



**Albuquerque
Progress Report**

**THE PROGRESS
REPORT**

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**Prepared by the Indicators
Progress Commission
Issued Every Two Years**

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MESSAGE FROM THE MAYOR



TIMOTHY M. KELLER
MAYOR, CITY OF ALBUQUERQUE

Greetings Albuquerque,

Even as the public health crisis rocked the globe, we united to build a safer, healthier, and more equitable Albuquerque. As many cities closed services their residents depend on, we knew we had to carve our own path. We bolstered our safety net and stepped up for hardworking families and small businesses.

When facing our biggest challenges, we bring homegrown solutions for our community. Crime doesn't stop for a pandemic and we have hired 100 new officers each year to focus on violent crime and community policing. At the same time, we are re-imagining policing with the first-of-its-kind Albuquerque Community Safety department to use a public health approach for non-violent calls.

Homelessness is a growing challenge nationwide and we're making strides locally to help people access shelter and life-changing services, alongside our partners. Voters stepped up to approve funding for the Gateway Center that will finally provide people experiencing homelessness a connection to help 24/7.

With our trademark resilience, we are emerging from tough times and the rest of the country is seeing what we already know: Albuquerque is one of the best places to live. Our city is becoming a global hub for the space and film industries – with Netflix, NBC Universal, and Orion all choosing the Duke City to create over 4,000 good-paying new jobs. For the first time in years, more people are moving here than leaving.

I join each of you in wanting urgent progress for our city. Read on to learn more about how your city government is stepping up to make it happen.

Your Mayor,

A handwritten signature in black ink that reads "Timothy Keller". The signature is fluid and cursive.

TIMOTHY M. KELLER, MAYOR,
The City of Albuquerque

MESSAGE FROM THE BOARD

THE IPC BOARD

CITY OF ALBUQUERQUE

BOARD MEMBERS

ENRIQUE CARDIEL

MARK GILBOARD

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JESSIE HUNT

DIANE OGAWA

JUDY PACHECO

Want to serve Albuquerque as
a Board Member on the IPC?
Apply today at cabq.gov.

Dear Albuquerque Residents,

The City of Albuquerque has eight long-term goals, which are established by City Council with the input of its residents. Each goal is further clarified through positive statements called desired community conditions. To determine progress toward reaching these long-term goals, the Mayor and City Council have jointly appointed a citizen group called the Indicators Progress Commission (IPC).

Our job is to design and report on indicators that tell us how close we are to achieving each desired community condition. We then issue the Albuquerque Progress Report (APR) every two years, which shows Albuquerque's progress toward reaching these long-term goals. We are pleased to share with you the 2020 APR.

The data in the following pages provides a snapshot of Albuquerque's historical progress in past years, based on the availability of data. In the spirit of transparency and openness, we've communicated to you not only those areas where Albuquerque's trend is desirable, but also where it's undesirable.

While the IPC is dedicated to involving the community in the process of assessing progress toward these critical goals, the COVID-19 global health pandemic introduced unprecedented challenges. Luckily, the IPC has still been able to produce this 2020 APR. This unique time has also provided an opportunity for the IPC to reflect on its approach and how the public might best be able to guide City leadership when it comes to the City's goals, desired community conditions, and indicators.

That said, if you see areas that need better indicators, or if you have ideas to improve Albuquerque's progress toward achieving its goals, please contact us at abqprogress@cabq.gov.

ALBUQUERQUE INDICATORS
PROGRESS COMMISSION

2020 CITIZEN SATISFACTION SURVEY RESULTS

An annual survey, mandated by City Council, measures the views of Albuquerque residents on important issues facing the community. While many cities struggled with the challenges brought by the pandemic, economic crisis, and calls to re-imagine policing, Albuquerque became more optimistic during the leadership of Mayor Tim Keller's administration in spite of these tough times.

