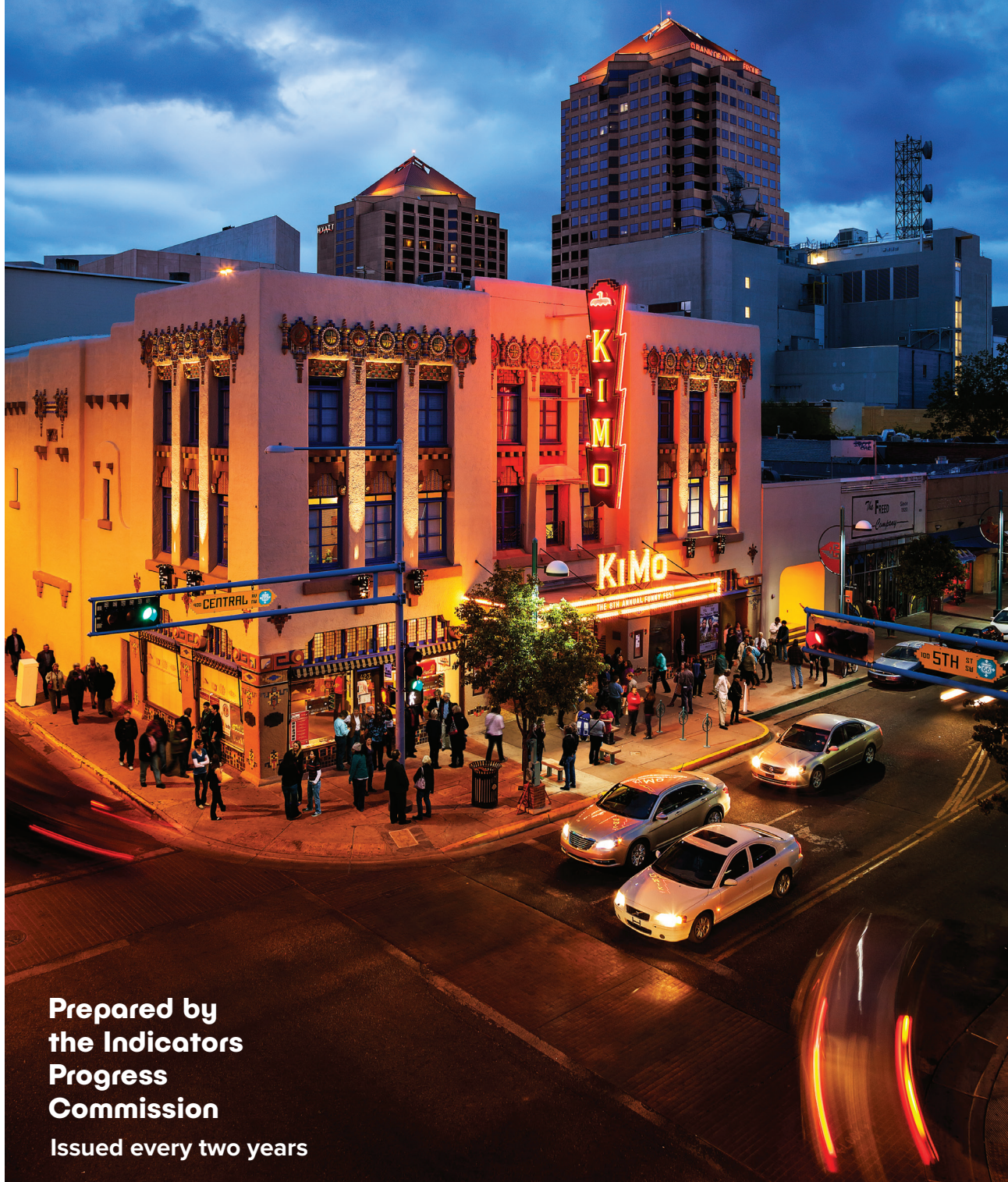


ONE  
ALB  
UQU  
ER  
QUE



# 2018 Albuquerque Progress Report



Prepared by  
the Indicators  
Progress  
Commission  
Issued every two years





city of albuquerque

OFFICE OF MAYOR TIM KELLER  
one civic plaza nw, 11th floor  
albuquerque, nm 87103  
505.768.3000

[cabq.gov](http://cabq.gov)

## Greetings Albuquerque

Over the past year, we've hit the ground running toward building a safe, inclusive and innovative Albuquerque. Though we have a long road ahead, we're on the right track.

When I took office, we began with a simple premise: everyone in our city deserves to feel safe, to have a chance to get ahead and to have opportunities for our kids. We listened to the needs of our city and developed an innovative game plan with concrete steps and measurable goals to make it happen. While we implement projects that move our city forward, we remain data-driven and continue to measure our progress, staying focused on our destination as we forge a path to a better Albuquerque.

