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Chapter 12

**INFRASTRUCTURE,
COMMUNITY FACILITIES
& SERVICES**



Image Credit: City of Albuquerque



12.1 Background & Analysis

12.1.1 Introduction

Infrastructure, community facilities, and services provide the basic support systems for residents, businesses, and institutions in our community and, when of sufficient quality, make the area attractive to investors. They convey the necessities of modern life, shape growth patterns, support

economic development, and protect residents' health and safety. Community facilities provide important gathering spaces, and their recreational, educational, and cultural programming enhance residents' quality of life.

This chapter covers a wide range of topics, from electric power to meals for seniors. Many public services bridge gaps or add value to those provided by other institutions. For example, youth activities in libraries complement our school education, and first responders from the fire department stabilize people's health until they reach the hospital emergency room. The infrastructure, community facilities, and services described here are either provided directly by the City and County, contracted out to the private sector, or provided by other agencies but usually with some level of coordination with the City and County.

Infrastructure systems covered in this chapter:

- Drinking water and wastewater
- Storm drains, arroyos, irrigation ditches
- Energy
- Communications

Community facilities and services covered in this chapter:

- Solid waste management
- Emergency communications
- Fire and rescue
- Police protection, law enforcement
- Courts and corrections
- Community centers
- Libraries
- Educational institutions
- Health and social services



Image credit: City of Albuquerque

Applying the Guiding Principles

Each element of the Comp Plan uses guiding principles as the basis for its goals, policies, and actions. The six guiding principles and their definitions were developed from input received during the public involvement process, detailed in the Vision chapter.

Here, we apply the guiding principles to **infrastructure, community facilities, and services** goals, policies, and actions.



STRONG NEIGHBORHOODS

- Robust infrastructure helps sustain high quality of life and desirable neighborhoods.
- Focusing growth in areas with infrastructure capacity enhances existing neighborhoods and frees up resources for maintenance and upgrades.
- Community facilities and services are important amenities for neighborhood residents.



MOBILITY

- Carefully planned distribution of health and social services reduces emergency response and medical transport times.
- Emergency planning and management identify evacuation routes during natural disasters and extreme climate scenarios.



ECONOMIC VITALITY

- Modern, high-quality utility and information infrastructure supports existing businesses and attracts new employers.
- Human services, educational programs, and workforce training help residents fulfill their individual potential and contribute to the community's prosperity.



EQUITY

- Good distribution and servicing of infrastructure systems throughout the city and county will serve the population equitably.
- Community facilities and programs respond to the needs of vulnerable populations.
- Community facilities meet the needs of people of all ages and abilities.



SUSTAINABILITY

- Sustainable infrastructure systems are high performing, resource-efficient, and cost-effective over their lifetime.
- Programming at community facilities can promote environmental stewardship, as well as social and economic sustainability.



COMMUNITY HEALTH

- Fire and police protection, health and social care, and education work in different ways to support the physical and mental health of the community.
- Programs in community facilities offer support to diverse groups and opportunities for social interaction.



In the future...

On-going communication between departments and other agencies will coordinate infrastructure and facility planning and construction that keep our neighborhoods vibrant and safe and support growth in Centers and Corridors.

Community facilities will be equitably distributed citywide and countywide to provide access for all generations in all areas.

Community facilities will be well maintained and accessible and will provide programs that meet residents' basic needs, enhance quality of life and promote community involvement.

Local government, communities, nonprofits, public agencies, and private enterprises will work together to address gaps in the health of our communities and the geographic distribution of our public investments and assets.

12.1.2 Context & Analysis

12.1.2.1 INFRASTRUCTURE

Long-range regional planning and highly technical expertise are essential to provide appropriate service levels and to prudently manage fiscal resources for major infrastructure systems. While community services such as fire stations and recreation centers are housed in brick-and-mortar facilities, which also require capital investment planning, these facilities are discrete buildings rather than the complex networks needed for water, sanitary sewer, drainage, energy, and communications.

Surface infrastructure, such as drains and ditches, are significant land uses in themselves, creating a web of rights-of-way throughout the plan area. Even Internet communications are dependent on land-based facilities (e.g. cell towers) and transmission lines (e.g. fiber optics). Underground and overhead utility lines often share space with other land uses within strips of encumbered land called easements. The transportation network is a major infrastructure system covered separately in the **Transportation chapter**.

Image credit: City of Albuquerque



Capital Investment Planning for Infrastructure

A high level of capital investment is necessary to build and maintain major systems. Long-range financial planning for public infrastructure is represented by the City's Decade Plan for Capital Improvements and by the County's Six-Year Capital Improvement Plan. Short-range infrastructure planning, reflected in the City's two-year general obligation bond program and the County's two-year general obligation revenue bond program, more closely reflect their growth strategy, fiscal position, and land use priorities at any given point in time. Service provision timing and costs are determined through these funding programs.

Infrastructure funding comes from a variety of other sources as well, including federal grant programs (which generally require a local match), legislative capital outlay, and local property and gross receipt taxes. Additionally, tax incentives and public private partnerships leverage capital infrastructure funding in metropolitan redevelopment areas (MRAs) located in both the city and county.

To achieve our vision the City and County need to address key **challenges** and **strategies**.

CHALLENGES

- Limited funds for building, operating, and maintaining public infrastructure
- Aging infrastructure in need of rehabilitation.
- Insufficient infrastructure capacity in some areas to support increased development, especially in some Centers and Corridors.
- State and federal mandates that apply to certain systems and services and may override local regulations and policies.
- Interagency coordination, especially as service providers operate in their own regulatory environments with different governing boards, funding, and planning cycles.
- Shifts in demographics and technology that lead to changes in the needs and desires of residents and businesses.
- Concerns about police protection and criminal justice in terms of adequacy of resources and staff training.

STRATEGIES

- Developing clear criteria for prioritizing project funding of infrastructure and community facilities.
- Coordinating long-term investment strategies.
- Improving funding for maintenance and expansion of existing infrastructure.
- Building in redundancy when planning for infrastructure and services to make our community more resilient.
- Strengthening interagency coordination to ensure infrastructure systems keep our homes, schools, and businesses running.
- Monitoring changes in demographics and advances in technology to allow quick adaptation to evolving demands for public services.
- Implementing the Hazard Mitigation Plan.
- Equitably distributing well maintained, accessible, and safe community facilities across the city and county to provide access for all generations to programs that meet residents' needs and enhance quality of life.
- Increasing access to health and social services and implementing the County behavioral health initiative.
- Encouraging co-location and shared spaces, especially in underserved communities or places that are already built out.



Drinking Water & Wastewater

Reliable access to a long-term supply of clean water is the foundation to sustaining a healthy, sound community. In addition to supplying homes and businesses with potable water, the water system is an important element in fire suppression, directly related to public safety. Effective wastewater collection, treatment, and disposal are also essential to the safety and well-being of city and county residents.

The Albuquerque Bernalillo County Water Utility Authority (ABCWUA) provides municipal water and wastewater services to the greater Albuquerque metropolitan area. ABCWUA is responsible for providing services to over 200,000 customers and performing professional water resources planning, utility planning, and engineering services.

ABCWUA became a political subdivision of the state in 2003, when it was assigned the permits and titles to water rights, storage agreements, and the San Juan-Chama contract. ABCWUA is governed by a board consisting of three City Councilors, three County Commissioners, the Mayor of Albuquerque, and a non-voting member from the Village of Los Ranchos. The City and County therefore have a role in policy-making but no executive function.

Outside of the ABCWUA service area, water is supplied by private domestic wells or by smaller scale water utilities such as Entranasa, Sandia Peak Utilities or another of the 48 small scale systems. Wastewater is handled through the use of private septic systems or community on-site disposal systems.

ABCWUA Water System

ABCWUA operates and maintains a water system that includes a diversion facility on the Rio Grande south of Alameda Boulevard, a surface water purification plant, groundwater wells, pump stations and reservoirs, and more than 3,000 miles of water lines.

Until December 2008, ground water from the middle Rio Grande basin aquifer was the only source for the drinking water system. Now, the source is a combination of ground water from the Santa Fe Group Aquifer and surface water diverted from the Colorado River (via the San Juan and Chama Rivers), which ends the area's sole reliance on an overtaxed aquifer. Although Albuquerque has experienced multiple years of drought in the 2010s, aquifer levels in the Middle Rio Grande continue to rise, thereby increasing the water resources available and reversing the trend of drawing down the aquifer.

Through ongoing conservation efforts, Albuquerque has achieved a daily per capita water use below the maximum set through the San Juan Chama Drinking Water Project of 155 gallons per day. However, projected population growth and economic development will increase total water demand in the future.

Private Wells & Small-Scale Water Providers

Outside of the ABCWUA service area, water users with domestic wells and small-scale water providers participate in Bernalillo County's water conservation and groundwater monitoring efforts. The County also engages in the development review process and in state level water rights proceedings through its Natural Resources Program. The program is responsible for the permitting and inspection of private domestic well installations.

ABCWUA Wastewater System

ABCWUA's wastewater system consists of over 2,400 miles of collector and interceptor sewers and sewage lift and vacuum stations that convey wastewater flows to the Southside Water Reclamation Plant (SWRP). The treatment plant provides preliminary treatment, advanced secondary treatment, final clarification, and ultraviolet disinfection prior to discharge to the Rio



Image credit: ABCWUA

Diversion dam on the Rio Grande, which is part of the San Juan-Chama Water Project.

Grande. Other ABCWUA assets related to wastewater include a soil amendment facility at the western edge of the City, odor control facilities, re-use water pump stations, reservoirs, and re-use water lines.

Private Wastewater Systems

Outside of the ABCWUA service area, Bernalillo County permits and inspects the smaller private or community on-site wastewater disposal systems, those with discharge capacities of up to 5,000 gallons per day of low strength waste. Systems dealing with industrial or high strength waste and/or any systems discharging greater than 5,000 gallons per day are regulated by the New Mexico Environment Department. Existing

regulations address design and installation requirements as well as setback distances from wells, other wastewater systems, and important geographic features such as arroyos, irrigation canals, and surface water resources.

