	Undesirable	Improving
Active Citizen Conservation	Total pounds landfilled/ person/day ABQ: 2015 US: 2014	5	N/A	4	Undesirable	Improving

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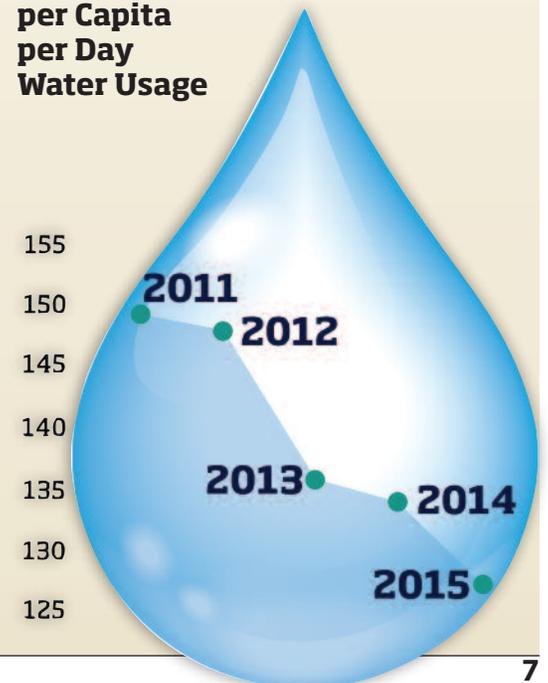
\*1st is best

See Page 11 for more on how to read these scorecards

### What can we tell from the data?

- Albuquerque leads its peer communities in clean air and open space, making Albuquerque one of the most environmentally friendly cities in the country.
- Air quality in Bernalillo tends to stay consistent throughout the years. Compared to our regional neighbors, our air quality is often better, based on EPA criteria, and has been in line with improvements made nationally. Maintaining a focus on air quality and the protection of public health is important to the city’s Environmental Health Department.
- The city’s open space as percentage of city land, at 23 percent, is among the highest in our peer group with 27,463 dedicated park acres.
- Our city’s residential recycling rate and waste landfilled per person per day has a desirable 5-year trend. The residential recycling rate has more than tripled from five years ago to almost 20 percent putting us in the middle of our peer group. The city saw a significant increase after the city’s Curbside Recycling program switched from plastic bag pick-up to Recycle Carts in 2014.
- Albuquerque continues to make progress in conserving water, as evidenced by the decrease in gallons of water used per capita, per day over the last five consecutive years.

Gallons per Capita per Day Water Usage



# 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.



Lobo Rainforest @ Innovate ABQ

### Goal 6: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status	Trend
Economic Mobility	Avg. Annual Growth in Per Capita Income 2015	4.4%	3rd of 6	3.7%	Desirable	Improving
Economic Mobility	Per Capita Income 2015	\$38,563	4th of 6	\$ 48,112	Undesirable	Improving
Job Creation	Annual job growth 2015	0.93%	6th of 6	2.1%	Undesirable	Improving
Job Creation	Unemployment rate MSA (NSA) 2015	6.2%	6th of 6	5.3%	Undesirable	Improving
Diverse Economy	Employment in government as % total 2015	21.4%	5th of 6	15.5%	Undesirable	Improving

in focus improving needs focus

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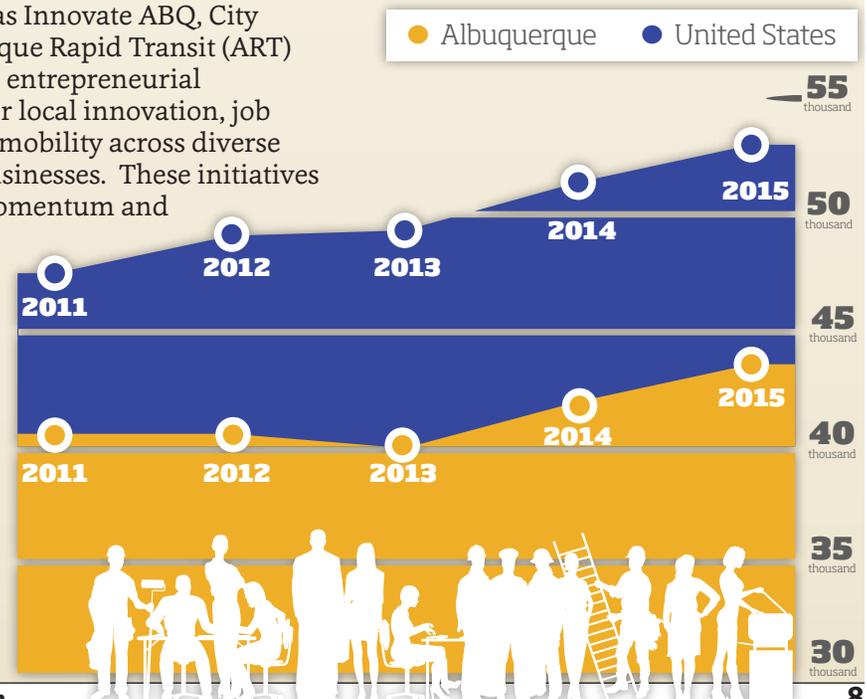
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### What can we tell from the data?

