

POLICE

Mission:

The mission for every member of the Rio Rancho Police Department is to consistently seek and find ways to affirmatively promote, preserve, and deliver a feeling of security, safety and quality services to all persons within the City of Rio Rancho.

This mission is a commitment to quality performance from all members. It is critical that all members understand, accept and be aligned with the responsibilities established by this mission. It provides the foundation upon which all operational decisions and organizational directives will be based. Directives include rules, regulations, operation policies, procedures and practices.

This mission represents the commitment of this administration to the concepts of quality performance management. In other words, members are expected to work consistently in a quality manner in the daily performance of those duties, job responsibilities and work tasks associated with this mission. "Quality manner" means that performance outcomes comply with the performance standards established for this agency and for each member associated with this agency. Examples of performance standards include the oath of office, code of ethics, agency rules, policies, procedures, directives, general and supervisory orders, work productivity, and performance behavior.

Each member is required to accept the responsibility for the achievement of this mission and publicly register his or her commitment to it and to the concepts of quality service.



Primary Services:

- Crime Prevention and Community Outreach
- Public Information
- Police Patrol Operations
- Traffic Enforcement and Crash Investigation
- 911 Center Operations
- Emergency Response
- Criminal Investigations
- Crime Victim Advocacy
- High Risk Tactical Police Operations
- School Crossing Guards
- School Resource Officers
- Specialty Police Services
- Prisoner Care
- Animal Control
- Evidence Collection and Storage
- Statistical Analysis
- Police Administrative Services
- Police Training and Recruiting



FY 19 Department Objectives by City Strategic Goal

Strategic Goal: Safety

- Meet with neighboring governmental entities and other organizations to evaluate existing partnerships, and the potential for new opportunities in order to improve upon public safety resources and efforts.
- Review and update as determined necessary and/or beneficial public safety plans in order to achieve enhanced public safety.
- Prepare reports related to crime statistics and different response times and proactively discuss and explain the results within the community.
- Conduct regular special events and proactively create opportunities for community members to interact with public safety personnel in conjunction with the City's overall public outreach efforts.



- Work with different community groups to conduct awareness, intervention and training related to public safety.
- The Department/City will seek funding to decrease the number of police vehicles which exceed 100,000 miles.
- Use of social media has become an imperative tool in our community communications. We will increase the use of Twitter to identify hazards such as traffic route changes to our community. We will also coordinate with the social media of surrounding communities to identify messages that must be relayed to our community.
- The Police Department's crisis intervention personnel will continue to monitor those in need and will provide support by interaction with mental health care providers and state agencies.
- Animal Control will seek continued decreases in euthanasia through adoptions, facility transfers, and pet reclaims.
- Modernization of our Critical Incident Response Command Post will be pursued. The current vehicle is 23 years old and frequently becomes unserviceable.
- The Department plans to initiate a Citizens Police Academy. The Academy will be 10 weeks in duration and will provide an insight into what a police officer's job entails as well as strengthening relationships between police and our community.