Quality of Life in the City

- Nearly 60% of residents rated Albuquerque's quality life as excellent or good, a jump up from 2018.
- More residents, about half of those surveyed, are feeling hopeful about the direction of the City.
- The survey found a significant jump in residents who

see the City as responsive to their needs.

Responding to COVID-19

- 61% of respondents felt the City has handled the pandemic well, citing consistent communication with the public, and keeping residents safe and healthy while balancing support for business.
- 61% also felt that Albuquerque has done a better job than other cities in responding to the virus
- 60% felt that Albuquerque has done a good job keeping City services running amid the outbreak.



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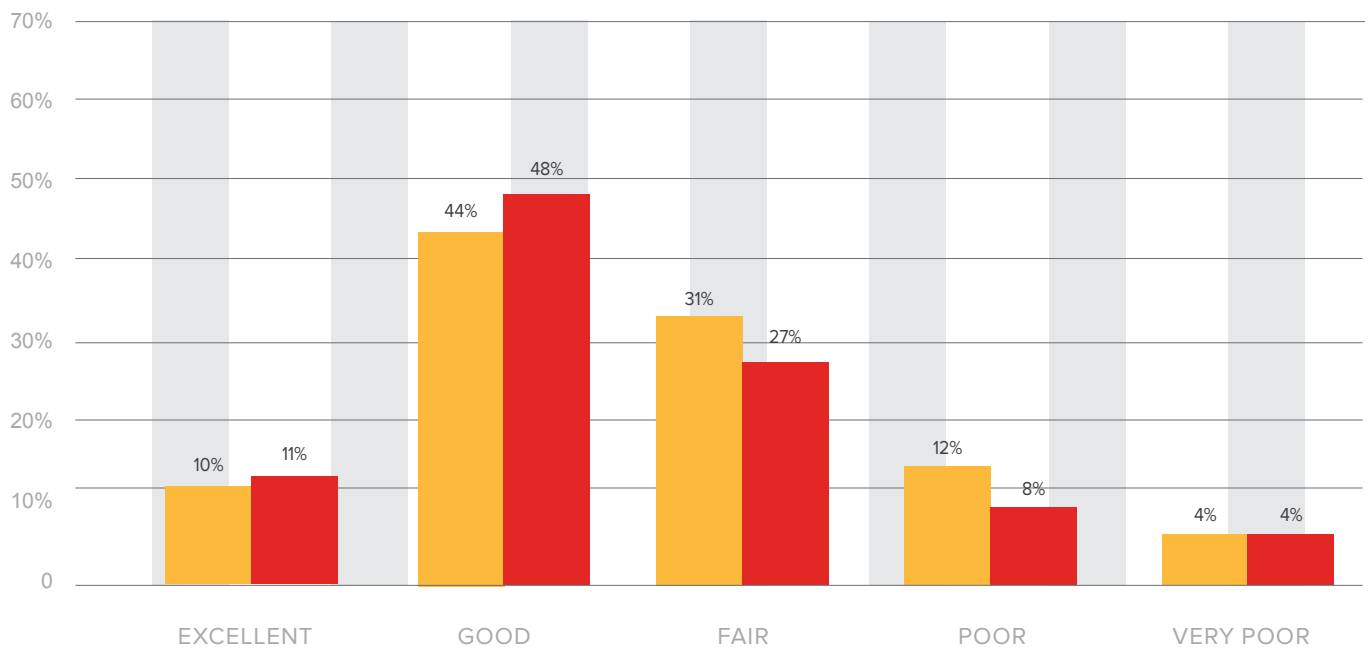
Our officers work very hard every day, and it is gratifying to see support from the community for that work. Nobody could have predicted the challenges we would face with COVID-19 and the dozens of protests this summer. We worked through those challenges, learned from mistakes, and I believe this a positive step toward strengthening trust with the community.”