- Albuquerque's economy continues to show signs of economic recovery, albeit at a slow and steady pace. Since starting the recovery from the Great Recession in 2012, the Albuquerque metro area has added jobs for each of the last three years, adding 3,500 jobs in 2015, a 0.9 percent growth rate.
- Private sector employment accounted for the majority of the increase in 2015. Health Services, Construction, Leisure and Hospitality, Retail trade, and Information showed the strongest growth.
- 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 all government jobs declined slightly from 22 to 21 percent, but continues to be higher than the national average of 16 percent.
- The unemployment rate has improved consistently throughout the recovery falling to 6.2 percent in 2016, still higher than the national average of 4.8 percent.

- The city's per capita income has steadily increased over the last five years and was \$38,563 in 2015, up 4.4 percent from 2014's number. This compares to the U.S. average of \$48,112.
- Recent initiatives, such as Innovate ABQ, City Alive, and the Albuquerque Rapid Transit (ART) are designed to build an entrepreneurial ecosystem that will foster local innovation, job creation, and economic mobility across diverse groups of people and businesses. These initiatives have seen significant momentum and investment by public and private sector stakeholders and hold promising hope for the medium to long-term outlook for Albuquerque's economic future.

### Per Capita Income Albuquerque Average Compared with US average



# 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.



Penguin Chill Exhibit coming soon

### Goal 7: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status	Trend
Arts & Culture Engagement	Total attendance at the Albuquerque Balloon Fiesta 2016	839,309	N/A	N/A	Desirable	Improving
Arts & Culture Engagement	Total attendance at the ABQ BioPark 2015	1,246,574	N/A	N/A	Desirable	Improving
Community Engagement & Giving	Contributions to United Way Community Fund 2015	#####	N/A	N/A	Desirable	Worsening
Celebrate/Respect Diversity	Residents believe relations between people of different cultures and racial backgrounds are positive (survey)	64.0%	N/A	N/A	Desirable	Improving
Civic Engagement	Voting Participation Rate (% of voting age pop.) 2016	52.9%	4th of 6	58.50%	Undesirable	Improving

● in focus 
 ● improving 
 ● needs focus

\*1st is best

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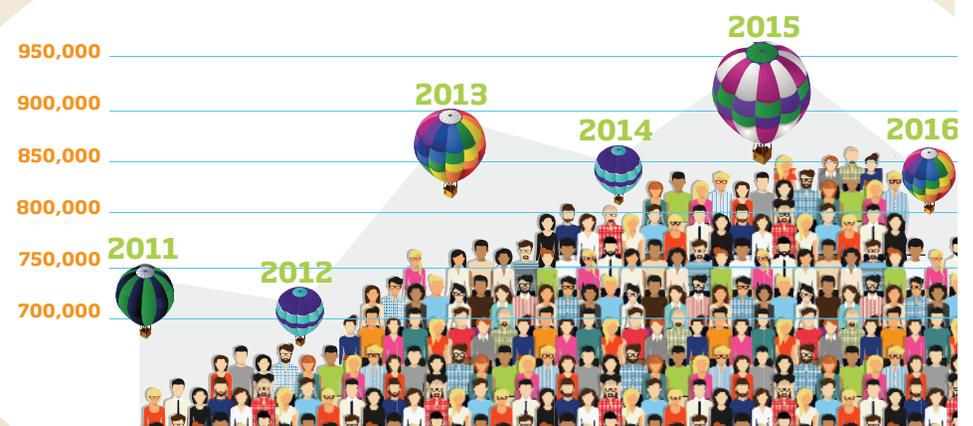
### What can we tell from the data?

- Community and Cultural engagement is where Albuquerque really shines, as evidenced by participation in cultural events, community giving, and voting rates.
- The Albuquerque BioPark is the most attended attraction in the State with more than 1.24 million visitors in 2015. The park contributes greatly to the quality of life of Albuquerque and is considered a leader in conservation among accredited facilities of the Association of Zoos and Aquariums. In 2015, voters approved a one-eighth cent tax increase to be used for capital improvements at the park. The first large project to be funded by the tax is the Penguin Chill exhibit, shown above.
- The United Way of Central New Mexico's Community Fund helps ensure that all individuals and families in central New Mexico: achieve their potential through education; are healthy and safe; are financially stable; and live life with dignity. In 2015, contributions to the United Way Community Fund generated \$4.4 million. While this number has gone

down in recent years, they anticipate that giving will rebound as the local economy recovers. The Community Fund improves the lives of the most vulnerable by providing program grants to nonprofit programs via competitive application. The fund currently supports 95 projects and programs and various United Way initiatives, including the 2-1-1 social service provider referral help line and Mission Graduate.