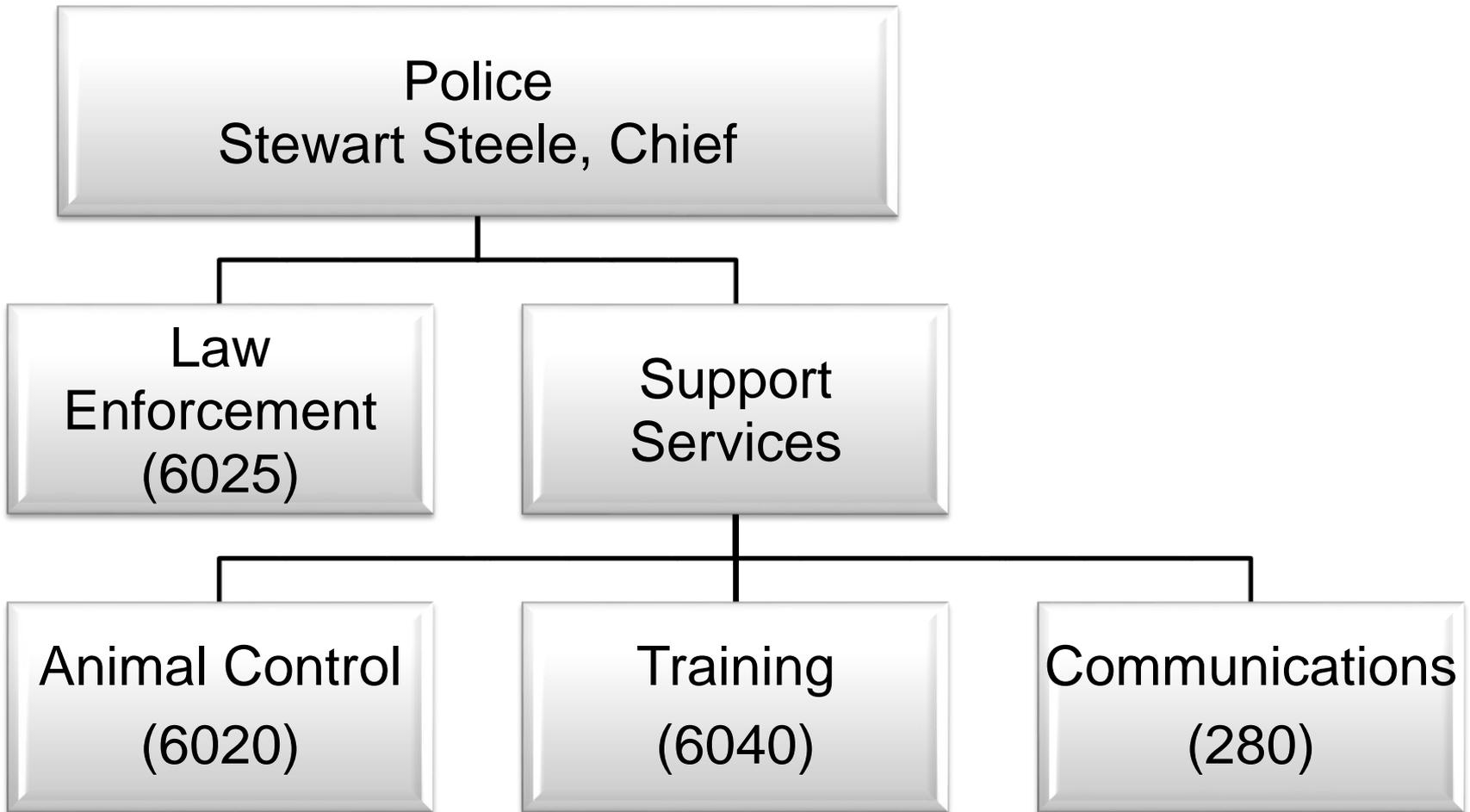
FY 18 Department Accomplishments by Strategic Goal

