

CITY of ALBUQUERQUE

TWENTY SIXTH COUNCIL

COUNCIL BILL NO. R-25-205 ENACTMENT NO. _____

SPONSORED BY: Renée Grout

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RESOLUTION

2 REQUIRING THE ALBUQUERQUE FIRE AND RESCUE DEPARTMENT, THE
3 ALBUQUERQUE POLICE DEPARTMENT AND THE ALBUQUERQUE
4 COMMUNITY SAFETY DEPARTMENT TO PROVIDE QUARTERLY OPERATIONS
5 REPORTS.

6 WHEREAS, the Albuquerque Fire and Rescue Department, the Albuquerque
7 Police Department and the Albuquerque Community Safety Department form
8 the Public Safety apparatus of the City of Albuquerque; and

9 WHEREAS, it is the charter responsibility of the Albuquerque City Council
10 to establish policies and adopt budgets that guide and fund these
11 Departments; and

12 WHEREAS, these Departments utilize a broad array of strategies to address
13 a dynamic, complex, and diverse operating environment; and

14 WHEREAS, gathering, compiling and utilizing robust data about the
15 operations of these departments is essential to provide the Administration and
16 the City Council with the information required to forge effective policies and
17 budgets that accurately align cost and benefits; and

18 WHEREAS, per Section 10 C of Ordinance O-22-47, the Albuquerque Police
19 Department and ABQ Ride are already required to send Quarterly Security
20 Reports that contain Albuquerque Police Department, Albuquerque
21 Community Safety, and Metro Security data to City Council; and

22 WHEREAS, in order to improve data-driven decision-making, it is valuable
23 for City departments to conduct preliminary analyses of data sets reported
24 quarterly to the City Council, including identifying trends, variances, and
25 percentages of change between reporting periods, so that Council staff can

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1 more effectively interpret the data and support informed policy and budgetary
2 discussions; and
3 WHEREAS, to strengthen the City's capacity for improving data-driven
4 decision-making, quarterly reports to City Council could include updates on
5 technological developments and system improvements that support more
6 efficient data collection, compilation, and analysis.
7 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF
8 ALBUQUERQUE:
9 SECTION 1. The Albuquerque Fire and Rescue Department, the
10 Albuquerque Police Department and the Albuquerque Community Safety
11 Department shall quarterly submit to Council through an Executive
12 Communication a data report for the indices identified in Attachment 1 to this
13 Resolution.
14 SECTION 2. The Albuquerque Fire and Rescue Department, the
15 Albuquerque Police Department and the Albuquerque Community Safety
16 Department shall conduct preliminary analyses of each data set reported
17 quarterly to the City Council, including identifying trends, variances, and
18 percentages of change between reporting periods. The information shall be
19 reported by month.
20 SECTION 3. The Albuquerque Fire and Rescue Department, the
21 Albuquerque Police Department and the Albuquerque Community Safety
22 Department shall include in their quarterly reports to City Council any updates
23 on technological developments and system improvements that support more
24 efficient data collection, compilation, and analysis.

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R-25-205 Attachment 1. Operations Reporting Indices for Albuquerque Community Safety Department, Albuquerque Fire and Rescue Department, and Albuquerque Police Department.

Albuquerque Community Safety Department Reporting Data Sets		
Category	Data Set / Metric	Description
Operational Performance	Number of ACS calls for service	Total number of dispatched calls, calls for service by program, calls for service by type (behavioral health, welfare checks, substance use, etc.)
	Average Total Call Timeframe	Average total call time by call type that includes: 1) Entry to Dispatch (In the Queue), 2) Dispatch to On-Scene (Travel Time), 3) On-Scene to Clear (Time on the Call), 4) Create to Clear (Total Time to Address Call)
	Call outcome summary	Outcomes of field interactions (resolved on scene, referral, transport, diversion to APD/AFR) – Mark43 data
	Calls diverted to APD or AFR	Percent and count of ACS calls requiring police/fire co-response
	Geographic distribution of calls	Heatmap or zone-based summary from Mark43
	Street Outreach: Questions Asked of Unsheltered Individuals	Questions asked of unsheltered individuals related to personal information, storage, transportation, and possessing a case manager. Data collected from these questions shall be cross-referenced with the New Mexico Coalition to End Homelessness' Homeless Management Information System (HMIS).
Staffing & Capacity	Staffing levels and vacancies	Filled vs. vacant positions; breakdown by role (responders, supervisors, admin)

	Training completion rates	Number of new recruits trained under the 12-week academy; retraining progress
	Employee turnover and retention rates	Retirements, resignations, and new hires
Community Engagement & Outreach	Number of community events hosted/attended	Includes events at new facility and across neighborhoods
	Community feedback collected	Surveys and qualitative feedback from community events
	ACS Community Collaborative participation	Attendance and project outputs of the 20-partner group
Partnership & Collaboration	Referrals made to partner agencies/NGOs	Referrals by type (housing, health, violence intervention, etc.)
	Connections with partner agencies/NGOs	Connections by type (housing, health, violence intervention, etc.)
	Collaborative responses with APD/AFR	Number of joint initiatives or co-responses
	Interdepartmental collaborations	New or continuing joint efforts (e.g., Strong Cities, APS, HHH dashboard, County initiatives)
Facilities & Infrastructure	Utilization of new ACS HQ (Kathryn/San Mateo)	Events, programs, and internal training usage
	Southwest Safety Center readiness	Construction progress and staffing plan milestones