ABCWUA Recycled & Reuse System

The Southside Municipal Effluent Reuse System recycles treated wastewater from the SWRP to utilize for operations at the plant and to provide non-potable water (or “gray” water) to irrigate 700 acres of turf at schools, parks, and other recreational areas in the southern part of Albuquerque. The North I-25 Reuse System provides about 3,000 acre-feet of reclaimed industrial water and non-potable surface water to irrigate about 900 acres of parks, golf courses, and other turf areas in the northern part of Albuquerque. By avoiding the use of high-quality drinking water on public landscapes, the systems reduce reliance on groundwater and protect the aquifer as a drought reserve.

Drainage & Flood Control

The drainage and flood control system in the metropolitan area is extensive and complex, with a variety of facilities operated by several agencies that ultimately connect to the Rio Grande. In the past, the lower-lying valley has been subject to flooding from

two sources: the Rio Grande and stormwater run-off from the higher mesas flanking the valley. The bed of the Rio Grande has risen over many decades. Today, the river bed is higher than much of the adjacent land, including Downtown.

The Rio Grande’s last severe flood event occurred in 1940. Since then, the levees containing the river in its banks have been strengthened. The construction of the North and South Diversion Channels, networked with the arroyos, assures that storm runoff from the urbanized east mesa is conveyed to the Rio Grande in an efficient manner. However, best practice has evolved and, in areas developed more recently such as on the West Side, many arroyos are strengthened but left in a more natural state. In older urban areas, storm runoff flows in streets to underground storm drains.

The City, County, Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA), and 16 other area agencies are responsible for improving the effectiveness of the storm drainage system within their jurisdictions and for safeguarding the quality of the storm water runoff discharging into the Rio Grande. As part of the Middle Rio Grande Watershed Based Permit, NMR04A000, with the U.S. Environmental Protection Agency, on-going



storm water quality sampling is coordinated by 12 area agencies, including the City of Albuquerque and Bernalillo County.

Greater Albuquerque Flood Control System

AMAFCA was created in 1963 by the New Mexico Legislature to address flooding problems in greater Albuquerque. AMAFCA's purpose is to prevent injury and loss of life, and to eliminate or minimize property damage. AMAFCA does this by building and maintaining flood control structures throughout the Albuquerque area, including channels (also known as arroyos), detention basins, and small dams.

Valley Flood Protection, Drainage & Irrigation Systems

The Middle Rio Grande Conservancy District (MRGCD) was created in 1923 to provide flood protection from the Rio Grande. MRGCD's jurisdiction extends from Cochiti Reservoir to the northern boundary of the Bosque del Apache National Wildlife Refuge. MRGCD's purpose is to operate and maintain 1,200 miles of irrigation ditches (also known as acequias) and drains, as well as flood control levees on the Rio Grande within its administrative boundaries. MRGCD also owns and manages approximately 30,000 acres of riparian forest (Bosque).

While MRGCD owns many ditches and drains outright, others are easements or community ditches. To be able to maintain and operate ditches and drains while protecting private development, MRGCD requires homes and structures to be adequately set back from those facilities.

MRGCD's lands and facilities provide recreation opportunities and numerous environmental services. (See the **Heritage Conservation chapter** for more about the historical and cultural aspects of agriculture, irrigation, and the acequia system.)

Energy Systems

Every metropolitan area requires an adequate supply of energy to meet a variety of demands, including urban development and economic activity, along with safe, reliable systems to deliver it. The energy supply comes increasingly from different sources, but is mainly transported along electrical grids or gas lines that are part of wider networks extending across the country and into Canada and Mexico.

Electric Power

Public Service Company of New Mexico (PNM) is the electric service provider for the City of Albuquerque and Bernalillo County. PNM's electric generation and transmission



Image credit: City of Albuquerque

Electric power produced at generating plants is transmitted along transmission lines and then distribution lines to the customer. These lines are prominent features in the landscape.

system delivers energy in the amount needed and to the locations needed by present and future area residents, businesses, and industries. The metropolitan area's federal and private sector science and technology-based economy requires sufficient and highly reliable electrical service.

Electric power for PNM's service area comes from several sources including the San Juan Generating Station and the Four Corners Power Plant, Palo Verde Generating Station, Reeves Generating Station in the North I-25 corridor, the Rio Bravo Generating Station in the South Valley and several renewable

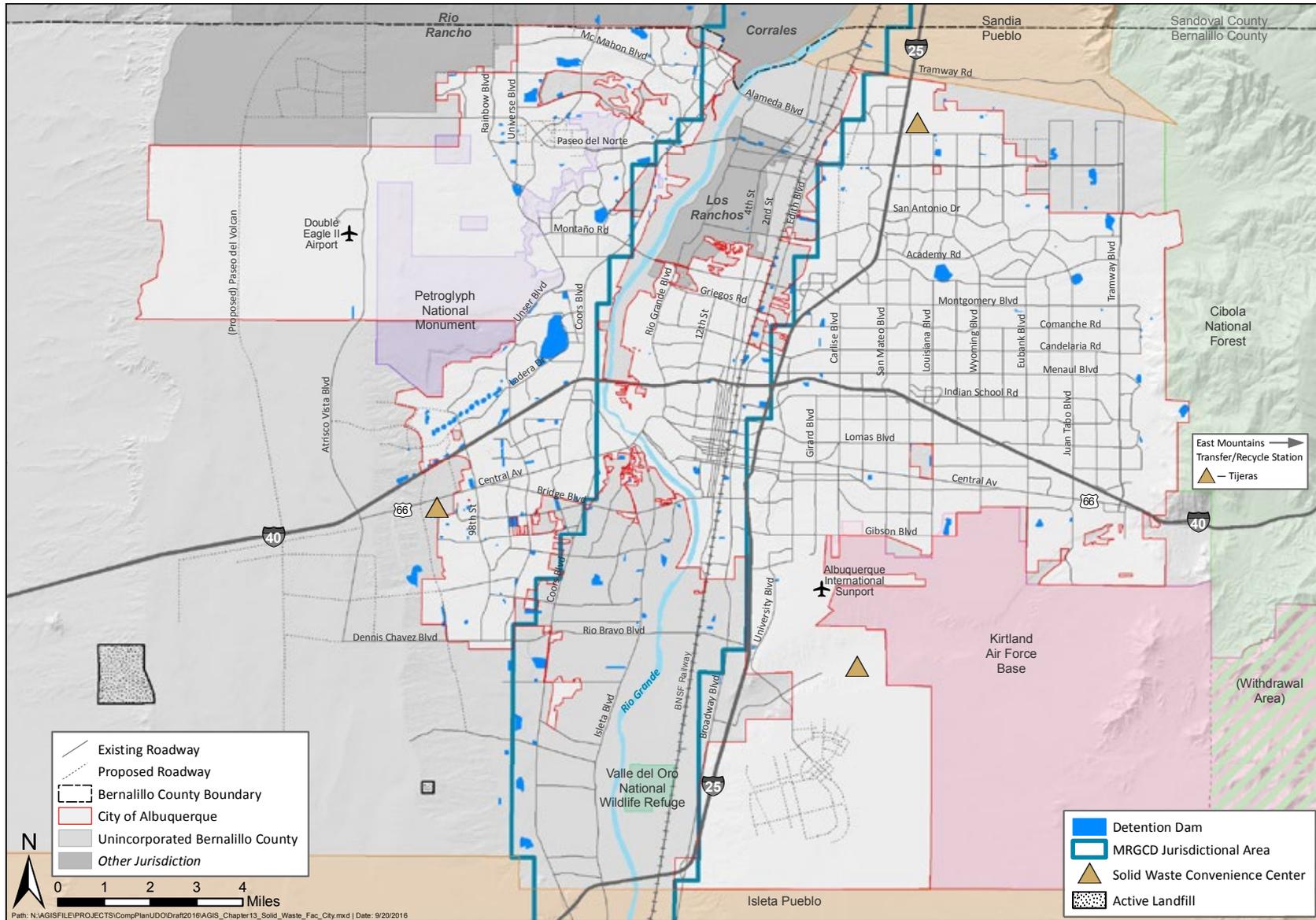


Figure 12-1: Irrigation District Boundary and Flood Control and Solid Waste Facilities, 2016



energy centers throughout the state. Privately-owned solar and other renewable generation installations in Albuquerque and Bernalillo County connect to the electric grid and sell excess power back into the electric system, which supplements large-scale sources. The New Mexico Public Regulation Commission (NMPRC) requires all investor-owned electric utilities to have in their portfolio a diverse mix of renewable energy resources of 20 percent by January 2020. Electric power is transmitted from generating plants along transmission lines and then distribution lines to the customer.

PNM is regulated by the Federal Energy Regulatory Commission (FERC), the North American Electric Reliability Corporation (NERC), and the NMPRC. The Western Electricity Coordinating Council (WECC) is authorized by NERC to create, monitor, and enforce reliability standards for the Western Interconnection Area. Electric transmission and generation within the city and county are addressed by the adopted Electric System Transmission and Generation Facility Plan (2010-2020).

PNM is obligated to meet future customer needs for electrical service, provide system reliability, and operate safe facilities. Actual load growth may vary from projections due to

economic cycles, land use zoning changes, or other factors. New system facilities, including transmission lines, switching stations, and substations will need to be constructed to meet future demand for electrical service, replace aged infrastructure or to enhance reliability in the coming years. Improvements to the distribution system also are expected. An emergency curtailment plan is developed by utilities for their use in emergency situations as required by NERC and enforced by WECC.

Natural Gas

Natural gas supplies are gathered and processed in northwestern and southeastern New Mexico and transported by pipeline for distribution across the state, including Bernalillo County and Albuquerque. The majority of natural gas distribution is provided by New Mexico Gas Company (NMGC).

Diversifying supplies and suppliers provides NMGC's customers with a reliable portfolio of natural gas. NMGC is regulated by the Pipeline and Hazardous Materials Safety Administration of the U.S. Department of Transportation, FERC, and the NMPRC. Like PNM, NMGC is obligated to meet future customer demand for natural gas service, operate safe facilities, provide system reliability, and develop an emergency curtailment plan.

New system facilities, including transmission pipelines and compressor and regulator stations, will need to be constructed to meet future demand for natural gas utility service, replace aged infrastructure, or enhance reliability in the coming years. Improvements to the natural gas utility distribution system also are expected.