Strategic Goal: Safety

- The amount of applicants for the position of police officer was increased through more frequent testing, increased solicitation of applicants at community events, and updated recruiting pamphlet and recruiting video and links on the Department website. The Police Department tested over 600 applicants which resulted in the hiring of 16 new officers.
- The Police Departments use of social media has increased to include Facebook, Facebook Live, and Twitter identifying current trends and promoting community safety, and utilization during missing person's incidents.
- General Obligation Bond was presented and voted on by the citizens of Rio Rancho and passed. This will allow the Police Department to purchase approximately 50 new vehicles this year.
- Officers were successful in efforts to identify those in the community suffering from mental illness and delivering services to them. More officers received training to identify those in crisis and the frequency and scope of assistance has continued to increase. Our Crisis Intervention Team has provided support by a variety of means to those in need.
- The first annual Citizens' Police Academy, coordinated by Lt. K. Willey and Support Services, created a 10 week curriculum that was taught by specialty units to include Chaplains, Traffic, SWAT, and 13th District Attorney. Resulting in the graduation of 18 citizens.
- Animal Control has increased their attendance at off site adoption events. They have also increased use of social media in furtherance of pet adoption. Euthanasia rates have decreased as adoptions and transfers to other care facilities have increased.
- Developed and delivered joint Rio Rancho Police Department and Rio Rancho Fire Department unified command training for critical incidents. Also developed combined critical incident training between the PD and FD in response to an active shooter. A new Rescue Task Force (RTF) concept was created between departments in an effort to provide lifesaving services earlier in the event of a critical incident resulting in numerous injuries.
- The Police Department assisted in adding 5 new neighborhood watch groups in local residential areas.
- Successfully coordinated monthly coffee with a cop events in a joint partnerships and quarterly Public Information Exchanges (PIEs) to interact with the community in a positive manner. In addition to the coffee with a cop the Police Department added a Pizza with a Cop and Ice Cream with a Cop this year.



POLICE ORGANIZATIONAL STRUCTURE



POLICE: Performance Indicators

Goal: PUBLIC SAFETY SERVICES

Ensure that Public Safety Service Levels are maintained and that safety awareness is fostered.

Performance Measure	Percent of Police Vehicles Exceeding 100K Miles				
Why the Measure is Important	To ensure that police officers are equipped with vehicles that are safe and adequate to their assigned roles by ensuring that police vehicles are appropriately cycled-out with new vehicles.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	41%	41%	32%	45%	10%

Performance Measure	Sworn Police FTEs per 1,000 Capita				
Why the Measure is Important	Point of reference to show an increase or decrease in overall officers to serve per 1,000 capita.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	1.49	1.49	1.29	1.31	1.56

Performance Measure	Number of Alcohol Related Crashes per 1,000 Capita				
Why the Measure is Important	To ensure that police (Driving While Intoxicated) DWI initiatives are having the best possible desired effect on motorist safety.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	0.8	0.8	0.9	0.8	0.8

Performance Measure	Number of Criminal Arrests per 1,000 Capita				
Why the Measure is Important	To ensure that crime rates are synonymous with arrest rates, demonstrating that proactive policing initiatives are effective.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	49.2	44.2	37.2	38.0	50.0

Performance Measure	Violent Crime Clearance Rate				
Why the Measure is Important	To ensure that current violent crime proactive policing, and criminal investigations programs are effectively impacting violent crime rates.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	60%	44%	66%	55%	75%

Performance Measure	Percent of 911 Calls Answered within Ten Seconds 12/31				
Why the Measure is Important	To ensure that emergency calls are answered timely, thus ensuring that public safety services are dispatched and arrive as soon as possible.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	82%	89%	91%	80%	85%

Performance Measure	Number of Calls Answered at the Sandoval County Regional Dispatch Center 12/31 in 1,000s				
Why the Measure is Important	To ensure that the work load per dispatcher/call taker is sufficiently managed for the best possible service provided, and that the communications center is adequately staffed.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	409	389	384	365	380

Performance Measure	Average Time from Receipt to Dispatch for Priority 1 Calls 12/31				
Why the Measure is Important	To ensure that calls answered and in need of emergency services, are dispatched to personnel timely, maximizing public safety emergency services' impact.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	3:41	2:22	2:07	3:50	3:00

Performance Measure	Average Time from Dispatch to Arrival on Scene for Priority 1 Police Calls				
Why the Measure is Important	To ensure that dispatch personnel are managing emergency calls as effectively as possible, to allow emergency services to arrive on scene as timely as possible.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	7:09	7:54	7:16	6:02	6:00

Performance Measure	Number of Records Entered per Records Technician				
Why the Measure is Important	To ensure the record keeping staff are sufficient for timely public reporting and crime/safety analytics.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	10,350	7,556	6,426	10,168	10,000

