

# CITY of ALBUQUERQUE TWENTY-THIRD COUNCIL

COUNCIL BILL NO. R-19-139 ENACTMENT NO. \_\_\_\_\_

SPONSORED BY: Trudy E. Jones, by request

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## RESOLUTION

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ESTABLISHING ONE-YEAR OBJECTIVES FOR THE CITY OF ALBUQUERQUE

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IN FISCAL YEAR 2020; TO MEET FIVE-YEAR GOALS.

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WHEREAS, Section 4-10(b) of the City Charter specifies that the Council

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shall annually review and adopt one-year objectives related to the five-year

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goals for the City, which goals and objectives are to serve as a basis for

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budget formulation and other policies and legislation; and

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WHEREAS, on August 1, 1994 the Council adopted what became

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Ordinance Enactment 35-1994 revising the goals and objectives process, and

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on August 19, 1994 the Mayor approved it; and

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WHEREAS, on October 20, 1997 the Council amended Enactment 35-1994,

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revising the goals and objectives process (Enactment Number 39-1997), and

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on November 10, 1997, the Mayor approved it; and

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WHEREAS, on April 25, 2001 the Council repealed Chapter 14, Article 13,

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Part 3 and amended Chapter 2, Article 11 of ROA 1994, adapting the process

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for the establishment of Five-Year Goals and Annual Objectives, as part of the

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annual budget process; and

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WHEREAS, the Mayor and Council adopted five-year goals for the City (R-

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18-97; Enactment Number R-2018-084), and are prepared to adopt one-year

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objectives for the City for Fiscal Year 2020 (FY/20).

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BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF

22

ALBUQUERQUE:

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Section 1. That the City of Albuquerque adopts the following one-year

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objectives for FY/20, grouped under the eight five-year goals of the City.

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HUMAN AND FAMILY DEVELOPMENT GOAL: People of all ages have the

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1 opportunity to participate in the community and economy, and are well  
2 sheltered, safe, healthy, and educated.

3 OBJECTIVE 1. Complete and submit an after action report and a  
4 complete audit and accounting of the 2019 National Senior Games to the  
5 National Senior Games Association by December 2019. Submit a status report  
6 to the Mayor and City Council by third quarter FY/20. (Senior Affairs)

7 OBJECTIVE 2. Grow the youth program at the Multigenerational  
8 Centers by increasing the intergenerational programming and activities,  
9 extending the summer program from 6 to 8 weeks, and increasing the capacity  
10 from 60 to 100 kids. Submit a status on the impact of expanded time frame  
11 and capacity on Share Point by the third quarter FY/20. (Senior Affairs)

12 OBJECTIVE 3. Collaborate with the Department of Technology and  
13 Information to create and launch an on-line donation platform to enhance  
14 revenue for senior programs. Submit a status report on Share Point by the  
15 third quarter FY/20. (Senior Affairs)

16 OBJECTIVE 4. Evaluate the referral process of senior rides for the  
17 Transpiration program to include utilizing the Information and Assistance  
18 program, making recommendations of how to streamline and make more  
19 efficient the referral process for our seniors. Submit a status report on Share  
20 Point by the fourth quarter FY/20. (Senior Affairs)

21 OBJECTIVE 5. Collaborate with Solid Waste to utilize their route  
22 planning software to explore the opportunity of combining home delivered  
23 meal routes, allowing for a more efficient use of driver resources. Submit a  
24 status report on Share Point by the fourth quarter FY/20. (Senior Affairs)

25 PUBLIC SAFETY GOAL: The public is safe and secure, and shares  
26 responsibility for maintaining a safe environment.

27 OBJECTIVE 1. AFR will evaluate its' current response times, dispatch  
28 configurations, priority dispatch system, and unit deployment strategies to  
29 reduce our response times for critical life-threatening emergencies. AFR will  
30 evaluate out of service times and make policy changes to ensure that the  
31 maximum number of units are available to respond to emergencies. Update  
32 SharePoint with status report by end of FY/20. (Fire)