We are facing the challenges in our city head on. This means tackling crime from all sides and addressing root causes like behavioral health challenges, addiction and lack of opportunity. We're using community policing and working together with neighborhoods, local businesses, non-profits and faith leaders. And we're starting to see some positive results. Although crime is still unacceptably high, for the first time in a decade, trends are turning around and crime is dropping in almost all categories.

Our economic plan focuses on six pillars to build an economy that works for everyone: buy local, international business, creative economy, placemaking, smart recruitment and increment of one. So far, we've been able to give local businesses access to the tools to get City contracts, began redevelopment projects like the Rail Yards, helped bring 1,600 new jobs to downtown, revived international travel at the Sunport and landed Netflix in Albuquerque.

We know that providing opportunities for our kids to stay safe and engaged is a key to our city's future, and in one year, we've significantly increased the number of kids participating in many before-school, after-school and summer programs.

To continue making progress, we will keep turning government inside-out, block-by-block to connect with you. The people of Albuquerque are powerful, resilient, hardworking and innovative. We have unmatched natural beauty, local cuisine and culture. Burqueños are our biggest asset, and we are making a seat at the table for all of you.

Please read on in the following pages about our specific efforts to tackle some of the most pressing issues in Albuquerque: Public Safety, Homelessness, Opportunities for Youth, Building an Economy that Works for Everyone, Sustainability and Community Engagement. Learn where we are, where we're going and concrete ways that you can pitch in.

Let's continue the journey to create a place we believe in together, as One Albuquerque.

Your Mayor,

Timothy M. Keller



Mayor Keller at  
National Night Out

ONE  
ALB  
UQU  
ER  
QUE

## Did you know?

The original spelling of our city contained the "extra R" you see in that of our sister city—Alburquerque, Spain. "Burque" became our city's nickname during the World War II era and has stuck with residents and visitors alike who are fond of our beloved home.

## One Albuquerque

Albuquerque has an incredible amount of potential. Our communities are also facing very real challenges.

One Albuquerque is about giving everyone a seat at the table to make our city safer, more innovative and more inclusive. As we work to reinvigorate our city, we are embracing the authentic, multicultural roots that make Albuquerque one of a kind.

At our core, we are a city where people from all walks of life—homegrowns and immigrants, local business owners and artists—live side-by-side. And we are all working together, as One Albuquerque to bring the City's potential to life.

Join us in a collaborative effort of reimagining Albuquerque—remembering who we are and where we came from, while dreaming of all that we can be and do as One Albuquerque.

ONE ABQ  
Volunteer info:  
[cabq.gov/abq-volunteers](http://cabq.gov/abq-volunteers)

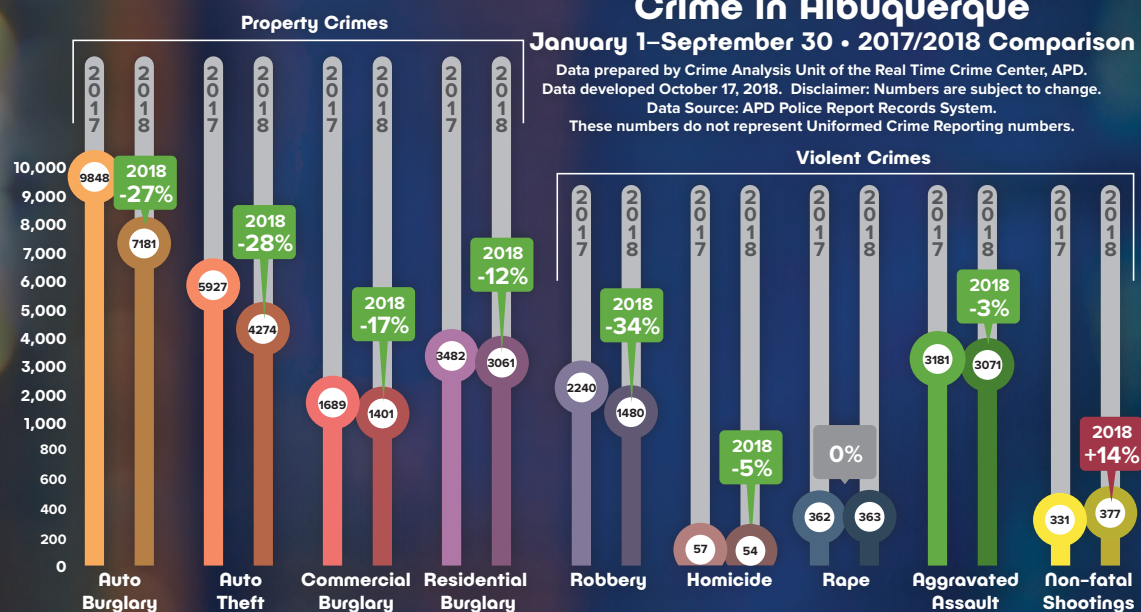
The photos and illustrations throughout this document were obtained from a variety of sources: City of Albuquerque, Kenesson Design, Inc., Thinkstock.com, freeabqimages.com and Marble Street Studios.