Quality of Life Goal Indicators:

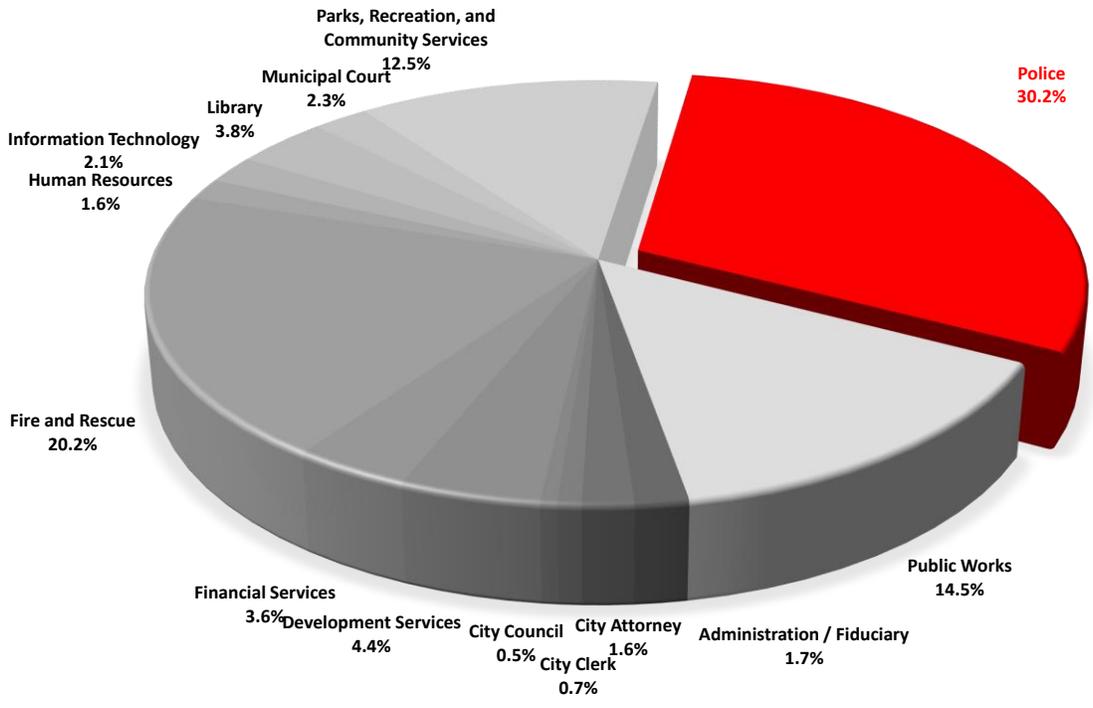
Creating Opportunities to Improve One’s Wellbeing, Environment and make connections with Community.

Performance Measure	Percent of Surrender/Stray Animals Received, Adopted and Transferred				
Why the Measure is Important	To reduce euthanasia and increase adoption rates from shelters, aggressive attempts are made to coordinate with rescue groups and other outside agencies to ensure animals are adopted and not euthanized.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	35%	25%	36%	41%	43%

Performance Measure	Percent of Surrender/Stray Animals Received, Reclaimed				
Why the Measure is Important	Reunite all animals with their perspective owners by posting the animals on websites, Facebook, tracking microchips and any other identifying signs of ownership such as rabies or license tags on the stray animal.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	37%	37%	44%	43%	47%

Performance Measure	Percent of Surrender/Stray Animals Received, Euthanized				
Why the Measure is Important	The goal of the department is to reduce euthanasia and increase live exits. Due to the fact that shelters have no control over the behavioral issues that some incoming animals possess, for public safety reasons, unclaimed or surrendered animals displaying aggression are in most instances, euthanized.				
FY Actuals & Target	FY15	FY16	FY17	FY18	FY19 TARGET
	22%	16%	18%	15%	14%