Transportation Fuels

Transportation fuels are primarily supplied by various refineries around the state and transported by truck, pipeline, and rail to distribution terminals. Some terminals are located in the industrial zones in the South Valley. Alternative vehicle fuel options to gasoline include Liquefied Natural Gas and Compressed Natural Gas. Electric vehicle charging stations are also available in a few urban locations.

Information Technology Systems

Access to information and communication technology is integral to citizens' daily lives and essential to the region's economic growth. Computers and mobile devices, and the physical infrastructure that supports them, facilitate social and economic activities by enabling communication, business and financial transactions, and access to information and services. Quality and



affordable communications will expand access to knowledge and ideas that residents and businesses need to be productive and competitive.

Demand for telecommunication services and coverage has grown tremendously, resulting in a surge of telecommunications infrastructure and expansion of service areas. Parallel networks of fiber optic lines, along with cell towers and antenna arrays are located throughout the urban area and can link residents and businesses to the rest of the globe. While the infrastructure and services are provided by the private sector, the lines are typically located in utility easements within public rights-of-way.

Ultimately the City envisions an open access, community broadband network that will provide all its residents and businesses the opportunity to connect to the network. It intends to promote and help shape telecommunications in partnership with private providers to improve citizens' access to high-speed affordable services, build on the City's existing investment in public infrastructure, and attract more economic development to Albuquerque.



Image credit: City of Albuquerque

12.1.2.2 SERVICES

Solid Waste Management

Albuquerque and Bernalillo County's forecast growth is likely to increase the total quantity of both nonhazardous and hazardous solid wastes generated in the area, despite any advances in technology, new legislation and public education programs that help reduce waste at their source. An effective and comprehensive long-range waste management plan for the region ensures that the collection, disposal, storage, and recycling of wastes occur in an environmentally and economically acceptable manner.

Waste Collection

Bernalillo County contracts curbside refuse collection service to a private company, but

their Public Works Department is responsible for overall planning and management and operates related services, including a solid waste and recycling facility in the East Mountains.

The City of Albuquerque's Solid Waste Management Department operates a range of services, facilities, and programs. The department collects and disposes of all residential and commercial refuse generated in the City of Albuquerque. Operations for recycling and composting are also maintained directly by the department. In addition, the department is responsible for large item collections, landscaping on public right-of-way, and maintaining medians.



Landfills

Two active public landfills accept solid waste and operate in compliance with State and Federal regulations. Municipal waste is deposited in the County and City's Cerro Colorado landfill in the western part of the unincorporated county that has capacity until 2076. The site is permitted to accept various New Mexico special wastes. A private landfill on the Pajarito Mesa accepts construction debris. Recycling programs are helping to extend the life of these existing landfills.

Some of the former 25 sanitary landfill sites, 11 of which were operated by the City, exhibit some ground subsidence, methane gas discharge, and groundwater contamination from leachate. The City and County ensure that such conditions are corrected before development can proceed on these sites. Convenience centers located throughout the city and county would provide residents the opportunity to dispose of their refuse and recyclables.

Emergency & Non-Emergency Communications

The County's Emergency Communication Department has trained and certified personnel that receive 911 and non-emergency calls for service, and dispatch law enforcement and fire/rescue to citizens

twenty-four hours a day, seven days a week. The 311 Citizen Contact Center is a centralized call center for all non-emergency City of Albuquerque inquiries and services.

Public Safety

Albuquerque's livability is partially reflected in safety from hazards and in a sense of security for persons and property.

Natural and human-caused disasters are relatively rare, and crime is a more common concern in Albuquerque. While property crimes are down, violent crime rates, such as robberies and aggravated assault, are an increasing concern. Incarceration rates have been high, and the County is working to reduce overcrowding at the County jail. There has been a troubling escalation in the number of shootings by, and of, law enforcement officers in Albuquerque. When civilian victims or perpetrators are individuals with mental and behavioral health issues (or the perpetrators are repeat offenders), the connections between public safety, community health, and criminal law and justice become more apparent.

The U.S. Department of Justice intervened in 2014 in Albuquerque to reform its police department, and the City has committed to implementing measures that will improve

the department's recruitment and training, community relations, and operations.

In 2014, voters approved a long-term tax to pay for improvements to the County's behavioral health care system.

It will take time for these systemic changes to take root and show positive outcomes, but there is a growing recognition that public safety is a shared community responsibility.

A variety of public safety services and programs aim to save lives, protect property and the environment, and educate the public about what they can do to prevent crime and fire (see **Table 12-1**). The design of new structures can also take fire safety and crime prevention into account, by incorporating "defensible space" into site and building plans. On the other hand, the City and County Fire, Police, and Sheriff's services are themselves affected by land use and development patterns in terms of their response times and ability to provide services at costs that are manageable for taxpayers.

Fire & Rescue

The Albuquerque Fire Department directs its services and programs from 27 fire stations across the city. In 2013, the department responded to over 91,000 emergency calls, with response times that exceeded national



INFRASTRUCTURE, COMMUNITY FACILITIES & SERVICES

CITY AND COUNTY FIRE DEPARTMENTS SERVICES	
Fire Suppression & Emergency Medical Services (EMS)	<p>City: Provided by 700 uniformed personnel based at 27 fire stations.</p> <p>County: Provided by 225 firefighters based in 12 fire districts.</p>
City Task Forces	<p>Hazardous Materials Task Force terminates complex incidents such as fires involving hazardous materials, airplane crashes, train derailments, wrecks involving trucks carrying chemicals, and medical incidents involving chemical use.</p> <p>Heavy Technical Rescue Task Force rescues individuals from complex incidents like flooding and structural collapses.</p> <p>Wildland Task Force is responsible for wildfire protection in areas like the Rio Grande Valley State Park, Petroglyph National Monument, and City and County Open Space.</p>
Fire & Arson Investigations	Result in fire prevention education, or prosecution
City Fire Marshal's Office	<p>Fire Inspections: Review of development plans for code compliance and inspection of all new and existing commercial buildings and multi-family dwellings for fire and life safety violations.</p> <p>Fire Prevention and Safety Education: Programs for children, seniors, and local businesses.</p>

CITY POLICE AND COUNTY SHERIFF'S SERVICES	
Field Services	<p>City: Uniformed patrol from six area commands.</p> <p>County: Uniformed patrol from three area commands.</p>
Investigative Services	Investigation of property crimes, violent crimes, narcotics violations, and organized criminal activity to identify, target, and apprehend criminals.
Special Services	<p>City:</p> <ul style="list-style-type: none"> • Tactical operations like SWAT and the bomb squad • Crime Mapping and Stats, a public web-based service <p>County:</p> <ul style="list-style-type: none"> • School Crossing Guards • Metro Air Support • Extradition
Crisis Intervention Program	Working with people in the community who exhibit chronic behavior patterns that may pose risks to themselves or others, to defuse situations in order to avoid the use of force and ensure proper medical attention.
City Crime Prevention Programs	<ul style="list-style-type: none"> • Neighborhood Watch, improving security in residential neighborhoods • Sexual Assault and Rape Prevention, for personal safety • Operation Identification Program, to discourage theft and help recover stolen property • Fraud and Con Game Prevention • Child Abuse Prevention/Child Safety • Children's Crime Prevention Program • Crime Prevention through Environmental Design (CPTED) • Business Crime Prevention Programs, to address armed robbery, shoplifting, commercial fraud, etc.
Crime Analysis	Reviews and analyzes crime reports, calls for service, arrest reports and identifies crime patterns, hot spots, and trends.

Table 12-1: City and County Fire and Police Services, 2016

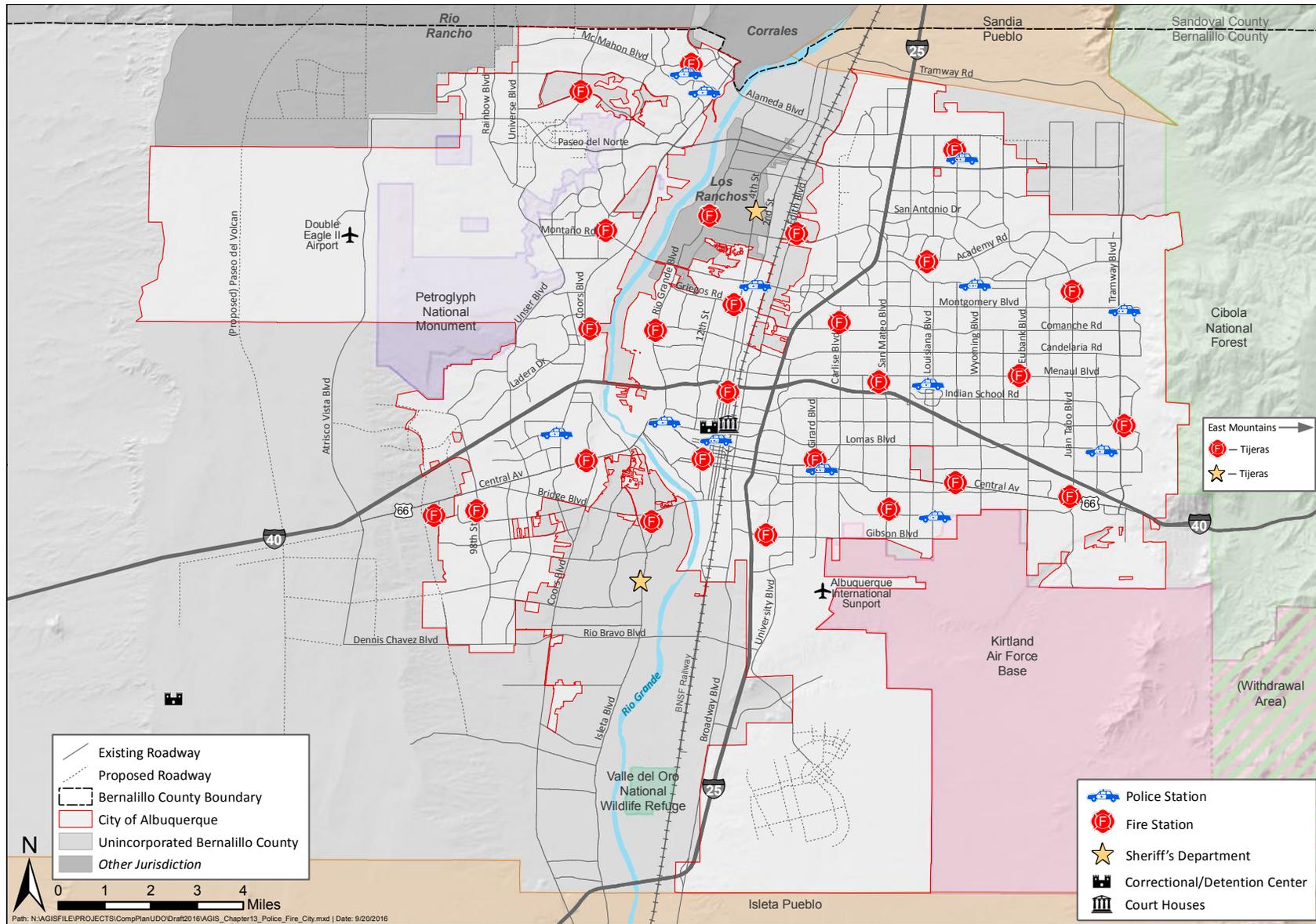


Figure 12-2: City and County Public Safety Service Locations, 2016



accreditation standards. A small percentage of calls actually involve fires. In addition to normal fire suppression, the department has several specialized task forces including the Wildland Task Force, which is responsible for wildfire protection in the City’s Open Space Network including the Bosque and Sandia foothills.