# Public Safety and Crime

Public safety is our number one priority. Over the last year, the City of Albuquerque has stepped up efforts to attack crime from all sides, including restructuring the Police Department, adding more police and firefighters, as well as putting forward initiatives aimed at addressing our community's struggles with homelessness, mental health, addiction and domestic violence.

## Recent efforts to combat crime include:

- Building an integrated approach to address behavioral health, homelessness and substance abuse
- Establishing a new leadership team at APD committed to community policing and culture change
- Re-opening and expanding Nob Hill and Old Town Substations and creating the first permanent Downtown Public Safety District
- Doubling the number of homicide detectives
- Stepping up anti-auto theft efforts
- Establishing an APD Gun Intelligence Center to address gun violence
- Boosting recruitment efforts to attract an additional 100 qualified officers each year
- Funding the replacement of outdated APD helicopter for aerial pursuits
- Establishing the SHARP Program to clean up needles discarded in public spaces
- Reducing rape kit backlog by more than half and reducing fingerprinting backlog, on track to clear the rape kit backlog by the end of 2020
- Scaling up participation in City youth programs by adding \$1 million for proven out-of-school initiatives before school, after school and during the summer to keep kids engaged and out of harm's way
- Creating the HEART program within the Albuquerque Fire Rescue Department to proactively connect with frequent 911 users



## Addressing homelessness:

- Developed multifaceted, city-wide plan to address homelessness
- Identifying funding options with key stakeholders to make emergency housing for homeless people available 24-hours a day, 365 days a year
- Working with partners at UNM, County, State and Chamber of Commerce to convene experts and resources
- Included behavioral health and homelessness resources in Downtown Public Safety District to ensure appropriate resources are available
- Expanding affordable housing options and increasing funding for housing vouchers so community partners can help prevent homelessness and meet the needs for transitional and permanent housing
- Established offices focused on addressing education, behavioral health and homelessness

## Although it is early, the City is already seeing positive results:

- As of October 1, 2018 there were 853 APD officers with plans in place to reach the goal of adding 100 cadets and lateral hires before year end
- Though Albuquerque was ranked the worst metro area in the country for property crime in 2016 and 2017, data from 2018 shows that the trend is turning—for the first time in years