—Harold Medina
Acting Albuquerque Chief of Police

OVERALL QUALITY OF LIFE IN ALBUQUERQUE

TRACKING

2020 (N=300)
2018 (N=600)

**Public Safety and Appearance**

- Residents, like the City of Albuquerque itself, continue to identify crime as the top concern.
- The majority felt that the Albuquerque Police Department did a good job of responding to protests.

Levels of trust in police officers, reforms at the department and protecting resident's constitutional rights are all trending upward.



Both surveys completed in 2020 revealed significant support for the City's pandemic response during Mayor Keller's leadership. Most interestingly, quality of life sentiments have improved since 2018, and we are seeing a significant jump in residents who see the City as responsive to their needs."

—Brian Sanderoff,
President, Research and Polling, Inc.



- 75% of residents surveyed thought the Keller administration's creation of a new Community Safety Department was a good idea.

This new cabinet-level department will send trained professionals to non-violent calls related to mental health, homelessness and addiction so police officers can stay focused on violent crime.

- More residents are feeling safe alone outside both at night and during the day than in the past.

You can see the full results of both surveys conducted in 2020 [here](#).

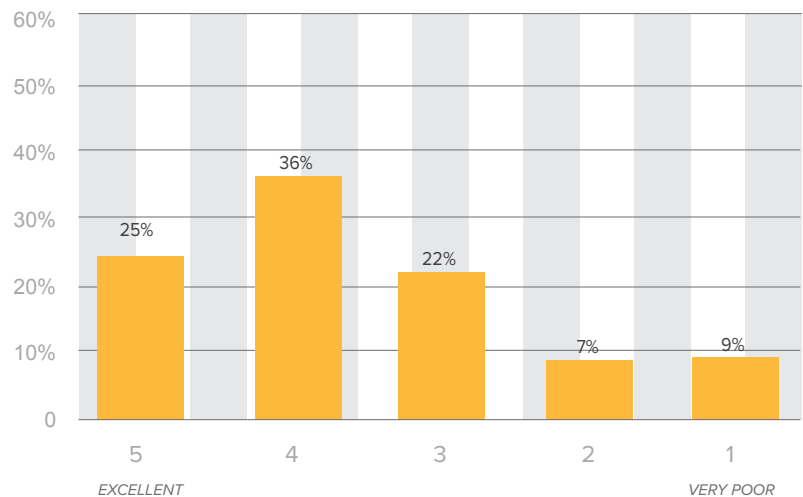
63%

Of Residents Support Building a Proposed Multi-Purpose Sports Arena for New Mexico United Soccer Games and Other Events

OVERALL RATING OF HOW THE CITY GOVERNMENT HAS DEALT WITH THE COROAVIRUS/COVID-19 PANDEMIC

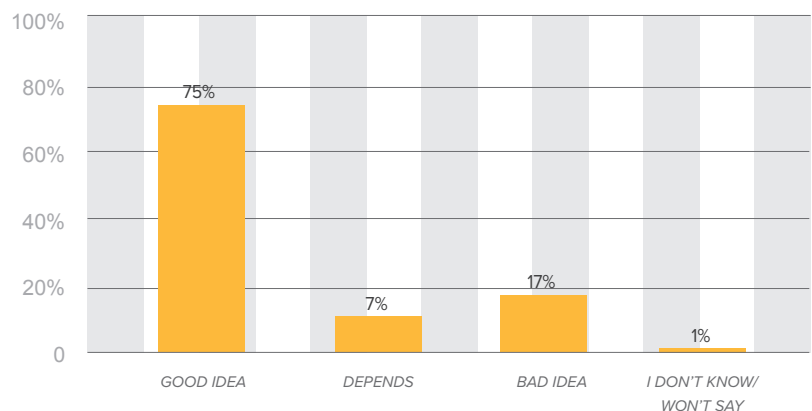
TOTAL SAMPLE (N=303)

POSITIVE RATING
WOMEN 70%
MEN 50%



GOOD/BAD IDEA CREATING THE COMMUNITY SAFETY DEPARTMENT

TOTAL SAMPLE (N=300)





THE SCORECARD

The Indicators Progress Commission (IPC) is pleased to present the fifth Albuquerque Progress Report (APR) to the citizens of Albuquerque. The purpose of this report is to communicate to leaders and residents the progress our community is making toward realizing the City of Albuquerque's Goals.