Police
FY19 Budget \$16,044,758



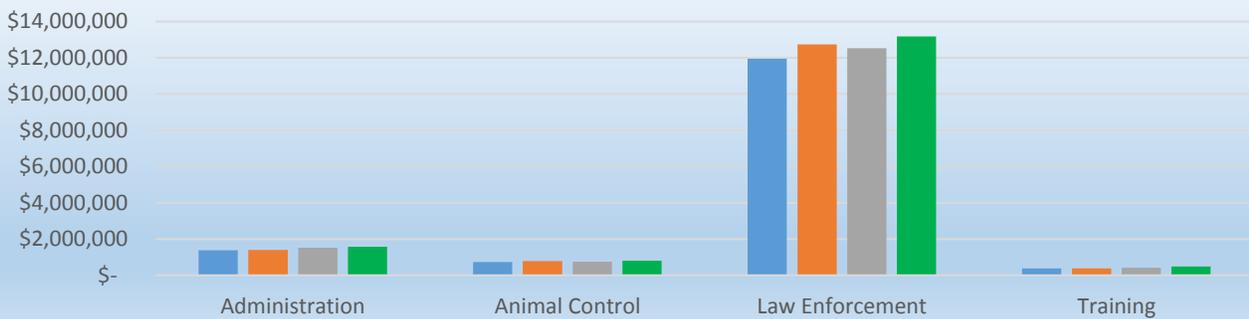
**POLICE DEPARTMENT
BUDGET SUMMARY
Fiscal Year 2018-2019**

<i>Object of Expenditures</i>	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted
General Fund				
Personal Services	\$ 12,538,100	\$ 13,448,214	\$ 13,501,444	\$ 14,103,919
Material and Services	1,896,074	1,850,141	1,686,660	1,940,839
Capital Outlay	10,000	1,164	21,171	-
Total	\$ 14,444,174	\$ 15,299,519	\$ 15,209,275	\$ 16,044,758
Expenditure by Cost Center				
Cost Center				
Administration	\$ 1,376,645	\$ 1,393,962	\$ 1,517,290	\$ 1,573,454
Animal Control	738,107	790,911	754,782	795,399
Law Enforcement	11,952,015	12,742,413	12,527,914	13,181,617
Training	377,407	372,233	409,289	494,288
Total	\$ 14,444,174	\$ 15,299,519	\$ 15,209,275	\$ 16,044,758