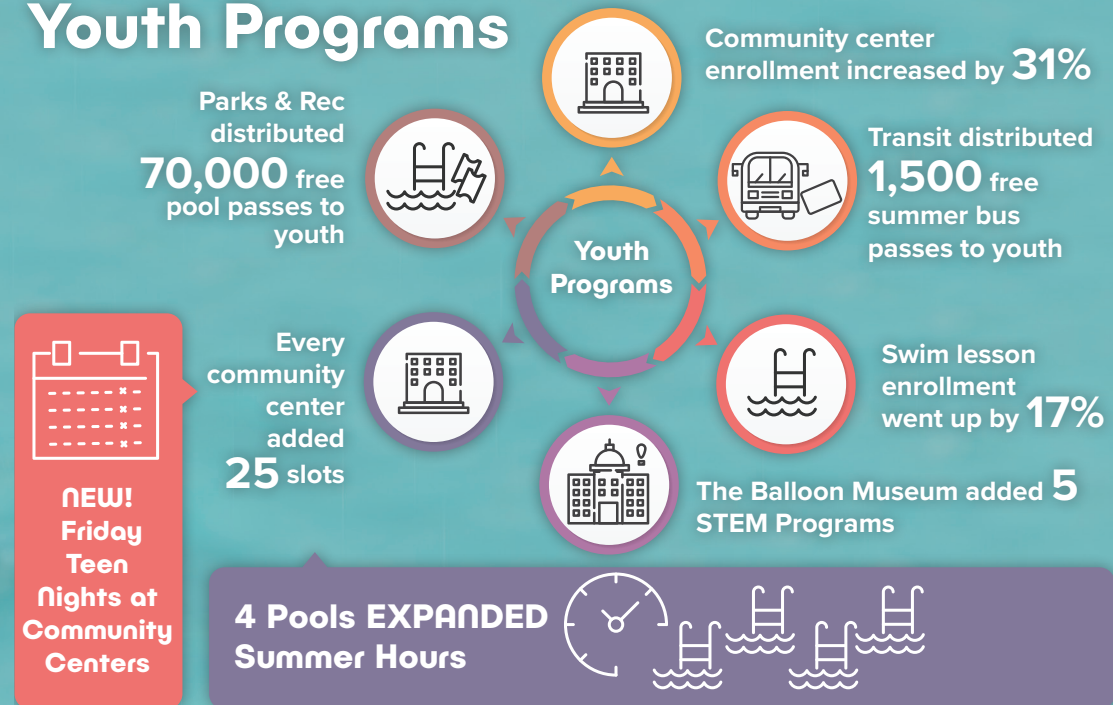
# Hot Topics Youth

We have a pivotal role in serving youth in Albuquerque. Expanding access to effective youth programs to keep our next generation engaged, learning and out of harm's way is a top priority of Mayor Tim Keller's administration. The City is stepping up for our kids by making sure all families have access to early childhood education programs, out-of-school time activities and safe places to learn and play.

## In the last year, the City of Albuquerque has:

- Invested \$1 million in scaling up effective out-of-school time programs, which translated into increasing enrollment at community centers by 31% and in swim lessons by 17%; extending hours at four popular pools and distributing over 70,000 free pool passes; adding five STEM programs at the Balloon Museum; and hiring an additional 300 summer youth employees
- Established a City-wide Kids Cabinet to continue to identify ways to improve access to youth programs
- Implemented new policies at APD to better protect children
- Assessed crosswalk safety around schools to make crossing the street more safe
- Began coordinating law enforcement agencies to patrol open space areas and parks
- Connected over 100 youth and elder volunteers to opportunities through the One ABQ Challenge
- Reinvigorated teen night to keep young people engaged on Friday nights
- Made 1,500 free youth bus passes available over the summer
- Revamped the City's early childhood education program

## Youth Programs



“These community summer and school programs are literally life savers for parents. The cost of paying for a private center depletes income in way that makes living tough.”

“Thank you for offering so many great programs at such an affordable price! My kids had another great summer, and we really appreciate it!!”

— Feedback from end of summer surveys





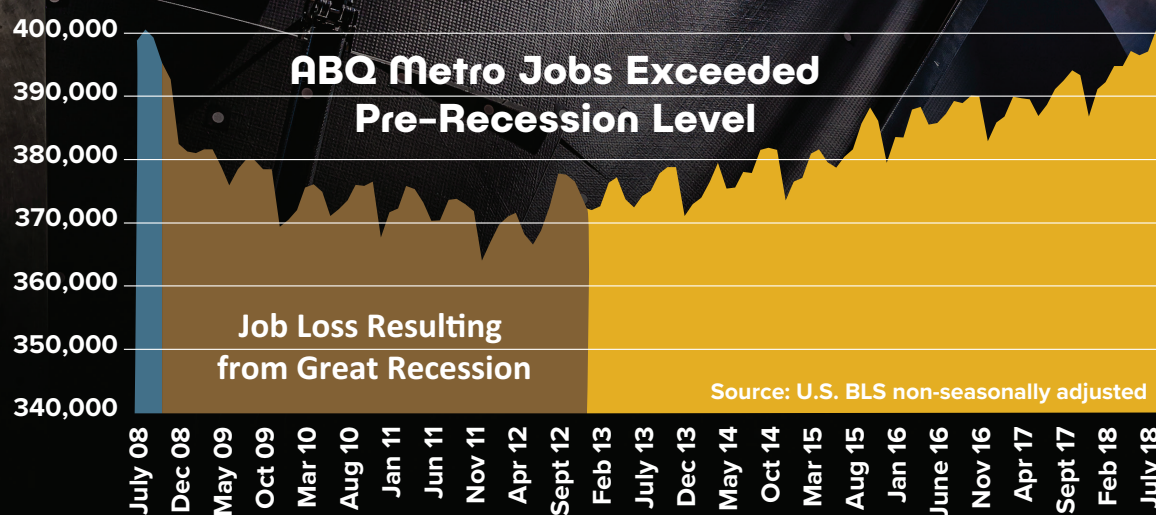
# Jobs and the Economy

In order to build an economy that works for everyone, we rolled out a new economic development plan for Albuquerque to create jobs that give all families a chance to get ahead, foster broad-based growth and ignite innovation. In the current budget, the City included increased funding for the promotion of Albuquerque for tourism, international trade and job creation.