The eight long-term goals that have been established by City Council and measured by the IPC over time are:

- 01.** Human development and family
- 02.** Public safety
- 03.** Public infrastructure
- 04.** Sustainable community development
- 05.** Environmental protection
- 06.** Economic Vitality
- 07.** Community and cultural engagement
- 08.** Governmental excellence & effectiveness

The Scorecard provides a snapshot of Albuquerque's progress in recent years toward each goal. A guide to understanding the different elements of the scorecard can be found on page 15 of this report.

GOAL 01: HUMAN DEVELOPMENT & FAMILY

People of all ages have the opportunity to participate in the community and economy and are well sheltered, safe, healthy and educated.

Why Is This Goal Important?

As an Albuquerque resident, there are probably conditions in your life that you feel are ideal for you and your family, such as having a good education, being healthy, having a stable living environment and being prepared to be an active member in your community. Each day you make decisions toward achieving these conditions and you are not alone. Your community, schools, local city government as well as state and federal agencies all support you in your mission to achieve these desired conditions for your life and the lives of those in your family.

HOW DOES ALBUQUERQUE STACK UP?

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

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Access to Health Care Services	Residents with health insurance coverage ²⁰¹⁹	91.7% / 90.8%	2 nd of 6	ON TRACK
Educated, Literate, Skilled Residents	Residents with high school education or more ²⁰¹⁹	89.4% / 88.6%	3 rd of 6	ON TRACK
Good Public Health	Residents exercising 3 or more days per week (survey)	67.0% / --	N/A	ON TRACK
Affordable Housing	Homeowners paying 30%+ of income for housing ²⁰¹⁹	22.1% / 21.1%	4 th of 6	IMPROVING
Affordable Housing	Renters paying 30%+ of income for housing ²⁰¹⁹	46.0% / 45.1%	3 rd of 6	IMPROVING
Educated, Literate, Skilled Residents	APS high school graduation rate ²⁰¹⁹	70.1% / 85.3%	5 th of 6	IMPROVING
Stable, Economically Secure Families	Families living in poverty with children under 18 yrs. ²⁰¹⁹	20.1% / 13.8%	4 th of 6	IMPROVING
Good Public Health	Obesity in population (New Mexico) ²⁰¹⁹	31.7% / 30.9%	4 th of 6	NEEDS IMPROVEMENT
Root Causes Addressed	Number of people served by social services programs ²⁰²⁰	915,528 / --	N/A	NEEDS IMPROVEMENT
Stable, Economically Secure Families	Point-in-time homeless count (sheltered) ²⁰¹⁹	1,019 / --	N/A	NEEDS IMPROVEMENT

GOAL O2: PUBLIC SAFETY

The public is safe, secure and shares responsibility for maintaining a safe environment.

Why Is This Goal Important?

When a person thinks of public safety, the Police and Fire departments immediately come to mind; we expect emergency response times to be fast and crime rates to be low. However, in reality, the responsibility for a safe Albuquerque is also the responsibility of all its residents. Residents are involved every day in making decisions with safety in mind.

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

HOW DOES ALBUQUERQUE STACK UP?