33 OBJECTIVE 2. Increase the efficiency within the Fire Marshal's Office

1 to enhance customer service. Additional staff will be added to the Plans  
2 Checking and Inspections Division. A new software system (Image Trend) will  
3 be used to better track services and facilitate modern billing operations. AFR  
4 will implement a new Fire and Life Safety Fee to make fees more equitable  
5 throughout the community and to offset the staffing increase. It currently  
6 takes up to 7 days for our Plans Checking Division to review plans and up to  
7 14 days before an inspection can be performed. The additional staff will  
8 reduce this wait from 7 days to 3 or 4 days for plans review, and 5 to 7 days to  
9 complete an inspection. Update SharePoint with status report by end of FY/20.  
10 (Fire)

11 OBJECTIVE 3. AFR will pursue new revenue sources to help offset  
12 service costs for emergency response. Response to motor vehicle accidents  
13 and vehicle fires will have an associated bill to a resident's insurance  
14 company, and non-residents will be responsible regardless of insurance  
15 coverage. The estimated revenue (~1,000,000) will be used to add four (4)  
16 additional firefighters to each shift to reduce overtime costs. Update  
17 SharePoint with status report by end of FY/20. (Fire)

18 OBJECTIVE 4. Enhance the recruitment efforts of AFR through the  
19 Training Academy and the Public Affairs Office. AFR will increase the number  
20 of applicants with an aggressive social media, marketing campaign and  
21 community interaction. Update SharePoint with status report by end of FY/20.  
22 (Fire)

23 OBJECTIVE 5. With the implementation of a Public Affairs Office,  
24 including a Community Risk Reduction Captain, AFR will increase the number  
25 of public education programs in the community and provide an accurate  
26 tracking mechanism to improve service delivery to the public. Update  
27 SharePoint with status report by end of FY/20. (Fire)

28 OBJECTIVE 6. Develop, maintain, and improve a citywide,  
29 comprehensive, risk-based emergency management program. This objective  
30 furthers the city goal that the community is prepared to respond to  
31 emergencies by enhancing the City's preparedness, response, and recovery  
32 capabilities. An effective emergency management program provides for the  
33 protection of natural resources, environmental health, air quality, and the

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1 protection of critical facilities, and business development. It supports  
2 protection of the environment and preparedness for climate change impacts.  
3 Update SharePoint with status report by end of FY/20. (Fire/OEM)

4 OBJECTIVE 7. Encourage and inspire our community to become  
5 more disaster preparedness and resilient by providing preparedness  
6 education and outreach with individuals, neighborhoods, nonprofits and faith-  
7 based organizations to reach vulnerable populations including individuals  
8 with access and functional needs and promote community resiliency. This  
9 objective supports goal two by enhancing the community preparedness and  
10 strengthening the support for the traditionally overlooked and underserved  
11 populations. It supports community-wide equity and inclusion priorities.  
12 Update SharePoint with status report by end of FY/20. (Fire/OEM)

13 OBJECTIVE 8. To continue the implementation of widespread  
14 organizational change, APD will increase its overall operational compliance  
15 rate with the DOJ Court Appointed Settlement Agreement (CASA) to 65%.  
16 Submit a status report to the Mayor and City Council by the end of FY/20.  
17 (Police Department – Professional Accountability)

18 OBJECTIVE 9. Utilizing technological advancements and increase in  
19 staffing, the APD Crime Lab will implement more effective and efficient  
20 business processes that will result in a 30% decrease in the handling and  
21 processing time of DNA samples from crime scenes. Submit a status report to  
22 the Mayor and City Council by the end of FY/20. (Police Department –  
23 Investigative Services)

24 OBJECTIVE 10. By the end of FY/20, APD's Leadership, Education  
25 and Development (LEaD) unit will complete and publish a career catalog and a  
26 comprehensive course catalog for all sworn and civilian employees. Submit a  
27 status report to the Mayor and City Council by the end of FY/20. (Police  
28 Department – Neighborhood Policing)