## Recent economic development initiatives include:

- Successfully attracting companies to move to or expand in Albuquerque, including Netflix, TaskUs, 2nd Gear, Carenet Healthcare and Resilient Solutions 21
- Directly supporting over 2,300 jobs with Local Economic Development Act (LEDA) funds
- Launching the redevelopment of the historic Rail Yards
- Encouraging placemaking to connect new development projects to the people and places that make Albuquerque special, such as the renovation of the historic El Vado motel along Route 66
- Launching One ABQ Engage to fill vacancies in Downtown Albuquerque, enhance public safety and support local creators
- Changing City purchasing rules to create better opportunities for local and minority-owned businesses
- Adding new aviation routes, including adding a nonstop flight to Albuquerque's Sister City Guadalajara, Mexico, the first international flight at the Sunport since 2009
- Investing in creative economy to make Albuquerque a premier destination for arts and culture

The City is seeing some very promising trends in the data. In 2018, more than 5,000 major jobs were announced—2,300 of which were from projects supported with City LEDA funds. While Albuquerque's economy had been trailing the national economy and peers since the recovery began, data in the past few months has shown job growth exceeding the national average and is now in line with regional peers. The number of overall jobs in the ABQ Metro has reached the highest levels in ten years at 400,100 as of September, 2018 and unemployment, while still above the national average, has declined considerably to 4.7 percent.





# Open Government and Sustainability

## Sustainability

The City of Albuquerque has reinvigorated efforts to address global warming and build a more resilient community. This includes moving the City to renewable energy, reducing overall emissions and establishing various initiatives aimed at making Albuquerque a more sustainable community.

### Over the last year the City has:

- Established a cross-departmental sustainability working group and Green Teams to develop and implement sustainability initiatives throughout the City
- Issued a roadmap to move the City to 100% renewable energy and offset emissions related to the City's electric bill by 2022 by advancing new solar projects and energy efficiency measures
- Issued an executive directive that all new City facilities use higher energy conservation standards
- Began an inventory of the Albuquerque area greenhouse gas emissions to establish reduction goals and tracking
- Converted streetlights to more efficient LED fixtures to increase public safety and reduce electric consumption
- Developed smart building technology to reduce energy consumption through energy control efforts
- Launched a Recycle Right campaign to educate residents and businesses on the importance of recycling correctly

## Turning government “inside out”

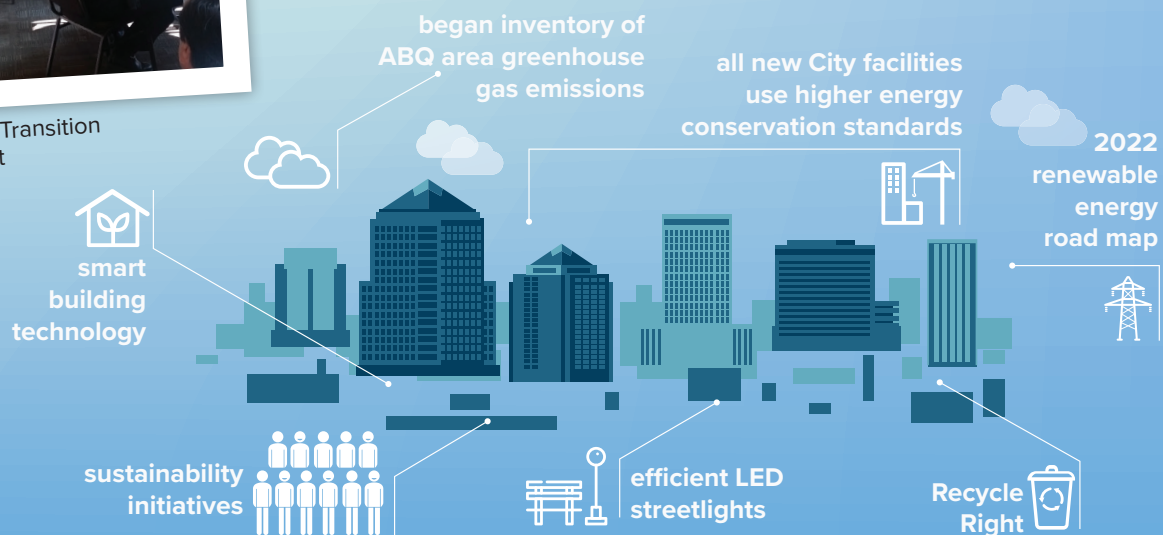
Mayor Keller has made an effort to turn city government “inside out” by putting governance in the hands of communities and their residents. This has led to a more integrated approach to address housing, homelessness, and substance abuse; improvements in public safety; and additional resources for youth programming.