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
The Public Feels Safe	Vacant properties count ²⁰¹⁹	428 / --	N/A	ON TRACK
The Public is Safe	Avg. APD priority 1 call response time (receipt to on scene) in minutes ²⁰¹⁹	10:33 / --	N/A	ON TRACK
The Public is Safe	Fatal Crashes per 100,000 population ²⁰¹⁸	14.10 / 10.30	N/A	IMPROVING
The Public Feels Safe	Residents feel safe outside during the day (survey) ²⁰²⁰	87% / --	N/A	NEEDS IMPROVEMENT
The Public Feels Safe	Residents feel safe outside during the night (survey) ²⁰²⁰	68% / --	N/A	NEEDS IMPROVEMENT
The Public is Safe	Property crimes per 100,000 population ²⁰¹⁹	6,179 / 2,110	6 th of 6	NEEDS IMPROVEMENT
The Public is Safe	Violent crimes per 100,000 population ²⁰¹⁹	1,043 / 379	6 th of 6	NEEDS IMPROVEMENT
The Public is Safe	Avg. EMS Life Support call response time (receipt to on scene) in mins. ²⁰¹⁹	7:54 / --	N/A	NEEDS IMPROVEMENT
Trust in Public Safety Agencies	Residents feel APD is respectful to citizen (survey) ²⁰²⁰	48% / --	N/A	NEEDS IMPROVEMENT

GOAL O3: PUBLIC INFRASTRUCTURE

The community is adequately and efficiently served with well-planned, coordinated and maintained infrastructure.

Why Is This Goal Important?

For a community to function, develop and prosper, basic infrastructure such as water systems, transportation and communication networks must serve its residents' daily and changing needs. Without these structures, new developments can become burdensome on a society's quality of life and impede future growth.

HOW DOES ALBUQUERQUE STACK UP?

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

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Integrated Transportation	Public transportation riders per capita ²⁰¹⁸	0.20 / --	2 nd of 6	ON TRACK
Quality Water and Wastewater System	EPA compliance rate (peer average) ²⁰¹⁹	100% / --	N/A	ON TRACK
Reliable Water and Wastewater System	Water loss (real and apparent) ²⁰¹⁹	9.1% / --	N/A	ON TRACK
Sustainable Energy	PNM renewable energy portfolio standard (40% by 2025) ²⁰²⁰	20% / --	N/A	ON TRACK
Sustainable Energy	Residential energy consumption (million Btu) per capita (state-level) ²⁰¹⁸	57.4 / 65.7	2 nd of 6	ON TRACK
Walkability	Walk Score ²⁰²⁰	42 / --	2 nd of 6	ON TRACK
High Speed Internet Access	Avg. internet download speed (Mbps) ²⁰¹⁸	93.08 / 96.25	3 rd of 5	IMPROVING

GOAL O4: SUSTAINABLE COMMUNITY DEVELOPMENT

Communities throughout the City are livable, sustainable and vital.

Why Is This Goal Important?

Residents expect our environments—where we work, where we live, where we play—to be protected against adverse changes. In the past, communities were planned with the assumption of limitless energy and resources. Yet now we realize the limitations we face. Therefore, as our communities continue to evolve and expand, our development plans must ensure that our quality of life can continue. This goal

HOW DOES ALBUQUERQUE STACK UP?

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DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Available Accessible Parks	Park Acres as percent of City Area ²⁰¹⁹	23% / --	1 st of 5	ON TRACK
Available Accessible Parks	Percent of people living within 10 minutes of a park ²⁰¹⁹	87% / --	1 st of 5	ON TRACK
Available Accessible Parks	Trust for Public Lands City Park Score Rating ²⁰¹⁹	58.0 / --	1 st of 5	ON TRACK
Mixed-Use Areas Exist	New construction permits in Centers and Corridors ²⁰¹⁹	15.7% / --	N/A	ON TRACK
Mixture of Diversity	Housing units per sq. mile ²⁰¹⁹	1,320 / --	1 st of 6	ON TRACK
Vital, Active Downtown	Downtown Office Vacancy Rate (H1) ²⁰²⁰	15.5% / 11.4%	3 rd of 3	IMPROVING

emphasizes how easily residents can access jobs, good housing and recreational areas, in order to

support the health and wellbeing of current and future generations.

GOAL O5: ENVIRONMENTAL PROTECTION

Protect Albuquerque's natural environments—its mountains, river, bosque, volcanoes, arroyos, air and water.