29 OBJECTIVE 11. By the end of FY/20, all APD sworn personnel will be  
30 certified and carrying Naloxone. Submit a status report to the Mayor and City  
31 Council by the end of FY/20. (Police Department – Neighborhood Policing)

32 OBJECTIVE 12. APD will enhance its services to the community by  
33 increasing its diverse, qualified, well-equipped and trained sworn and civilian

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1 personnel by 15%. Submit a status report to the Mayor and City Council by the  
2 end of FY/20. (Police Department – Professional Accountability)

3 OBJECTIVE 13. In order to reduce gun violence, APD will implement  
4 a proactive shooting response protocol that will reduce the frequency of  
5 shooting incidents by 10%. Submit a status report to the Mayor and City  
6 Council by the end of FY/20. (Police Department – Neighborhood Policing)

7 PUBLIC INFRASTRUCTURE. The community is adequately and  
8 efficiently served with well planned, coordinated, and maintained  
9 infrastructure.

10 OBJECTIVE 1. Provide a status update on the bridge maintenance  
11 projects identified for the 2019 GO Bond Program by the fourth quarter of  
12 FY/20. Status update will be provide in Share Point. (Municipal Development -  
13 Street Maintenance)

14 OBJECTIVE 2. Paradise Boulevard substantially complete  
15 construction by end of fourth quarter. Status update will be provided in  
16 SharePoint. (Municipal Development - Transportation Engineering)

17 OBJECTIVE 3. Develop and formalize recruiting practices (hiring  
18 bonuses, referral incentives, longevity) for motor coach operators, including  
19 reviewing salary equity for driver positions within the City. Report to the  
20 Mayor and City Council by the end of the second quarter of FY/20. (Transit)

21 SUSTAINABLE COMMUNITY DEVELOPMENT. Communities  
22 throughout Albuquerque are livable, sustainable and vital.

23 OBJECTIVE 1. Begin construction on the International District  
24 Library through collaboration with DMD. Update SharePoint with the status by  
25 the second quarter of FY/20. (Cultural Services)

26 OBJECTIVE 2. Complete design and begin construction for the Asia  
27 Exhibit and for the Australia Exhibit at the Albuquerque BioPark through  
28 collaboration with DMD. Update SharePoint with the status by the third quarter  
29 of FY/20. (Cultural Services)

30 OBJECTIVE 3. Investigate, enforce, and mitigate vacant and  
31 dilapidated properties throughout the city, returning them to productive and  
32 safe condition. Update SharePoint with status report by end of FY/20.  
33 (Planning)

1 ENVIRONMENTAL PROTECTION. Protect Albuquerque's natural  
2 environments – its mountains, river, bosque, volcanoes, arroyos, air and  
3 water.

4 OBJECTIVE 1. Work with City Council to establish rules to guide the  
5 implementation of the Albuquerque Clean and Green Retail Ordinance by end  
6 of second quarter of FY/20. Update SharePoint with status report. (Solid  
7 Waste)

8 OBJECTIVE 2. Work with The Recycling Partnership to reduce  
9 residential recycling contamination through the implementation of a behavior  
10 change education campaign and curbside tagging program by the fourth  
11 quarter of FY/20. Update SharePoint with status report. (Solid Waste)

12 ECONOMIC VITALITY. The economy is vital, diverse, inclusive, equitable,  
13 sustainable and works for all people.

14 OBJECTIVE 1. Establish business advocacy office dedicated to  
15 serving small, minority, and women-owned business enterprises. Update  
16 SharePoint with the status by the end of the fourth quarter of FY/20.  
17 (Economic Development)

18 OBJECTIVE 2. Create a public/private commission with Chihuahua  
19 City to collaborate on tourism, cultural, and economic/commercial exchange.  
20 Update SharePoint with the status by the end of the fourth quarter of FY/20.  
21 (Economic Development)