### Additionally, the City of Albuquerque has fostered greater community engagement in the following ways:

- Roughly 1,000 community members had a voice in the direction of City government through transition teams and a Transition Capstone event as the Mayor entered office
- Appointed over 100 new members to revitalize City Boards and Commissions
- Expanded our One Albuquerque Goals Forum to include four regional events, with the first ever Spanish language forum
- Hosted several community forums on APD progress towards transforming the department
- Created Mayor's Office on the Corner, which brings resources from several City departments directly to the community
- Engaged over 1,000 community volunteers in 74 community-wide projects through the One ABQ Challenge



Mayor Keller at Transition Capstone event





## Albuquerque Indicators Progress Commission



Frank Roth, Chair  
Monica Abeita  
Enrique Cardiel  
Mark Gilboard  
Deborah Good  
Donna Griffin  
Ariel Herring  
Diane Harrison  
Ogawa  
Jessie Hunt  
Kendra Montanari  
Amy Overby  
Bruce Perlman  
Wendy Wintermute

### Dear Albuquerque Residents,

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 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. We also convene a biennial Goals Summit to obtain feedback from residents focusing on at least three goals. In July 2018, the IPC hosted four meetings in each quadrant of the city attended by over 300 participants. Some feedback received on three goals—Public Safety, Economic Vitality and Environmental Protection—included addressing equity and inclusion, looking at the root causes of crime and recognizing the need to address climate change issues. These changes were incorporated into a revised and adopted city resolution in November of 2018.

The APR 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. 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

An up-to-date  
version of this  
report can  
be found at  
[abqprogress.com](http://abqprogress.com)

The data in  
the following  
pages provides  
a snapshot of  
Albuquerque's  
historical progress  
in past years,  
typically 2013–  
2017 based on the  
availability of data.



# Goal 1

## Human & Family Development

### How is Albuquerque doing?

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 lives of those in your family.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Good Public Health	Residents exercising 3 or more days per week (survey) <sup>2018</sup>	68%	N/A	N/A	Desirable
Good Public Health	Obesity in population (NM) <sup>2016</sup>	28.3%	3rd of 6	29.9%	Desirable
Access to Health Care Services	Residents with health insurance coverage <sup>2016</sup>	92.9%	2nd of 6	91.4%	Desirable
Educated, Literate, Skilled Residents	Residents with high school education or more <sup>2016</sup>	90.2%	2nd of 6	87.1%	Desirable
Root Causes Addressed	Number of people served by social service programs <sup>2017</sup>	39,565	N/A	N/A	Desirable
Stable, Economically Secure Families	Point-in-time homeless count (Sheltered) <sup>2018</sup>	956	N/A	N/A	Undesirable
Educated, Literate, Skilled Residents	APS high school graduation rate <sup>2016</sup>	66.0%	6th of 6	84%	Undesirable
Affordable Housing	Homeowners paying 30% + of income for housing <sup>2016</sup>	21.5%	3rd of 6	22.7%	Undesirable
Affordable Housing	Renters paying 30%+ of income for housing <sup>2016</sup>	50.1%	5th of 6	56.8%	Undesirable
Stable, Economically Secure Families	Families living in poverty with children under 18 <sup>2016</sup>	24.1%	4th of 6	15.9%	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# Goal 2

## Public Safety

### How is Albuquerque doing?

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, in reality, the responsibility for a safe Albuquerque is also the responsibility of all its residents. Residents are involved every day in making decisions with safety in mind.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
The Public Feels Safe	Residents feel safe outside during the day (survey) <sup>2018</sup>	87.0%	N/A	N/A	Desirable
The Public Feels Safe	Residents feel safe outside during at night (survey) <sup>2018</sup>	73.0%	N/A	N/A	Desirable
The Public Feels Safe	Average APD priority 1 call response time (receipt to on scene) in minutes <sup>2017</sup>	12:27	N/A	N/A	Desirable
The Public Feels Safe	Vacant properties count <sup>2017</sup>	664	N/A	N/A	Undesirable
Trust in Public Safety Agencies	Residents feel APD is respectful to citizens (survey) <sup>2018</sup>	51%	N/A	N/A	Undesirable
The Public is Safe	Average EMS Advanced Life Support call response time (receipt to on scene) in minutes <sup>2017</sup>	7:46	N/A	N/A	Undesirable
The Public is Safe	Fatal crashes per 100,000 population <sup>2016</sup>	16.1	N/A	10.6	Undesirable
The Public is Safe	Property crimes per 100,000 population <sup>2016</sup>	5,289	6th of 6	2,451	Undesirable
The Public is Safe	Violent crimes per 100,000 population <sup>2016</sup>	901	6th of 6	386	Undesirable

The violent and property crime rates cover the 4-county metropolitan area  
\*1st is best. See page 12 for more on how to read these scorecards