Why Is This Goal Important?

Driving solo to work versus sharing a ride, choosing to throw that empty plastic bottle in the recycling bin or trash can—these are all choices that can profoundly affect the protection and enhancement of our natural environments. As Albuquerque residents, we should be concerned

HOW DOES ALBUQUERQUE STACK UP?

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

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Active Citizen Conservation	Total pounds landfilled per person per day ²⁰¹⁹	3.49 / 4.5	N/A	ON TRACK
Preserved Open Space	Open space acres per capita ²⁰²⁰	0.053 / --	N/A	ON TRACK
Safe Air, Land & Water	EPA Air Compare (unhealthy days for general pop.) ²⁰¹⁹	0 / --	1 st of 6	ON TRACK
Safe Air, Land & Water	Ozone Level (US Standard is 0.070 ppm as of Nov 2020) ²⁰¹⁹	0.071 / 0.073	4 th of 6	ON TRACK
Sustainable Water Supply	Gallons per capita per day water usage ²⁰¹⁹	121 / --	2 nd of 5	ON TRACK
Active Citizen Conservation	Residential recycling rate ²⁰¹⁹	17% / --	2 nd of 3	NEEDS IMPROVEMENT

about the availability and quality of our water, the quality of our air and the preservation of our land for the

health of our families and future generations.



GOAL 06: ECONOMIC VITALITY

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

Why Is This Goal Important?

The prosperity of a community is tied directly to the success of its economy.

A strong economy translates into jobs and opportunities for individuals; fosters the creation of wealth and philanthropy; and creates a stable tax base to pay for needed public infrastructure and services.

It is important to have an economy that is broad based, without too much reliance on one firm or one industry.

It is just as important to have an economy that attracts industries and jobs that leverage local resources.

HOW DOES ALBUQUERQUE STACK UP?

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

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Business Growth	Business registrations ²⁰¹⁹	4,966 / --	N/A	ON TRACK
Business Growth	Businesses still in business one year after starting ²⁰¹⁹	71% / --	N/A	ON TRACK
Economic Mobility	Average weekly wages (target of \$932) ²⁰¹⁹	\$945 / \$1139	N/A	ON TRACK
Belief in Economic Future	Net change in working aged people moving to/from the state ²⁰¹⁹	-4,803 / --	N/A	IMPROVING
Diverse Industries	Employment in government as % total ²⁰¹⁹	20.6% / 14.97%	5 th of 6	IMPROVING
Economic Mobility	Per Capita Income ²⁰¹⁸	\$42,536 / \$56,527	5 th of 6	IMPROVING
Economic Mobility	Average annual growth in per capita income ²⁰¹⁹	3.6% / 3.4%	4 th of 6	IMPROVING
Job Creation	Unemployment rate MSA (NSA) ²⁰¹⁹	4.6% / 3.7%	6 th of 6	IMPROVING
Belief in Economic Future	Residents feel hopeful in direction City is going (survey) ²⁰²⁰	46% / --	N/A	NEEDS IMPROVEMENT
Economic Mobility	Income inequality ratio (state-level data) ²⁰¹⁹	0.484 / 0.485	6 th of 6	NEEDS IMPROVEMENT
Job Creation	Annual job growth ²⁰¹⁹	1.32% / 1.36%	6 th of 6	NEEDS IMPROVEMENT

GOAL 07: COMMUNITY AND CULTURAL ENGAGEMENT

Residents are engaged in the City's community and culture.

Why Is This Goal Important?

Residents are involved in their community in a myriad of ways.

Donating to non-profits, participating in neighborhood associations and attending cultural, sporting and entertainment events are just a few ways that residents participate in their community. Participation and engagement help promote our community's values and foster respectful relations between diverse cultures and races.

This goal emphasizes how

HOW DOES ALBUQUERQUE STACK UP?