Department Trend / Police



Expenditures by Cost Center

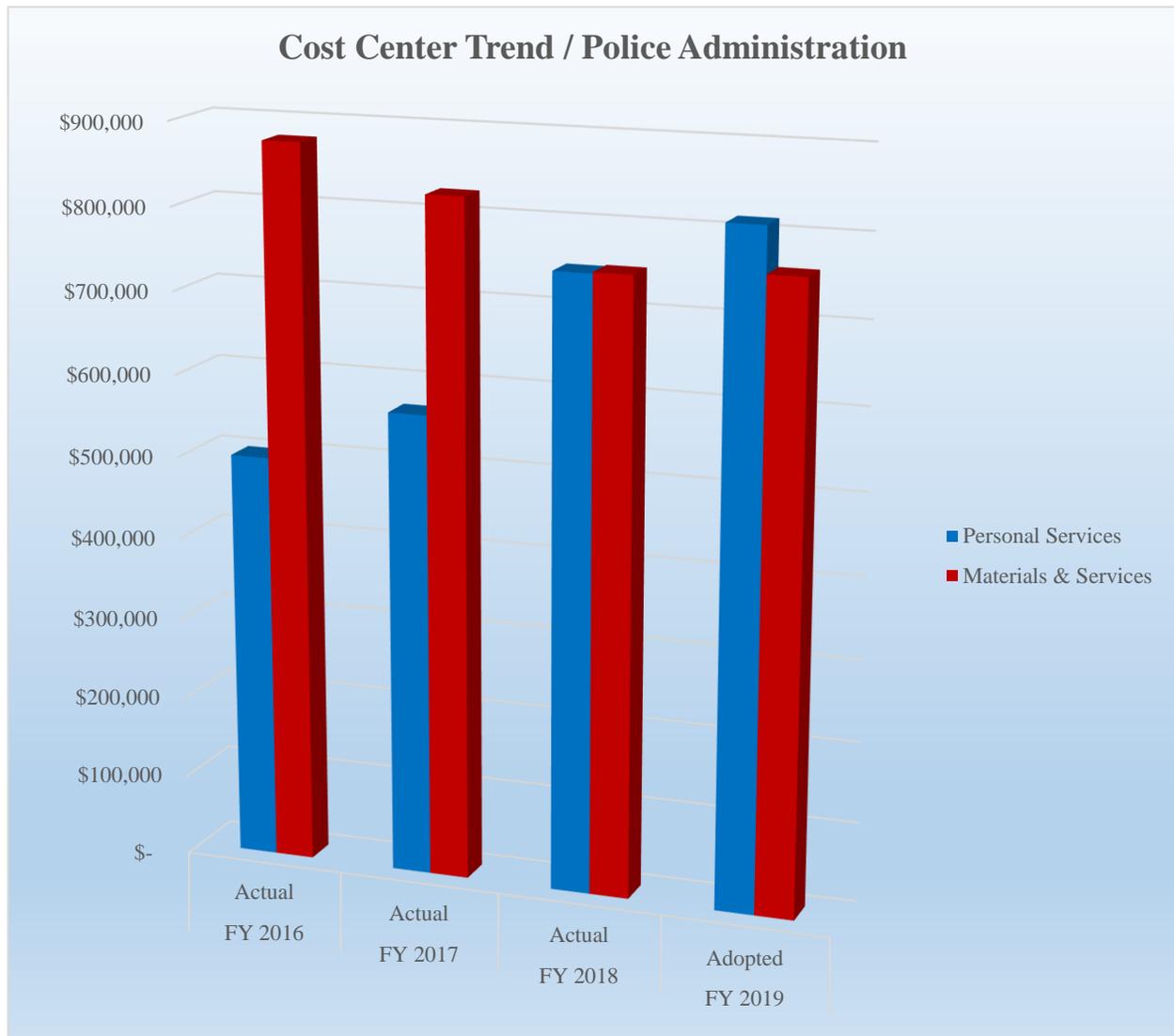


Police Department Administration (6005)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 499,129	\$ 567,096	\$ 747,319	\$ 814,280	9%
Materials & Services	877,516	825,702	748,800	759,174	1%
Capital Outlay	-	1,164	21,171	-	
Total	\$ 1,376,645	\$ 1,393,962	\$ 1,517,290	\$ 1,573,454	4%

Positions Approved*	14	15	18	18	0%
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*Full Time Equivalent