Program Effectiveness & Outcomes	Behavioral health and substance use response outcomes (including Opioid Education & Prevention)	Number of clients served, referrals made, repeat contacts, Care Coordinators assigned
	Housing-related support metrics	Number of clients referred to housing/voucher programs (link to HHH dashboard)
	Violence prevention initiatives	Activities and outcomes from Violence Intervention Program and Summer of Non-Violence (including school-based VIP)
Fiscal Management	Budget utilization and program savings	General Fund and grant expenditures, cost savings
	Grant funding and use	Status of grant-funded programs (e.g., DV Housing vouchers)

Albuquerque Fire and Rescue Department Reporting Data Sets		
Category	Data Set / Metric	Description
Staffing & Capacity	Authorized vs. Filled Positions	Number of filled firefighter, paramedic, and civilian positions compared to authorized positions
	Vacancy & Retirement Rates	Current vacancies, retirements, and new hires
	Cadet Recruitment and Graduation	Number of cadets enrolled and graduating from each class
	Paramedic Recruitment	Applications, acceptances, and vacancies for paramedic positions

	Overtime Hours & Costs	Overtime incurred due to staffing shortages and R-25-122 compliance
	Collective Bargaining & Compensation Impacts	Updates on how pay and classification changes affect recruitment/retention
	Employee turnover and retention rates	Retirements, resignations, and new hires

Operational Performance	Data Set / Metric	Description / Source
	Call for Service by Station	Calls for service by station and by apparatus at the station
	Calls for Service (Fire, Rescue, and Medical)	Total number of fire, rescue, and medical calls by type and by station and by average cost per call.
	Calls for Service by Type of Apparatus	Calls for service by Engine, Rescue Vehicle, Pumper, Brush Truck, etc.
	Calls for Service by Non-EMS Unit with Atypical Crew	Calls for service that have a crew configuration that deviates from the standard, full staffing model
	Calls for Service by EMS Unit with Two Paramedic Crew	Calls for service for an Advanced Life Support (ALS) ambulance. Estimated Average Cost for Call for Service.
	Calls for Service with One Paramedic and One EMT Crew	Calls for service for a Paramedic-Basic (PB) model. Estimated Average Cost for Call for Service
	Number of mutual aid responses	Number of calls where crews are requested to respond to an incident outside of their Area Command
	Average Response Time	Average time from dispatch to arrival (by call type and by station)

	Cost per Response	Current cost-per-call trend (\$940 in FY25)
	Mutual Aid & Dispatch Savings	Estimated cost savings per call diverted to ACS, Metro Security, or ABQ Ambulance
	Fire Station 23 Activation Metrics	Progress toward staffing, call coverage, and response time improvements in SW Mesa
	Inspections Completed	Number of fire inspections, re-inspections, and violations
	Arson & Fire Injury Metrics	Number of structure fires, citizen injuries, and firefighter injuries
	Significant Alert Events (events activated by the AFR Dispatch Center based on specific criteria)	Number of Backcountry Rescues, Residential Fires, and Commercial Fires

Specialized Programs	Data Set / Metric	Description
	ADAPT Program Performance	Number of properties: 1) with serious criminal activity, 2) posing an immediate public safety threat, 3) having numerous fire and code violations, 4) backlogged, 5) where legal action is being taken, 6) with improvements (e.g., 64% reduction in criminal activity)
	HEART Program Performance	Number of calls, number of repeat calls, patient referrals for service, heart beats referrals for service, carpenter projects, shifts covered for Operations Division, pediatric assessments, home visits, preventative education, etc.
	Behavioral Health & Wellness Division	Number of firefighter consults, trainings, and referrals by type of participation (e.g. presentations, online training, website visits, etc.). This should also include numbers for firefighters' family members who participate in the

		program. Call outs by the behavioral health group to community trauma/crisis occurrences.
	Central Avenue / Route 66 Preparedness	Summary of activities, staffing, and resources deployed for special events

Fiscal & Revenue Reporting	Data Set / Metric	Description
	General Fund Expenditures	Budgeted vs. actual spending
	3/8th Cent GRT Fund Usage	Allocations, FTEs supported, and expenditures by category
	Transport Revenue	Total number of transports, percentage collected, and revenue generated
	HEART Program Billing Revenue	Number of HEART responses, fees billed, and revenue collected
	Cost per Response Trend	Change in cost per response year over year
	Billing Revenue Across All Accounts	Includes Emergency Medical Services, Reimbursement for Ambulance, Ambulance Transport Billing, Fire Inspection Fee - Nontax/Special Event Fees, FMO Movie Production Standby NonTax