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

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Arts & Culture Engagement	Total attendance at the ABQ BioPark ²⁰¹⁹	1.22M / --	N/A	ON TRACK
Arts & Culture Engagement	Total attendance at the Albuquerque Balloon Fiesta ²⁰¹⁹	866,414 / --	N/A	ON TRACK
Community Engagement & Giving	Total Community Fund and United Way Program Support ²⁰¹⁹	7.2M / --	N/A	ON TRACK
City Responsiveness	Residents rate quality of life as either "excellent" or "good" (survey) ²⁰²⁰	59% / --	N/A	IMPROVING
Civic Engagement	Voting Participation Rate (% of voting age pop.) ²⁰¹⁸	35.7% / 50.0%	5 th of 6	NEEDS IMPROVEMENT
Celebrate/Respect Diversity	Residents believe cultural & racial relations are positive (survey) ²⁰¹⁸	61% / --	N/A	NEEDS IMPROVEMENT

easily residents can access jobs, good housing and recreational areas, in order to support the health and

wellbeing of current and future generations.

GOAL 08: GOVERNMENTAL EXCELLENCE & EFFECTIVENESS

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

Why Is This Goal Important?

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

HOW DOES ALBUQUERQUE STACK UP?

DESIRED CONDITION	KEY INDICATORS	LATEST ABQ/U.S.	PEER RANK	STATUS
Building Development Efficiency	No. of days required for commercial building permit approval ²⁰¹⁹	12 / --	N/A	ON TRACK
City Responsiveness	311 Call Quality Average ²⁰²⁰	98% / --	N/A	ON TRACK
City Responsiveness	City responsiveness to community needs (survey, scale 1 to 5)	3.3 / --	N/A	ON TRACK
Financial Assets Protected	General Obligation S&P bond rating ²⁰¹⁹	AAA / --	N/A	ON TRACK

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

UNDERSTANDING THE SCORECARD



The tables in this report are used as “scorecards” to show the progress that Albuquerque is making toward achieving a goal’s desired condition.

Desired Conditions

Among the eight goal areas there are 46 desired conditions. Several are not presented in this report because data hasn’t been found to measure them consistently. For a complete list please visit abqprogress.com.

Key Indicators

Indicators are measures of progress that describe through data how well Albuquerque is progressing towards achieving the desired conditions and ultimately its goals. The first priority in choosing an indicator is having meaningful data and information to compare Albuquerque with peer cities and/or the U.S. as a whole. However, some indicators do not have comparable data and so the scorecard status was determined based on a reasonable target or the City’s trend.

Latest Albuquerque Data

The latest year is included in the title and can vary from indicator to indicator.

United States

This is the latest United States data available. For several indicators, an average of communities above a population of 100,000 has been used. If

United States data is not available, “N/A” is stated.

Using Comparisons

Comparisons are used because just looking at Albuquerque’s trend doesn’t tell the entire story. At times, the City’s trend could be desirable and yet we lag behind our peers and/or the nation at large. This is important to see and yet there are multiple factors and differences from city to city, so please keep this in mind as comparisons can be misleading.

Peer City Rank

Based on data available, Albuquerque’s rank against five peer cities is shown. The five cities are: Colorado Springs (CO), El Paso (TX), Oklahoma City (OK), Salt Lake City (UT) and Tucson (AZ). A rank of 1st or 2nd is more favorable than a rank of 5th or 6th. Depending on the indicator and information available—city, metro, county or an average of the peer cities is used. If an indicator is unique to Albuquerque, “N/A” represents “Not Available.”

Status

“On Track” means the status is desirable relative to peers and/or U.S.; “Improving” means status is undesirable relative to peer and/or U.S., but is improving; and “Needs Improvement” means status is undesirable relative to peer and/or U.S. and is stagnant or worsening.



ALBUQUERQUE 2020 PROGRESS REPORT

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TIMOTHY M. KELLER
Mayor, City of Albuquerque