22 OBJECTIVE 3. Work with Square and their workshop program to  
23 train businesses, entrepreneurs, job seekers and community leaders in digital  
24 and social media skills. Two workshops have been held in 2018 and 2019 at  
25 the Indian Pueblo Cultural Center and WESST. The events have had  
26 approximately 500 registrants and great turn out for two successful  
27 workshops bridging the gaps companies are facing. Square is committed to  
28 continuing these workshops in 2019 as they strive to serve the community of  
29 Albuquerque's needs. Update SharePoint with the status by the end of the  
30 fourth quarter of FY/20. (Economic Development)

31 COMMUNITY AND CULTURAL ENGAGEMENT. Residents are engaged in  
32 Albuquerque's community and culture.

33 OBJECTIVE 1. Plan and prepare for Association of Zoos and

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1     **Aquariums (AZA) Reaccreditation in FY/20 in order to achieve in FY/21. Update**  
2     **SharePoint with the status by the third quarter of FY/20. (Cultural Services -**  
3     **BioPark)**

4             **OBJECTIVE 2. Plan and prepare in FY/20 American Alliance of**  
5     **Museums) Reaccreditation in order to achieve in FY/21. Update SharePoint**  
6     **with the status by the third quarter of FY/20. (Cultural Services - Museum)**

7             **OBJECTIVE 3. Develop a specific plan for managing the Veteran's**  
8     **Memorial Museum as a public/private partnership with the Veteran's Memorial**  
9     **Foundation in order increase investment and programmatic efficiency into the**  
10    **facility, exhibits, and community programming. Update SharePoint with status**  
11    **report by end of FY/20. (Cultural Services)**

12    **GOVERNMENTAL EXCELLENCE and EFFECTIVENESS. Government is**  
13    **ethical, transparent, and responsive to its citizens. Every element of**  
14    **government contributes effectively to meeting public needs.**

15            **OBJECTIVE 1. Development of an Albuquerque Fire Rescue (AFR)**  
16    **Computerized On-Line Cadet Practice Entrance Examination which is not**  
17    **currently available on the AFR Website to potential Cadet applicants. This**  
18    **innovative Computerized On-Line Cadet Practice Examination is designed to**  
19    **help applicants prepare for the City of Albuquerque Fire Rescue Cadet Written**  
20    **Entrance Examination. To achieve this objective, the HR Employment Testing**  
21    **Division and AFR Subject-Matter Experts (SMEs) will collaborate on the**  
22    **development and validation of the above objective. (Anticipated completion**  
23    **date-- end of March 2020). Update SharePoint with status report by end of**  
24    **FY/20. (Human Resources)**

25            **OBJECTIVE 2. Increase education, awareness, and enrollment in our**  
26    **voluntary benefit products. Provide seminars and workshops to increase**  
27    **education about voluntary products. Conduct customer satisfaction surveys**  
28    **to determine value and service. Update SharePoint with status report by end**  
29    **of FY/20. (Human Resources)**

30            **OBJECTIVE 3. Create and conduct a salary survey for**  
31    **Summer/Seasonal positions to ensure our pay rates are competitive with local**  
32    **surrounding agencies. Once survey is concluded, prepare a summary of**  
33    **results. Based on the summary results, may need to increase**

1 Summer/Seasonal pay rates, with Budget and CAO approval. Update  
2 SharePoint with status report by end of FY/20. (Human Resources)

3 OBJECTIVE 4. Work on improvements to the sidewalk notices. In short, the  
4 process is a 4-letter escalation process. For each sidewalk defect, we  
5 potentially have to touch it four times, both in the field and in the office. The  
6 improvement would be to reduce the number of letters, field inspections, and  
7 ultimately reduce the overall 180 day process. We also look to make it easier  
8 on all involved, including the property owner(s). Update SharePoint with  
9 status report by end of FY/20. (Municipal Development - Construction  
10 Services)

11 Section 2. That the Mayor shall submit a report by Goal to the City  
12 Council at least semi-annually summarizing the progress made toward  
13 implementation of all the one-year objectives and that any report called for in  
14 this resolution shall be in the form of an Executive Communication from the  
15 Mayor to the City Council, unless otherwise specifically noted.

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