# Goal 3

## Public Infrastructure

### How is Albuquerque doing?

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 residents daily and changing needs. Without these structures, new developments can become burdensome on a society's quality of life and impede future growth.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Integrated Transportation	Public transportation riders per capita <sup>2015</sup>	0.22	2nd of 6	N/A	Desirable
Reliable Water/Wastewater Sys.	Water loss (real and apparent) <sup>2016</sup>	4.7%	N/A	N/A	Desirable
Quality Water/Wastewater Sys.	EPA compliance rate (peer average) <sup>2016</sup>	99.9%	N/A	N/A	Desirable
Sustainable Energy	PNM renewable energy portfolio standard (20% by 2020) <sup>2018</sup>	On Track	N/A	N/A	Desirable
Sustainable Energy	Residential energy consumption (million Btu) per capita (state-level data) <sup>2016</sup>	54	2nd of 6	62	Desirable
Walkability	Walk Score <sup>2018</sup>	43	2nd of 6	N/A	Desirable
High Speed Internet Access	Average internet download speed (Mbps) <sup>2017</sup>	68	3rd of 5	N/A	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# Goal 4

## Sustainable Community Development

### How is Albuquerque doing?

Communities throughout Albuquerque are livable, sustainable and vital.

#### Why is this goal important?

Residents 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 residents can access jobs, good housing and recreational areas, in order to support the health and wellbeing of current and future generations.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Mixture of Density	Housing units per sq. mile <sup>2016</sup>	1,300	1st of 6	N/A	Desirable
Available, Accessible Parks	Trust of Public Lands City Park Score Rating <sup>2017</sup>	65	1st of 5	N/A	Desirable
Available, Accessible Parks	Park Acres as percent of City Area <sup>2017</sup>	24%	1st of 5	N/A	Desirable
Available, Accessible Parks	Percent of people living within 10 minutes of a park <sup>2017</sup>	86%	1st of 6	N/A	Desirable
Mixed-use Areas Exist	New construction permits in Centers and Corridors <sup>2017</sup>	16.4%	N/A	N/A	Desirable
Vital, Active Downtown	Downtown Office Vacancy Rate (Third Quarter) <sup>2018</sup>	25.2%	3rd of 3	N/A	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# Goal 5

## Environmental Protection

### How is Albuquerque doing?

**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.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Sustainable Water Supply	Gallons per capita per day water usage <sup>2017</sup>	128	2nd of 6	N/A	Desirable
Safe Air, Land & Water	Ozone level (US Standard is 0.07 ppm as of 10/15) <sup>2017</sup>	0.067	2nd of 6	N/A	Desirable
Safe Air, Land & Water	EPA air compare unhealthy days for general pop.) <sup>2017</sup>	0	1st of 6	N/A	Desirable
Preserved Open Space	Open space acres per capita <sup>2018</sup>	0.05	2nd of 6	N/A	Desirable
Active Citizen Conservation	Total pounds landfilled per person per day <sup>2017</sup>	5	N/A	2.9	Undesirable
Active Citizen Conservation	Residential recycling rate <sup>2017</sup>	19%	N/A	35%	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# Goal 6

## Economic Vitality

### How is Albuquerque doing?

**The economy is vital, diverse, inclusive, equitable, sustainable and works for all people.**

#### 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.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Business Growth	Business registrations <sup>2017</sup>	5,178	N/A	N/A	Desirable
Business Growth	Businesses still in business one year after starting <sup>2017</sup>	87%	N/A	N/A	Desirable
Belief in Economic Future	Residents feel hopeful in direction City is going (survey) <sup>2018</sup>	68%	N/A	N/A	Desirable
Economic Mobility	Average weekly wages (target of \$932) <sup>2017</sup>	\$881	N/A	\$1,067	Undesirable
Job Creation	Unemployment rate MSA (NSA) <sup>2017</sup>	5.7%	6th of 6	4.4%	Undesirable
Diverse Industries	Employment in government as % total <sup>2017</sup>	21.0%	5th of 6	15.5%	Undesirable
Economic Mobility	Per Capita Income <sup>2016</sup>	\$39,665	5th of 6	\$51,075	Undesirable
Economic Mobility	Income inequality ratio <sup>2016</sup>	9.90	3rd of 3	N/A	Undesirable
Economic Mobility	Average annual growth in per capita income <sup>2016</sup>	2.6%	4th of 6	1.7%	Undesirable
Belief in Economic Future	Net change in working aged people moving to/from the state <sup>2016</sup>	-6,652	N/A	N/A	Undesirable
Job Creation	Annual job growth <sup>2017</sup>	0.3%	6th of 6	1.6%	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards



# Goal 7

## Community & Cultural Engagement

How is Albuquerque doing?

**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 residents participate in their community. Participation and engagement help promote our community's values and foster respectful relations between diverse cultures and races.