As of 2015, Bernalillo County Fire Department has shifted from a majority volunteer staff to a paid staff. The department is made up of 12 fire districts and stations throughout the county, including North Valley, South Valley, North Albuquerque Acres, and East Mountains. Of the 12,018 calls run in 2010, 79 percent were emergency medical services calls, six percent were fire calls, and 15 percent were other calls for assistance. Total calls have been increasing every year by about four percent.

Police Protection

The City of Albuquerque Police Department (APD) and Bernalillo County Sheriff’s office (BCSO) operate a range of services and programs to preserve the peace, fight crime, and protect the community.

Criminal Justice & Corrections

The Bernalillo County Metropolitan Court consolidates the historic functions of Albuquerque Municipal Court, Bernalillo County Magistrate Court and Small Claims

Court into a single court operation. As a court of limited jurisdiction, it handles petty misdemeanor and misdemeanor crimes, and the Civil Division presides over cases in which the amount in dispute does not exceed \$10,000. The court has seven specialty court programs: DWI (Driving While Intoxicated) Court, Competency Court, Courts to School, Domestic Violence / Early Intervention Program, Domestic Violence / Repeat Offender Program, Homeless Court and Mental Health Court. Albuquerque also houses state and federal courts.

Bernalillo County operates the Metropolitan Detention Center (the County jail), which segregates offenders from society while they serve their sentences, and provides comprehensive health care and programmed activities for inmates in an effort to reduce recidivism. The County also operates the Youth Services Center, a secure juvenile detention facility, which includes education, medical and mental health services to promote healthier lifestyles and positive choices for youth and their families.

Emergency Management

Albuquerque is vulnerable to natural hazards such as flash floods, wildfire, and drought as well as human-caused incidents that can result in loss of life and property, economic



Image credit: City of Albuquerque



Image credit: Bernalillo County

The City and County provide public safety services ranging from fire and rescue to detention.



hardship, and threats to public health and safety. Preparing for emergencies involves maintaining emergency operations plans, training government staff and citizens, and coordinating mutual aid resources.

The City’s Office of Emergency Management and Bernalillo County’s Office of Homeland Security and Emergency Management are on call around the clock to respond to incidents. They work with multiple local, state, and federal entities to identify and reduce risks and develop strategies to respond and recover from major incidents, as set out in the Multi-Jurisdictional Hazard Mitigation Plan. This plan is for the City, County, AMAFCA, and the Villages of Los Ranchos and Tijeras. Strategies include reducing local storage and transit of hazardous materials, periodic mock-disaster exercises to test the City and County’s integrated response to an emergency, reducing fuel loads in the Bosque, and promoting citizen preparedness for an emergency.

12.1.2.3 COMMUNITY FACILITIES & SERVICES

Our community centers, senior and multi-generational centers, and libraries are pleasant, safe places where residents can learn, recreate, and socialize with other members of the community. They offer

CHILD CARE AND CHILD DEVELOPMENT PROGRAMS	
Childcare Services and Development Centers	Early Head Start is available at 18 child development centers located within the City.
Pre-Kindergarten Programs	Available at 13 Pre-Kindergarten Centers throughout the city.
Before/After and Summer Programs	Available at most City Community Centers, Therapeutic Recreation sites, and various elementary schools.
Public Classes and Education	Access to educational resources, such as computers and courses, are available at the City’s Family and Community Services Computer Labs.

Table 12-2: Child Care and Child Development Programs

a “third space” to residents besides the home, school, or workplace. The programs offered in these facilities provide a wide range of educational and recreational opportunities, and wellness and fitness activities that benefit individuals of all ages and families, and enhance the quality-of-life in our community (see also the **Heritage Conservation chapter** for information on cultural facilities).

Community Centers

As of 2015, the City Family and Community Services Department manages 22 community centers located throughout Albuquerque. Besides the traditional recreational programs that take place at the centers, many new and innovative programs are now part of

the services offered for children, youth, and adults at these facilities. Family and Community Services uses the City’s Financial and Performance Plan to guide their work.

Bernalillo County Parks & Recreation provides recreation, leisure, and community services to promote public well-being, community health, and quality of life for youth, adults, senior citizens, and special populations of Bernalillo County. As of 2015, the County supports eight community centers that provide various programs and activities for youth and adults, and after-school recreation for children. The centers include gymnasiums, meeting rooms, classrooms, and exercise and fitness rooms. County community centers are generally co-located with other community facilities, such as parks and athletic fields, pools, senior centers,



Image credit: City of Albuquerque



Multigenerational, senior, and community centers provide activities, meals, and support services for residents of all ages.

and libraries. Bernalillo County uses its *Parks, Recreation, and Open Space (PROS) Plan* to guide the development of future facilities.

Multigenerational & Senior Centers

The City's Department of Senior Affairs operates two multigenerational and six senior centers that promote active and healthy aging. Albuquerque's 50+ population enjoys

sports and recreation activities, the arts, rich learning opportunities, trips and outings, meals, special events, and support groups at any of the centers. Multi-generational centers include everything you can find at a senior center as well as activities for youth ages six and up. Some activities are especially designed for both seniors and youth.

Bernalillo County community centers are used by neighborhood associations, sports leagues, and other community organizations to host a variety of events and meetings. Four of the centers house senior citizen meal-site programs. Senior programs also include classes, hobby groups, fitness activities, field trips, and seasonal parties.

Libraries

The Albuquerque-Bernalillo County Library System is made up of 18 branches throughout the county, including branches in the South Valley, North Valley, and East Mountains of the unincorporated area. In addition to providing a wealth of materials in different media, several libraries have meeting rooms and computer stations, and every location offers free Wi-Fi access during open hours.

Libraries also offer a variety of activities that inform, educate, and enrich the lives of youth, adults, and families, including, book clubs,

art exhibits, concerts, and children's story time. The library system also develops special services such as the information center for small business owners, entrepreneurs, inventors, and researchers, and services for the homeless at the Main library downtown. Special collections, including local history, are kept in a renovated historic building on Central Avenue east of downtown.

The Albuquerque-Bernalillo County Library System follows its library facility master plan completed in 2007. Library facilities have specific structural requirements to accommodate the volume and weight of their holdings in addition to space for patrons.

Education Delivery

Providing a range of good educational opportunities contributes greatly to building a thriving community. For individuals, the opportunity to lead a good life depends on access to education from an early age, which in turn lays the foundation for life-long learning. The City and County generally have a supporting role in the area of education – to complement and enrich programs offered by schools and colleges – but they also fill critical gaps in funding and programming, particularly in the area of early childhood education.

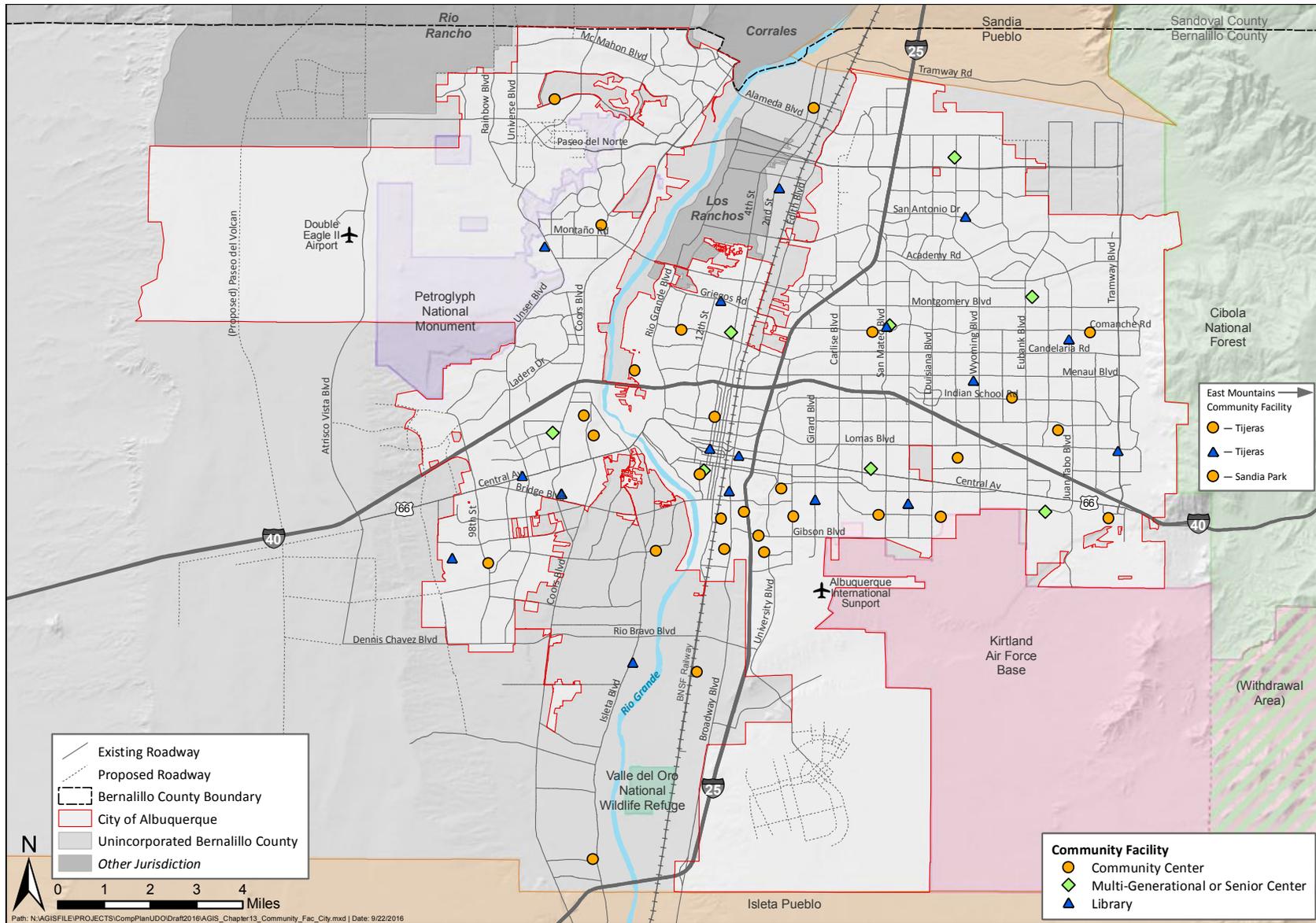


Figure 12-3: Community, Multigenerational, and Senior Centers and Libraries, 2016