Fleet and Facilities	Data Set / Metric	Description
	Fleet Maintenance Costs	Average maintenance cost per apparatus

	Apparatus Downtime	Average time out-of-service per apparatus
	Vehicle Replacement Progress	Number of frontline units replaced vs. target (1/3 beyond service life)
	Fire Station Utilization	Station coverage and response improvements, especially for new Station 23

Performance & Community Outcomes	Data Set / Metric	Description
	Public Outreach & Education Events	Number of community education sessions or safety presentations

Albuquerque Police Department Reporting Data Sets		
Category	Data Set / Metric	Description
Staffing & Capacity	Sworn Officer Count	Number of active sworn officers (budgeted vs. actual)
	Civilian Employee Count	Number of filled civilian positions
	Vacancies (Sworn and Civilian)	Total vacant positions and vacancy rate

Recruitment and Academy Enrollment	Number of recruits in academy, graduation rate, and attrition
Overtime Hours & Costs	Total overtime by division and purpose (e.g., DWI enforcement, special events)
Retirements and Separations	Number of sworn separations, resignations, retirements, and years of service
Officers with >2,000 Hours of Sick Leave	Track potential payout liabilities
Use of COP Grant Positions	Number of officers funded by COPs Grant (50 positions) and status
Civilian-to-Sworn Function Transfer	Number of positions converted to civilian roles to free sworn officers
Federal & Grant-Funded Positions	Track funded FTEs by grant and program (Attachment B list)

Operations & Performance	Data Set / Metric	Description
	Total Calls for Service (by type and by area command)	Total calls by type (violent crime, type of property crime, quality of life, homicides, traffic, DWI, and warrants) and by area command
	Average Response Time (by Priority 1–5)	From CAD data – time from call entry to officer arrival
	% of Priority 1 Calls within 10 Minutes	Performance metric target compliance

Dispatch and CAD System Performance	CAD uptime, reported bugs, and fixes completed
Drone First Responder Program Metrics	Number of drone deployments and response improvements
Arrests by Type	Violent crime, property crime, quality of life, homicides, traffic, DWI, and warrants
ShotSpotter Alerts	Number of gunfire detections and follow-up investigations
NIBIN Entries and Matches	Number of ballistic casings entered and matches found
Internal Affairs Cases	New, resolved, and pending cases
DWI Cases	Number of stops, arrests, cases prosecuted, cases dismissed by prosecutor, and cases dismissed by failure to appear
Homicide Investigations	Number of homicides reported, number of homicide cases leading to an arrest, number of homicide cases still active from a previous reporting period, number of homicide cases closed during the reporting period.
Misdemeanor	Number of misdemeanor arrests and number of citations.

Public Safety Programs & Special Initiatives	Data Set / Metric	Description
	DWI Checkpoints & Saturation Patrols	Number of events and arrests
	Street Racing Enforcement Actions	Traffic and seizure enforcement tied to drag racing

	Traffic Safety Enforcement (STEP, Buckle Up, ENDWI)	Number of citations, arrests, and events, fatal crashes, crashes with injuries, illegal street racing, drug recognition evaluations, aggressive driving hit and run, road rage portal, automated speed enforcement.
	Community Engagement Events	Number, type, and attendance of public outreach events (Coffee with a Cop, Youth Camps, etc.)
	APD Ambassador Program Participation	Engagement metrics, attendance, and outcomes
	Use of Driving Simulator	Number of cadets trained and community participants
	Behavioral Health & Crisis Response	Number of calls assisted by Crisis Intervention or co-response teams

Fiscal & Resource Management	Data Set / Metric	Description
	General Fund Expenditure & Savings	Actuals vs. budgeted by program area
	Grant Funding Utilization	Status of active grants (DWI, HIDTA, VOCA, COPS, etc.)
	Vacancy Savings	Amount redirected to equipment or capital needs
	Cost of Risk and Liability	Worker's comp, tort claims, and Independent Monitor contract cost
	Equipment Leasing & Maintenance	Status of Electronic Control Weapons lease and helicopter operations

	ShotSpotter Contract Costs	Total coverage area (sq. mi.), cost per mile, and renewal status
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Technology & Data Systems	Data Set / Metric	Description
	CAD System Functionality	Uptime, bug reports, and resolution time
	Real Time Crime Center Activity	Number of camera feeds, dispatch assists, and calls supported
	Data Integration with NIBIN and ShotSpotter	Success metrics on investigative support
	Use of GPS Dispatch Technology	Implementation progress and average response improvement

Community Trust & Engagement	Data Set / Metric	Description
	Number of Community Outreach Events	Total and by type
	Community Engagement Funding Usage	Actual expenditures against annual budget
	Public Feedback / Survey Results	Satisfaction and trust indicators
	Use of Civilian Complaint Data	Number of complaints, resolutions, and trends