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Arts & Culture Engagement	Total attendance at the Albuquerque Balloon Fiesta <sup>2017</sup>	887,970	N/A	N/A	Desirable
Arts & Culture Engagement	Total attendance at the ABQ BioPark <sup>2017</sup>	1,230,031	N/A	N/A	Desirable
Community Engagement & Giving	Total Community Fund & United Way Program Support <sup>2017</sup>	\$6,558,491	N/A	N/A	Desirable
Civic Engagement	Voting Participation Rate (% of voting age pop.) <sup>2016</sup>	52.9%	4th of 6	58.5%	Undesirable
City Responsiveness	Residents rate quality of life as either "excellent" or "good" (survey) <sup>2018</sup>	54%	N/A	N/A	Undesirable
Celebrate/Respect Diversity	Residents believe relations between people of different cultures and racial backgrounds are positive (survey) <sup>2018</sup>	61%	N/A	N/A	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# Goal 8

## Governmental Excellence & Effectiveness

How is Albuquerque doing?

**Government is ethical, transparent and responsive to its residents. Every element of government contributes effectively to meeting public needs.**

**Why is this goal important?**

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

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Financial Assets Protected	General Obligation S&P bond rating <sup>2017</sup>	AAA	N/A	N/A	Desirable
City Responsiveness	311 Call Quality Average <sup>2018</sup>	96%	N/A	N/A	Desirable
Building Development Efficiency	Number of days required for commercial building permit approval <sup>2017</sup>	13	N/A	N/A	Desirable
City Responsiveness	City responsiveness to community needs (survey) <sup>2018</sup>	28%	N/A	N/A	Undesirable

\*1st is best. See page 12 for more on how to read these scorecards

# 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 based on Albuquerque’s trend and where we rank relative to peer cities and the United States.

**Desired Conditions** Among the eight goal areas there are 46 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 Albuquerque with peer cities and/or the U.S. as a whole. However, some indicators do not have comparable data and so the scorecard color was determined based on a reasonable target or the City’s trend.

**Latest Albuquerque Data** The latest year is included in the title and can vary from indicator to indicator.

**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 Albuquerque’s trend doesn’t tell the entire story. At times, the City’s 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.

**Peer City Rank** Based on data available, Albuquerque’s rank against five peer cities is shown. The five 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 Albuquerque, “N/A” represents “Not Available.”

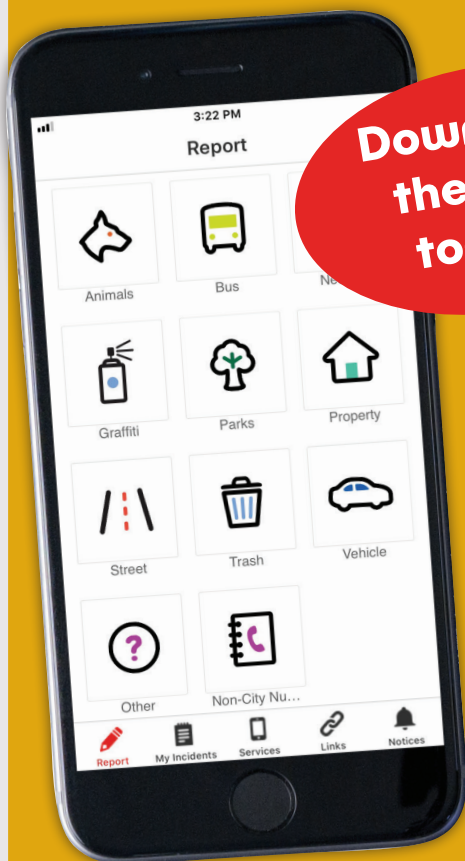
**Status** Desirable means the status of the indicator is desirable relative to peers and/or U.S. and undesirable means the status of the indicator is undesirable relative to peers and/or U.S.

- 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
- Red = needs focus: Status undesirable relative to peer and/or U.S. and is stagnant or worsening

Desired Community Condition	Key Indicator	Latest ABQ	Peer Rank*	United States	Status
Sustainable Water Supply	Gallons per capita per day water usage <sup>2017</sup>	122	2nd of 6	N/A	Desirable
Safe Air, Land & Water	Ozone level (US Standard is 0.07 ppm as of 10/15) <sup>2017</sup>	0.067	2nd of 6	N/A	Desirable
Safe Air, Land & Water	EPA air compare (unhealthy days for general pop.) <sup>2017</sup>	0	1st of 6	N/A	Desirable
Preserved Open Space	Open space acres per capita <sup>2018</sup>	0.05	2nd of 6	N/A	Desirable
Active Citizen Conservation	Total pounds landfilled per person per day <sup>2017</sup>	5	N/A	2.9	Undesirable
Active Citizen Conservation	Residential recycling rate <sup>2017</sup>	19%	N/A	35%	Undesirable



## ONE ALBUQUE ROQUE



Download the app today!

City services are more accessible with one easy-to-use app!



### Features

- Access CABQ apps
- Submit a report to 311
- Look up the status of a report
- Connect with community resources
- Receive city-wide updates



Download/learn more at [cabq.gov/app](http://cabq.gov/app)