Formal educational attainment is a measure of general well-being and an asset for economic development. The percentage of the county and city's total population over 25 years old with a high school education has steadily increased. More importantly, the percentage attaining higher education has risen, with 39 percent of the population over 25 holding a college degree in 2013. Nevertheless, Albuquerque faces continuing challenges to expand children's access to pre-school programs and increase both high school and college graduation rates.

Research at the University of New Mexico (UNM) in many fields helps advance basic knowledge, and spurs new technologies for commercialization and the creation of new companies. These outcomes increase the community's overall prosperity and attract outside investment.

Public Schools

The Albuquerque Public School District (APS) provides educational services to the children of Albuquerque for grades K-12, who represent nearly a third of New Mexico's students. As of 2015, APS is a minority majority district: two-thirds of our students are Hispanic. Two out of ten students are English language learners. Fifteen percent are students with disabilities. APS also serves

many students in need: two-thirds of students qualify for the federal school lunch program.

APS functions as its own jurisdiction, planning for facility capacity, location, and distribution and is not subject to City or County policies or regulations. However, the City and County coordinate with APS through the Mid-Region Council of Governments (MRCOG), which provides growth forecasts and models regional land use and transportation every five years as part of its Metropolitan Transportation Plan. The City and County also have agreements with APS for joint-use of their facilities, such as joint-use of sports fields for recreation and/or stormwater management.

APS's planning concept is to organize its 88 elementary, 27 middle, and one Kindergarten through 8th grade schools in clusters around its 13 comprehensive high schools. Thirteen alternative schools and educational programs are also available to students with special needs. Twenty charter schools operate independently from the school district but are held accountable by APS. Education in the arts is highly valued by the city's residents. Increased arts and cultural activities have been integrated through a comprehensive fine arts education program for grades K-12.

Capital investment in educational facilities best occurs when there is sustained consensus between the school district and local governments about the growth and form of the city. Population growth is the source of increased student enrollment. APS aims to site schools where they are needed in terms of student population trends and community need, and considers various factors such as access and surrounding land uses. However, the spatial distribution of the population across the county has exceeded design capacity of schools on the city's edge, while schools are sometimes underutilized in the older parts of the city.

Charter Schools

In addition to APS chartered schools, there are over 30 State chartered schools. Many charter schools are not in permanent public facilities but in locations that are in flux and/or atypical for the use, which may lead to land use conflicts or traffic problems.

Vocational & Post-Secondary Education

Albuquerque is the state center for post-secondary education provided by many private and public vocational institutions, junior colleges, and universities.

The Central New Mexico Community College (CNM), formerly the Technical

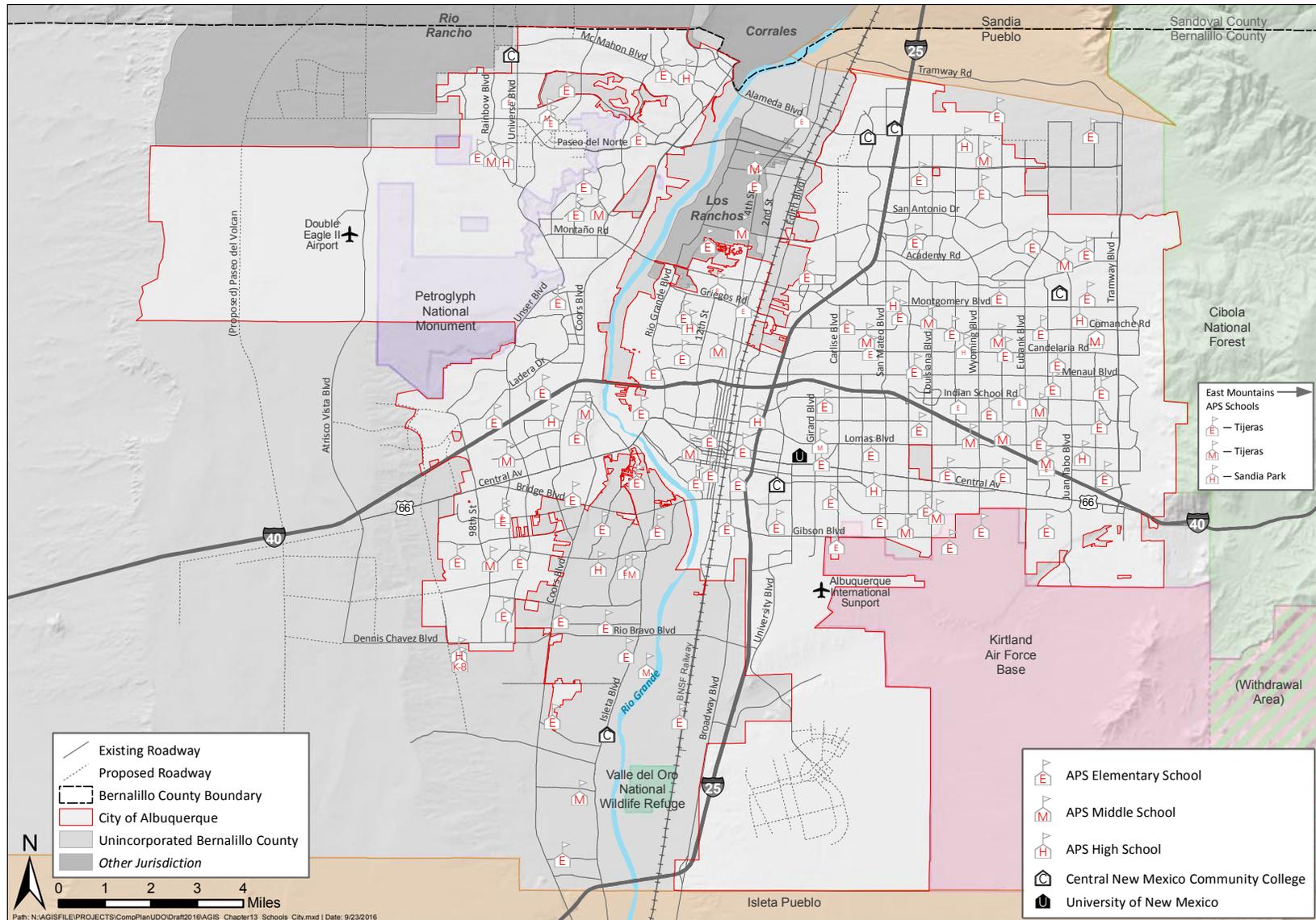


Figure 12-4: Educational Institutions in the City and County, 2016

Note: Charter schools are not shown as very few are located in permanent facilities at this time.



Vocational Institute, was established in 1965 and is the largest undergraduate institution in New Mexico with 27,000 students in 2014. Classes and associate degrees are offered throughout two main campuses, three branch campuses, a workforce training center, and an advanced technology center.

UNM is the state’s largest and most diversified university with eight undergraduate schools and colleges, graduate schools in arts, humanities and sciences, and professional schools in medicine, law, business, engineering and planning and architecture. UNM is a major research center and economic driver for Albuquerque.

The University is also an important physical feature within the city, as it extends over almost 800 acres, split into three campuses (central, north, and south) located east of Downtown. UNM has plans for further development of its north medical campus and for improvements to outdated and under-sized facilities in its central campus. As with all major urban universities, there are tremendous opportunities in the “town and gown” relations with local government such as the Innovate ABQ entrepreneurial hub, along with challenges such as traffic impacts of the campuses on surrounding neighborhoods.

City & County Health and Social Services

The City and County promote the overall health of the community by providing residents access to a variety of health and social services. The City operates four health and social service centers where private and non-profit agencies supply services to qualifying residents of all ages, and it acts as liaison with outside organizations. The County operates public health clinics in conjunction with the New Mexico Department of Health and provides sites for nonprofit community-based health centers in the North and South Valley.

The City and County offer a continuum of support to lower income residents and more vulnerable residents, such as individuals and families experiencing homelessness or abuse, which addresses not only their needs, but helps create a stronger and more cohesive community. Through the Behavioral Health Initiative, Bernalillo County, the City of Albuquerque, and the State of New Mexico have committed themselves to improving both residents’ lives and the public’s safety by strategically evaluating and enhancing resources for mental health and substance abuse treatment.

The City and County periodically assess human service needs. As the population



Image credit: City of Albuquerque



The City and County coordinate with local nonprofit organizations and other institutions to provide health and social services to residents.