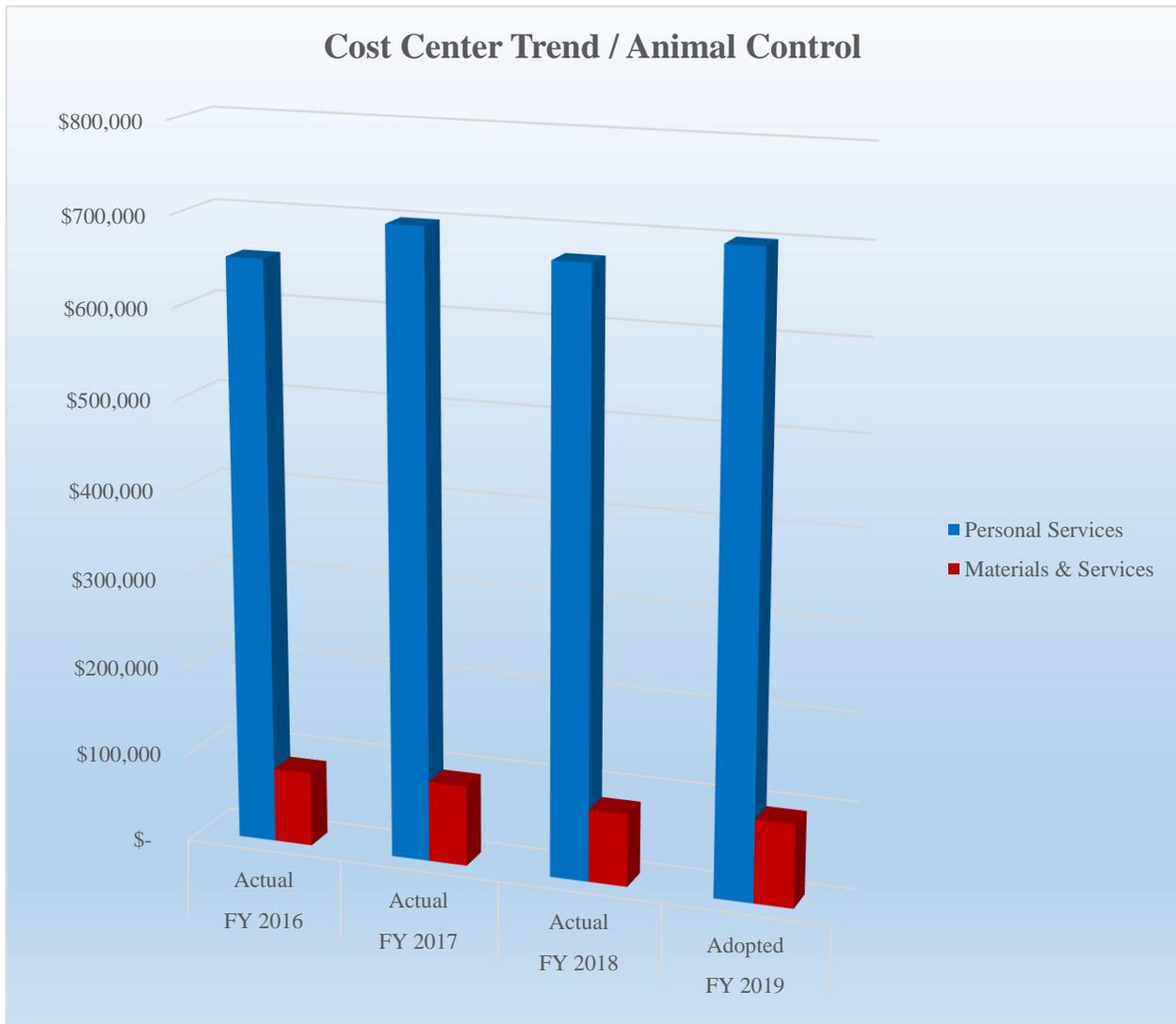


Police Department Animal Control (6020)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 653,259	\$ 698,970	\$ 672,272	\$ 700,448	4%
Materials & Services	84,848	91,941	82,510	94,951	15%
Total	\$ 738,107	\$ 790,911	\$ 754,782	\$ 795,399	5%

Positions Approved*	16	16	16	16	0%
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*Full Time Equivalent



Police Department Law Enforcement (6025)

	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$11,210,247	\$11,991,658	\$11,868,952	\$12,315,304	4%
Materials & Services	731,768	750,755	658,962	866,313	31%
Capital Outlay	10,000	-	-	-	
Total	\$11,942,015	\$12,742,413	\$12,527,914	\$13,181,617	5%

Positions Approved*	134	135	133	133	0%
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*Full Time Equivalent