- In the November 2016 election, voting participation in Bernalillo County improved to 53 percent, a significant improvement from the 2012 Presidential election turnout, which was 40 percent. The voting participation rate is still below our peers and below the national average of 59 percent.

### Total Attendance at the Albuquerque International Balloon Fiesta



# 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.

### Why is this goal important?

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

### 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 5,825 people and spends approximately \$926,388,000 each year to provide city services.

### Goal 8: How is Albuquerque doing?

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status	Trend
Financial Assests Protected	General Obligation S&P bond rating 2016	AAA	1st of 4	N/A	Desirable	Stable
City Responsiveness	311 Call Quality Average 2015	89%	N/A	N/A	Desirable	Worsening
City Responsiveness	City Responsive to Needs (survey, scale 1-5) 2015	3.0	N/A	N/A	Desirable	Stable

 in focus  improving  needs focus

\*1st is best

See Page 11 for more on how to read these scorecards

### 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 continually seeking ways to minimize expenses, maintaining a strong credit rating, and producing timely and clean annual financial audits.
- A responsive government is just as important as a transparent one. The city's 311 Citizen Contact Center provides residents easy access to quality information and service requests. The city's 311 Citizen Contact Center call quality average is 89 percent, which is above the benchmark rate of 88 percent.
- Innovation within city government is necessary to help improve services to its citizens. In order to do more with less, we must work smarter, not harder. A few of the innovative initiatives that the city has implemented include:
  - In 2015, Mayor Richard Berry launched a program to teach 100 city employees how to think like entrepreneurs and learn the entrepreneurial mindset. That mindset is the set of skills and attitudes that entrepreneurs and innovators use to identify opportunities and overcome challenges. To date, the city has had 227 employees participate in the program.
  - Over the last five years, the city has placed a major focus on greater use of technology and automation in our external and internal services. These include the implementation of e-procurement, expanding our open data and data visualization capabilities, and working with local tech partners on innovative civic apps, including the city's 311 app, which allows citizens to report problems right from their smart phones, saving everyone time.



# 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.
- **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 are not presented in this report because data hasn’t been found to measure them consistently. For a complete list please visit [abqprogress.com](http://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 information to compare ABQ with peer cities and/or the US 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 5 years (2011-2015) 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 orange 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 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 the day (survey) 2015	95.0%	N/A	N/A	Desirable	Stable
The Public Feels Safe	Residents feel safe outside during at night (survey) 2015	77.0%	N/A	N/A	Desirable	Stable
The Public is Safe	Average EMS dispatch times (minutes) 2015	1.86	N/A	N/A	Desirable	Improving
Trust in Public Safety Agencies	Residents feel APD is respectful to citizens (survey) 2015	57%	N/A	N/A	Undesirable	Improving
The Public is Safe	Fatal crashes per 100,000 population 2015	9	N/A	10.0	Undesirable	Improving
The Public is Safe	Property crimes per 100,000 population 2015	4608	4th of 5	2,487	Undesirable	Worsening
The Public is Safe	Violent crimes per 100,000 population 2015	793	6th of 6	373	Undesirable	Worsening

\*1st is best See Page 11 for more on how to read these scorecards

**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 At Your Fingertips...

## Culture, kindness & connections.

### a preview...

**ABQ BioPark App**—Get hours, directions, ticket prices, and other information about the ABQ BioPark.

**ABQ Museum Sculpture Garden Guide**— Learn about the sculptures at the ABQ Museum of Art and History.

**Balloon Museum Foundation App**—Information about the Anderson Abruzzo International Balloon Museum Foundation.

**ABQ Kindness App**— Join Albuquerque's challenge to track one million acts of kindness.

**ABQ311**—Submit a service request to Albuquerque's Citizen Call Center.

**ABQ RIDE**—This transit app shows bus locations around the city. Available for iPhone, iPad, and iPod Touch.

**UNM Where's My Bus**—Information about the University of New Mexico Bus Tracking System.

**TrepConnect App**—A resource for New Mexico entrepreneurs and business owners to connect with resources and services.

These apps and more are available to download from iTunes and Google Play.

For more info visit:  
<https://www.cabq.gov/abq-apps>