CITY HEALTH AND SOCIAL SERVICES		COUNTY HEALTH AND SOCIAL SERVICES	
Health and Social Services for Low and Moderate-Income Residents	<ul style="list-style-type: none"> • Clothing, food, utility, and rent assistance • Health and dental care • Mental health services and care • Substance abuse services & treatment • Youth food service programs 	ABC Community Schools program	Aims to make schools the hubs of their communities by providing training, technical assistance, and tools to assist in the coordination and integration of family supports, extended learning, community engagement, and health services at selected school sites within Bernalillo County.
Services for Homeless Individuals and Families	<ul style="list-style-type: none"> • Partner in Heading Home Project • Emergency shelters and motel vouchers • Transitional and permanent supportive housing • Child day care • Employment services • Eviction prevention services • Health care • Meals 	Summer Lunch Program	Provides free and nutritious meals to children during the summer.
Services for Seniors	<ul style="list-style-type: none"> • Care coordination and home services • MyCD (Manage your Chronic Disease) Program • Transportation assistance • Hot Meals Program • Sport and fitness activities • Senior Information Line 	Health Promotion	Programs designed to promote healthy behavior and make the healthy choice the easy choice for all communities, including substance abuse prevention, healthy eating, and active living programs.
		Health and Quality of Life Initiatives	Social Service Program awards and Community Event Sponsorships that provide health and quality of life initiatives for Bernalillo County residents to improve economic well-being, education, health, and family and community development.

Table 12-3: City and County Health and Social Services

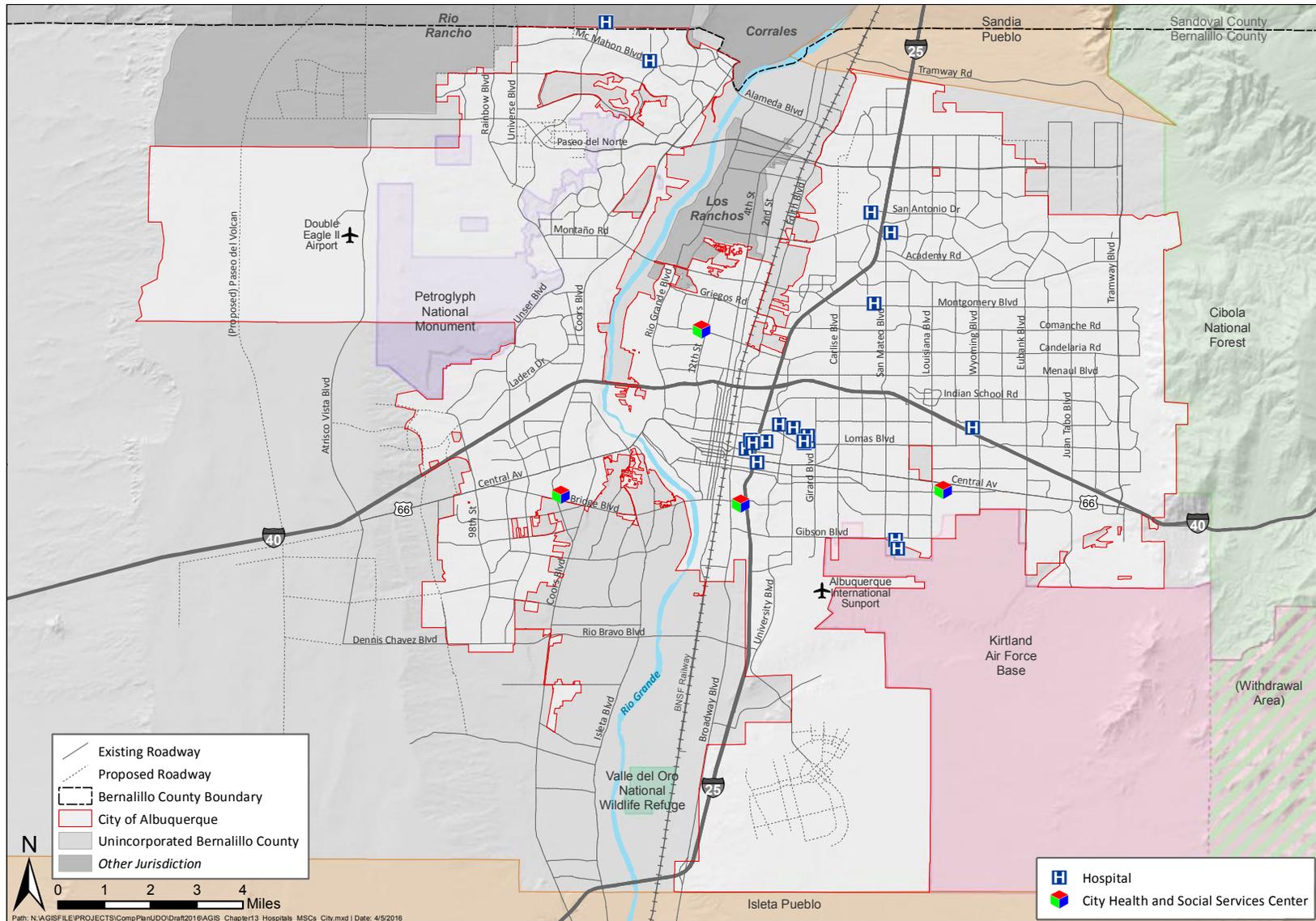


Figure 12-5: Hospitals and City Health & Social Services Centers, 2016



continues to grow and diversify, the City and County will need to adapt their programs and service delivery to demographic changes. All agencies acting in the sphere of health and social services will need to think creatively and coordinate with each other on a regular basis, not only to prevent gaps in the safety net but also costly duplication of services.

Hospitals

Albuquerque is the hub of major health care institutions that serve residents of the metropolitan area and from across the state, including the UNM Health Sciences Center (referred to as University Hospital), Presbyterian Health Care Services, Lovelace Health System, Veterans Administration Hospital, and Albuquerque Indian Health Center among others.

University Hospital provides some specialist services that are unique in the state since its public hospital serves low-income residents, and it operates a Level I trauma center and in-patient psychiatric care unit. Preventive and primary care services are provided across the county by these institutions through their network of family clinics, and by not-for-profit organizations and independent professionals. APS, for example, operates school-based centers that provide physical and mental health care for both students and their families.

Impacting Health Conditions

Albuquerque mirrors New Mexico in facing significant health challenges in terms of chronic physical diseases, substance abuse (especially among youth), and poor mental health, all of which typically have higher rates than the nation as a whole. Some neighborhoods also have higher concentrations of poverty, drug and alcohol abuse, and lower educational attainment, and industries that have a higher risk of emitting pollutants, which together can lead to shorter life expectancies.

In addition to targeting health and social services to those in need, the City and County can have a positive impact in other ways. These range from protecting residential neighborhoods from incompatible land uses and offering recreational programs to encouraging urban design that makes neighborhoods more walkable, all of which promote a healthier environment and healthier lifestyles (see also the **Community Identity, Urban Design, and Housing chapters**).

12.1.2.4 INTERAGENCY COORDINATION

As we continue to grow, the demand for public infrastructure, facilities, and services will increase. Interagency collaboration and public-private partnerships will be ever more critical to stretch scarce public dollars and produce the best outcomes for the people, special places, and economic prosperity of the community.

Key strategies to improve coordination include:

- Make efficient use of taxpayer dollars
- Maintain infrastructure systems
- Identify new facility/service needs
- Secure and pool funding from different sources
- Plan long-range improvements and expansions of infrastructure and services
- Develop infrastructure and service standards
- Prioritize implementation in areas where community consensus exists (e.g. education, behavioral health)



12.1.2.5 RELATED PLANS & RESOURCES

Water/Wastewater:

ABCWUA

- Asset Management Plan, 2011
http://www.abcwua.org/uploads/filelinks/21f5790aba8b4fd-baaa2e176b3144d27/2011_asset_management_plan.pdf
- Water and Wastewater System Expansion Ordinance
http://www.abcwua.org/uploads/FileLinks/b30e534f2f52481ca9bf0d3a817995fb/Section_7.pdf
- Water Resources Management Strategy (WRMS), 2007
This strategy is updated every ten years. An update to the strategy is in progress.
http://www.abcwua.org/WaterResources_Management_Strategy.aspx
- 2024 Water Conservation Plan, Goal and Program Update, 2013
http://www.abcwua.org/uploads/files/2024_Water_Conservation_Plan_Update.pdf

Drainage/Flood Control:

AMAFCA

- Storm Water Management Program
<http://www.amafca.org/programs/programs.html>

City of Albuquerque Department of Municipal Development

- Municipal Separate Stormwater System (MS4) Permit
<http://www.cabq.gov/municipaldevelopment/our-department/engineering/storm-water-management/municipal-separate-storm-sewer-system-ms4-permit>

Solid Waste:

City of Albuquerque

- Integrated Waste Management Plan, 2010
<https://www.cabq.gov/solidwaste/our-department/albuquerques-integrated-waste-management-plan>

Emergency Management:

City of Albuquerque Office of Emergency Management, Bernalillo County Homeland Security and Emergency Management

- Multi-Jurisdictional Hazard Mitigation Plan, 2015
<https://www.cabq.gov/emergency-management-office/hazard-mitigation-plan>

Community Facilities & Human Services

City of Albuquerque Family & Community Services

- Five-Year Consolidated Plan, 2013-2017
<http://www.cabq.gov/family>

Bernalillo County Behavioral Health Initiative

- <http://www.bernco.gov/Public-Safety/behavioral-health.aspx>

Schools:

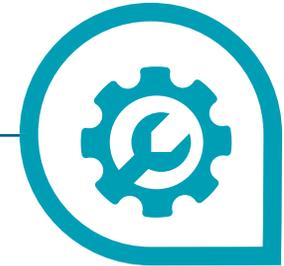
Albuquerque Public Schools

- APS Capital Master Plan, 1990 - current
<http://www.aps.edu/capital-master-plan/school-master-plan-summaries>



12.2 Goals, Policies & Actions

for Infrastructure, Community Facilities & Services



Goal 12.1 Infrastructure Systems

Plan, coordinate, and provide for efficient, equitable, and environmentally sound infrastructure to support existing communities and the Comp Plan's vision for future growth.

Goal 12.4 Coordination

Coordinate with other providers to leverage resources, maximize efficiencies, bridge service gaps, and provide added value.

Goal 12.2 Community Facilities

Provide community facilities that have convenient access and a wide range of programs for residents from all cultural, age, geographical, and educational groups to enhance quality of life and promote community involvement.

Goal 12.5 Resources

Identify and allocate sufficient resources to support infrastructure, community facility, and public service needs in order to invest public dollars efficiently and effectively and to maintain a sound fiscal position.

Goal 12.3 Public Services

Plan, coordinate, and provide efficient, equitable, and environmentally sound services to best serve residents and protect their health, safety, and well-being.

