# CITY of ALBUQUERQUE
## TWENTY SIXTH COUNCIL

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

**SPONSORED BY: Renée Grout**

**RESOLUTION**

**REQUIRING THE ALBUQUERQUE FIRE AND RESCUE DEPARTMENT, THE ALBUQUERQUE POLICE DEPARTMENT AND THE ALBUQUERQUE COMMUNITY SAFETY DEPARTMENT TO PROVIDE QUARTERLY OPERATIONS REPORTS.**

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

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

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

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

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

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

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**more effectively interpret the data and support informed policy and budgetary discussions; and**

**WHEREAS, to strengthen the City's capacity for improving data-driven decision-making, quarterly reports to City Council could include updates on technological developments and system improvements that support more efficient data collection, compilation, and analysis.**

**BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF ALBUQUERQUE:**

**SECTION 1. The Albuquerque Fire and Rescue Department, the Albuquerque Police Department and the Albuquerque Community Safety Department shall quarterly submit to Council through an Executive Communication a data report for the indices identified in Attachment 1 to this Resolution.**

**SECTION 2. The Albuquerque Fire and Rescue Department, the Albuquerque Police Department and the Albuquerque Community Safety Department shall conduct preliminary analyses of each data set reported quarterly to the City Council, including identifying trends, variances, and percentages of change between reporting periods. The information shall be reported by month.**

**SECTION 3. The Albuquerque Fire and Rescue Department, the Albuquerque Police Department and the Albuquerque Community Safety Department shall include in their quarterly reports to City Council any updates on technological developments and system improvements that support more 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) |

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| | 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 |

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| **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 |

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| | 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) |

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| | 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 |

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| | | 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 |

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| | 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 |

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| | 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 |

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| | 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 |

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| | 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 |

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| | ShotSpotter Contract Costs | Total coverage area (sq. mi.), cost per mile, and renewal status |

| **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 |