Policies are organized to support each Goal. Many Policies have supporting Sub-policies, cross-references to other relevant policies, and implementing Actions to more clearly guide decision-making.

[ABC] indicates a policy or action for both the City and County

[BC] indicates a policy or action for Bernalillo County

[A] indicates a policy or action for the City of Albuquerque

Goal 12.1 Infrastructure

Plan, coordinate, and provide for efficient, equitable, and environmentally sound infrastructure to support existing communities and the Comp Plan’s vision for future growth.

POLICY 12.1.1

Infrastructure Design: Encourage design of visible infrastructure (surface and overhead) that respects the character of neighborhoods and communities and protects significant natural and cultural features. [ABC]

- a) See **Community Identity Goal 4.3** for character-defining elements of each Community Planning Area.
- b) See **Land Use Goal 5.3** for coordination of land use and infrastructure for efficient development patterns.
- c) See **Transportation Goal 6.8** for context-sensitive street design.
- d) See **Urban Design Goal 7.6** for context-sensitive infrastructure design guidelines.

c) See **Parks & Open Space Goal 10.3** for Open Space policies.

d) See **Heritage Conservation Goal 11.3** for cultural corridors and view protection.

POLICY 12.1.2

Water and Wastewater Utility: Ensure consistency between Comp Plan and ABCWUA policies by coordinating infrastructure planning and programming. [ABC]

- a) Follow the east-to-west water zone method of water service delivery on the West Side.
- b) Consider exceptions to the east-to-west water zone method of water service delivery only in areas designated specifically for employment growth.

c) See **Resilience & Sustainability Policy 13.2.2** for water conservation.

ACTION

12.1.2.1 Encourage and support development of community water and waste systems consistent with protecting the resource base and water quality. [ABC]

POLICY 12.1.3

Small-scale Water Systems: Protect public health and limit negative environmental impacts. [BC]

- a) Regulate private domestic wells, smaller-scale water utilities and private or community on-site wastewater disposal systems to protect public health and prevent contamination of surface and groundwater.



- b) Minimize negative impacts on landforms and natural features and encourage low-impact solutions, including constructed wetlands.

ACTION

12.1.3.1 Review and update County standards for wastewater treatment and water supply to take landforms and natural features into consideration and include low-impact solutions, including constructed wetlands. [BC]

POLICY 12.1.4

Drainage and Flood Control: Reduce or eliminate flooding by improving ponding and drainage capacities in an environmentally sensitive manner through the development process and in coordination with flood control agencies. [ABC]

- a) Minimize and mitigate stormwater run-off from development by limiting the amount and extent of impervious surfaces and encouraging landscaped medians and parking swales.

- b) Preserve natural drainage functions of arroyos to the extent possible and use naturalistic design treatment when structural improvements are required for flood control.
- c) Coordinate with the National Park Service and AMAFCA to determine where and how drainage improvements will cross the Petroglyph National Monument.
- d) See **Policy 12.4.5** below for Facility Plans.
- e) See **Transportation Policy 6.8.1** for roadway location and design that responds to drainage and flood control systems.
- f) See **Urban Design Policy 7.6.1** for designing context-sensitive infrastructure.
- g) See **Parks & Open Space Policy 10.4.4** for arroyos and drainage facilities as community green space.
- h) See **Resilience & Sustainability Goal 13.2** for policies about water conservation and quality.

ACTION

12.1.4.1 Encourage rainwater catchment systems on developed sites to mitigate or minimize any developed flows onto Major Public

Open Space or Petroglyph National Monument, and to supplement the water supply for onsite irrigation and, in commercial and industrial buildings, for indoor needs such as toilet flushing. [A]

POLICY 12.1.5

Irrigation System: Coordinate with MRGCD and other stakeholders to protect the irrigation system. [ABC]

- a) See **Policy 12.1.4** above for additional policies on drainage systems.
- b) See **Land Use Policies 5.5.3 and 5.5.4** for Rural and Semi-Urban Areas in the County.
- c) See **Urban Design Policy 7.6.1** for designing context-sensitive infrastructure.
- d) See **Parks & Open Space Policy 10.4.4** for arroyos and drainage facilities as community green space.
- e) See **Heritage Conservation Policy 11.1.3** for protection of acequias as cultural and agricultural heritage.

POLICY 12.1.6

Energy Systems: Coordinate with energy providers to safeguard essential infrastructure to serve existing development and ensure a safe, adequate, and reliable supply to support growth. [ABC]

- a) Maintain an economical and environmentally-sound supply of energy through energy conservation and the use of alternative and renewable energy sources.
- b) Communicate with energy service providers about new development proposals and growth trends to optimize the efficiency of the development process and long-term planning for the community's energy needs.
- c) Promote the cost savings and environmental benefits of energy conservation measures and renewable energy in City and County operations and buildings and in private development.
- d) See **Land Use Policy 5.3.8** for solar access protections.
- e) See **Resilience & Sustainability Policy 13.4.3** for energy conservation policies.
- f) See also the *Electric System Transmission and Generation Facility Plan (2010-2020)*.

POLICY 12.1.7

Communication Systems: Support widespread and affordable access to high-quality communication systems in order to maximize flexibility for prospective customers, businesses, and industries. [ABC]

- a) Coordinate with information technology systems providers to achieve an open-access community broadband network that residents and businesses can connect to throughout the city and county.
- b) See **Economic Development Policy 8.2.3** for leveraging public funds to encourage private investment.



Goal 12.2 Community Facilities

Provide community facilities that have convenient access and a wide range of programs for residents from all cultural, age, geographical, and educational groups to enhance quality of life and promote community involvement. [ABC]

POLICY 12.2.1

Prioritization Process: Assess the resources and needs for community facilities throughout the city and county. [ABC]

- a) Engage the public to determine priorities and ensure equitable public investment in community facilities.
- b) Foster better communication and cooperation between the City, County, institutions, and residents to make community programs as widely available as possible.
- c) Plan, design, and program community facilities to meet the needs of all age groups.
- d) Engage with community and stakeholder groups to identify local and cultural needs

and preferences that can be reflected in facility design and programming.

- e) See **Policy 12.4.2** below for ADA compliance in all community facilities.

ACTIONS

- 12.2.1.1** Monitor levels of service for community facilities, including the impact of recent and expected growth. [ABC]
- 12.2.1.2** Evaluate services on a regular basis and engage residents in needs assessments to meet programming needs. [ABC]
- 12.2.1.3** Provide activities and opportunities at Senior and Multigenerational Centers to promote active and healthy aging. [ABC]

- 12.2.1.4** Coordinate between Parks & Recreation Department and Department of Health and Social Services, where appropriate, to increase opportunities for programming and other facility uses at senior meal sites owned by the County. [BC]

POLICY 12.2.2

Existing Facilities: Maintain and improve existing community facilities to better and more equitably serve the community. [ABC]

ACTION

- 12.2.2.1** Promote and disseminate information about available services. [ABC]

POLICY 12.2.3

New Facilities: Site new facilities in areas with excellent access to provide services to underserved and developing areas. [ABC]

- a) Locate community facilities in designated Centers near retail and/or commercial services to make access to both private and community services more convenient for residents of surrounding neighborhoods or communities.
- b) Ensure site has access for pedestrians, cyclists, and transit users, as well as for drivers.
- c) Pursue opportunities to coordinate, design, and develop new community facilities (including parks) to co-locate or share a site in order to best leverage public investment and maximize accessibility for the public.
- d) Coordinate with public and private schools to locate new schools in Centers or co-located with other compatible public facilities and services.

- e) Design community facilities to realize opportunities for City/County beautification.
- f) See **Policy 12.4.2** below for ADA compliance in all community facilities.

ACTION

- 12.2.3.1** Jointly develop and implement a process for departments to identify and pursue opportunities for co-location as part of their facility planning. [ABC]



Goal 12.3 Public Services

Plan, coordinate, and provide efficient, equitable, and environmentally sound services to best serve residents and protect their health, safety, and well-being.

POLICY 12.3.1

Access to Public Services: Maximize residents' access to public services and distribute services equitably, whether they are provided by the City or County or in partnership with other agencies. [ABC]

- a) Ensure that the location of public safety facilities provides adequate response rates.
- b) Encourage libraries, schools, and health and social services to locate in Centers to be accessible to pedestrians, cyclists, transit users, and drivers.
- c) Meet the needs of vulnerable and homeless populations with residential care facilities and support services without overburdening individual neighborhoods or communities.
- d) See **Goal 12.4** below for policies about co-locating community facilities and public services.

ACTON

12.3.1.1 Coordinate with shelters and service providers, adjacent neighborhood associations, and residents to find ways to mitigate the negative impacts of services on the neighborhood. [A]

POLICY 12.3.2

Solid Waste Management: Maintain a clean and healthy community by providing solid waste services. [ABC]

- a) Minimize potential adverse environmental impacts of collection, transfer, and disposal.
- b) Manage the energy content and material value of municipal solid waste.
- c) Encourage solid waste recycling systems that reduce the volume of waste while

converting portions of the waste stream to useful products and/or energy.

- d) Improve management of hazardous waste generated by households.
- e) Design and operate landfills to prevent pollution and improve the land's potential for open space or reuse.
- f) Monitor former landfills to protect the environment and public's health and safety.
- g) Collaborate with other agencies to prevent, control, and clean up illegal dumping on public and private property and in waterways.
- h) See **Resilience & Sustainability Goal 13.5** for community health policies.



POLICY 12.3.3

Fire and Rescue: Provide comprehensive fire and rescue and emergency medical services to save and protect lives, property, and the environment in cooperation with the public and other agencies. [ABC]

POLICY 12.3.4

Police and Sheriff: Maintain a safe and secure community by providing crime prevention, police protection, law enforcement, and investigative services in cooperation with the public and other agencies. [ABC]

- a) Strengthen relationships with residents and businesses through ongoing community policing and crime prevention efforts.
- b) Prioritize crime reduction efforts in areas with higher crime rates.
- c) See **Urban Design Policy 7.3.2** for Crime Prevention Through Environmental Design (CPTED).

ACTIONS

- 12.3.4.1 Educate property owners and design professionals on CPTED to identify and improve physical conditions that may contribute to crime. [ABC]
- 12.3.4.2 Promote participation in Crime Free Multi-Housing program for rental property. [ABC]
- 12.3.4.3 Promote Neighborhood Crime Watch Program. [ABC]

POLICY 12.3.5

Courts and Corrections: Provide an effective and humane criminal justice system supported by adequate budgets and intergovernmental coordination. [BC]

POLICY 12.3.6

Emergency Management: Improve emergency services delivery and emergency preparedness through coordination between City and County and with other agencies. [ABC]

ACTION

- 12.3.6.1 Implement the Multi-Jurisdictional Hazard Mitigation Plan. [ABC]

POLICY 12.3.7

Libraries: Expand library services as necessary to make them accessible to people on-line or at the neighborhood and community level and create programs in partnership with other departments and institutions to advance educational levels and professional skills. [ABC]



POLICY 12.3.8

Education: Complement programming provided by educational institutions to expand educational opportunities for residents in all cultural, age, economic, and educational groups. [ABC]

- a) Partner with other agencies to provide early childhood education.
- b) Provide after-school programs in community facilities and schools, especially for at-risk youth.
- c) Increase adult literacy in collaboration with local schools, nonprofits, and other institutions.
- d) Cooperate with local organizations and institutions to provide workforce training programs.

POLICY 12.3.9

Behavioral Health Services: Develop a comprehensive behavioral health program that includes substance abuse prevention and a continuum of care for vulnerable populations based on a multi-disciplinary approach and broad inter-agency coordination. [ABC]

- a) See **Land Use Policy 5.3.7** for distributing objectionable land uses equitably.
- b) See **Housing Goals 9.4 and 9.5** for providing housing and services for homeless and vulnerable populations.

ACTION

12.3.9.1 Develop and implement strategies to reduce gang activity and other social problems in affected areas, in coordination with local nonprofits, schools, neighborhood associations, and businesses. [ABC]

Goal 12.4 Coordination

Coordinate with other providers to leverage resources, maximize efficiencies, bridge service gaps, and provide added value.

POLICY 12.4.1

Collaborative Strategies: Develop strategies to meet changing demand over time for public infrastructure, community facilities, and services. [ABC]

- a) Monitor and track demographics, user preferences, and development trends.
- b) Develop multi-disciplinary approaches to identify and meet community needs.
- c) Coordinate infrastructure planning along corridors and across property owners.
- d) Prioritize infrastructure projects, capital investment, and services in an equitable way to meet the needs of all communities over time.
- e) See **Community Identity Goals 4.2 and 4.3** for community engagement through the CPA assessment process.

ACTION

12.4.1.1 Work with stakeholders to identify infrastructure, community facility, and service needs in each CPA. [ABC]

POLICY 12.4.2

ADA: Work collaboratively across City and County departments to meet or exceed ADA standards in all public facilities to serve residents of all ages and abilities. [ABC]

- a) See **Transportation Policy 6.5.2** for ADA considerations specific to transportation infrastructure.
- b) See **Parks & Open Space Policy 10.1.2** for ADA considerations specific to parks and Open Space facilities.

ACTIONS

12.4.2.1 Train staff in ADA compliance and ensure that staff has the tools and training necessary to audit and monitor facilities for compliance. [ABC]

12.4.2.2 Coordinate between City and County departments to identify, prioritize, fund, and address deficiencies in ADA compliance. [ABC]

12.4.2.3 Develop and implement an ADA Transition Plan. [ABC]



POLICY 12.4.3

Information Sharing: Coordinate and share information about infrastructure and community facility and service needs across departments, between the City and County, and among public and private agencies. [ABC]

- a) Promote ongoing department and agency review of development plan submittals to the City and County.
- b) Strengthen communication with area schools and post-secondary institutions to coordinate land use and transportation, plan infrastructure systems, and provide educational and training programs.

ACTIONS

12.4.3.1 Work with APS to address operational issues; align capital investment planning cycles; and develop a strategy for coordinated use or co-location of facilities, cost-sharing, and joint funding requests to the State. [ABC]

12.4.3.2 Work with APS to coordinate improvements to local schools that reflect the character of the surrounding community and optimize opportunities to address programming and facility gaps on school sites. [A]

POLICY 12.4.4

Joint Use: Encourage joint use of public facilities, rights-of-way, and easements where uses are compatible and complementary. [ABC]

- a) Plan and develop co-located community facilities where feasible to avoid duplication of services.
- b) Share facilities and pool resources with other agencies to improve public access to educational, health, and social services in underserved areas and enrich programming.
- c) Where feasible, use easements to provide joint-use corridors to and through communities for power and internet lines, drainage, trails, etc.

- d) Coordinate with agencies, including the State and Federal governments, to co-locate facilities whenever possible.
- e) See **Parks & Open Space Goal 10.4** for joint use of parks, Open Space, and recreation facilities.
- f) See **Transportation Goal 6.7** for joint use of corridors and transportation infrastructure.

ACTIONS

12.4.4.1 Work with post-secondary institutions to maximize joint-use of facilities. [ABC]

12.4.4.2 Formalize agreements with APS about joint-use of school and community facilities through memoranda of understanding, joint-powers agreements, etc. [ABC]



POLICY 12.4.5

Facility Plans: Develop, update, and implement facility plans for infrastructure systems, such as drainage, electric transmission, natural gas, and information technology that benefit from cross-agency and public-private coordination. [ABC]

ACTIONS

- 12.4.5.1** Regularly update and implement the County's Rank 2 *PROS Plan* and the City's Rank 2 *MPOS Facility Plan* to reflect and address Open Space acquisition and management issues consistent with established procedures. [ABC]
- 12.4.5.2** Amend the Rank 2 *Facility Plan for Arroyos* to incorporate the recommended character and features of each major arroyo in future design and development projects, including Amole Arroyo, Bear Canyon Arroyo, Boca Negra Arroyo, Calabacillas Arroyo, Piedras Marcadas Arroyo, and Tijeras Arroyo. [ABC]

- 12.4.5.3** Implement and update the County's *Pedestrian & Bicycle Safety Action Plan*: www.bernco.gov/public-works/pedestrian-bicycle-safety-study-action-plan.aspx. [BC]
- 12.4.5.4** Implement and update the City's Rank 2 *Bikeways & Trails Facility Plan*: www.cabq.gov/planning/bikeways-trails-facility-plan. [A]
- 12.4.5.5** Consolidate arroyo policies from Rank 3 Arroyo Corridor Plans into the Rank 2 *Facility Plan for Arroyos* and arroyo regulations into the City's *Integrated Development Ordinance*. [A]

POLICY 12.4.6

Annexation: Rationalize jurisdictional boundaries and streamline the provision of services through annexation when the City and County agree. [ABC]



Goal 12.5 Resources

Identify and allocate sufficient resources to support infrastructure, community facility, and public service needs in order to invest public dollars efficiently and effectively and to maintain a sound fiscal position.

POLICY 12.5.1

Cost-Benefit Analysis: Evaluate the economic, social, and environmental costs and benefits of potential public infrastructure projects, community facilities, and public services. [ABC]

- a) Consider impacts on existing users, new service recipients, and the community at large.
- b) Consider fiscal impacts on the City and County.
- c) Consider the life-cycle costs (e.g. design, construction, operation, and maintenance) of infrastructure and community facility projects.
- d) Prioritize public investment for new facilities that co-locate or share a site over stand-alone City and County facilities.

POLICY 12.5.2

Cost Allocation: Allocate the costs of new community and public facilities and infrastructure extensions and upgrades fairly and equitably to support new development. [ABC]

- a) Allocate the cost of extending public infrastructure and providing additional public services for new private development to the developer.
- b) Ensure that the impact fee schedule and/or other cost allocation mechanisms are consistent with the Comp Plan vision for future growth and adequately fund new infrastructure and services.
- c) Encourage coordination among property owners to fund infrastructure needed for new development outside of existing public infrastructure service areas.

POLICY 12.5.3

Funding Strategy: Align public investment and leverage public-private partnerships and bonding capacity in areas consistent with the Comp Plan's vision for future growth. [ABC]

- a) Prioritize public investment in existing service areas to expand capacity and rehabilitate public infrastructure systems.
- b) Facilitate investment in Centers, Corridors, and Metropolitan Redevelopment Areas.
- c) Assess the public and fiscal benefit of funding mechanisms, such as Tax Increment Development Districts, Special Assessment Districts, or Public Improvement Districts for proposed development.
- d) See **Policy 12.5.1** above for cost-benefit analyses.



- e) See **Land Use Goal 5.1 and Policy 5.2.1** for policies about development in Centers and Corridors.
- f) See **Land Use Goal 5.3** for policies that promote efficient development patterns.
- g) See **Urban Design Policy 7.3.4** for designing for infill development.

ACTION

- 12.5.3.1** Coordinate new or upgraded utility facilities to serve and support development in Centers and Corridors. [ABC]
- 12.5.3.2** Use financial tools available in areas designated as Metropolitan Redevelopment Areas, such as tax increment financing and public-private partnerships to accomplish the goals of the Comp Plan, including public improvements, affordable housing, and commercial revitalization. [A]

POLICY 12.5.4

Cost Efficiencies: Identify, share, and implement a range of tools to achieve cost-efficiencies. [ABC]

- a) Reduce the length of sewer and water lines by encouraging development in areas with existing infrastructure and mixed-use and cluster development.
- b) Invest in and incorporate the most up-to-date technology for infrastructure and utilities.

POLICY 12.5.5

Staff Capacity: Budget for adequate staff, training, and appropriate technology to plan, deliver, and monitor public services effectively and efficiently. [ABC]

- a) Ensure opportunities for staff to stay up to date in professional best practices, skills, and technology related to their field. [ABC]
- b) Provide training opportunities in customer service, workplace safety, professional conduct, cultural sensitivity, and racial equity. [A]

- c) See **Community Identity Policy 4.2.2** for providing meaningful public engagement processes.

ACTIONS

- 12.5.5.1** Establish a regular cycle of appropriate training for all employees to ensure a quality work environment, good customer service, and cultural sensitivity. [A]
- 12.5.5.2** Analyze the need for language interpretation and/or translation within departments and divisions. [A]
- 12.5.5.3** Identify and provide adequate staffing and/or funding to provide language interpretation and translation services. [A]

POLICY 12.5.6

Public Input: Provide information and opportunities for input about capital investment programming, project delivery, and funding priorities. [ABC]