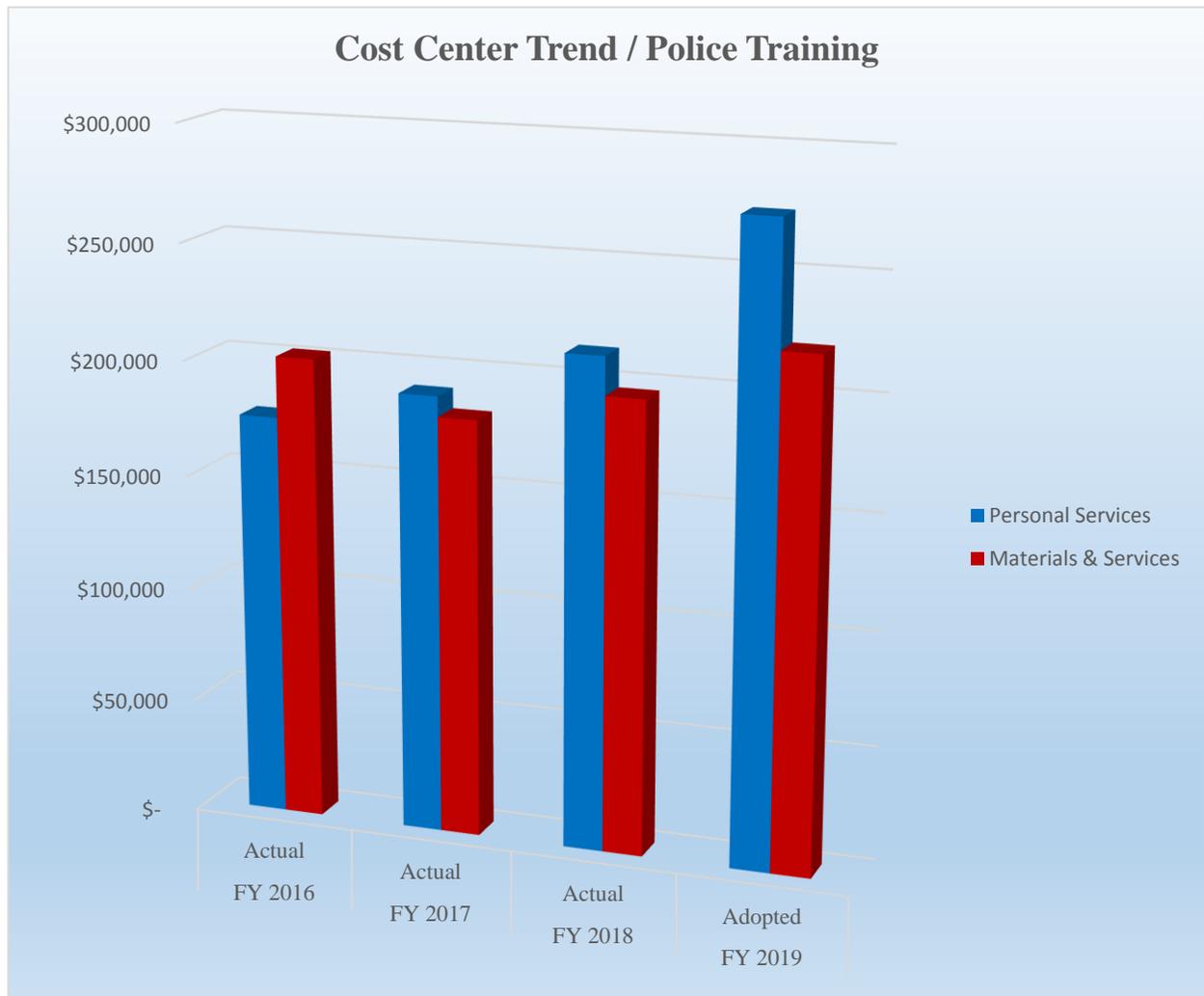


Police Department Training (6040)

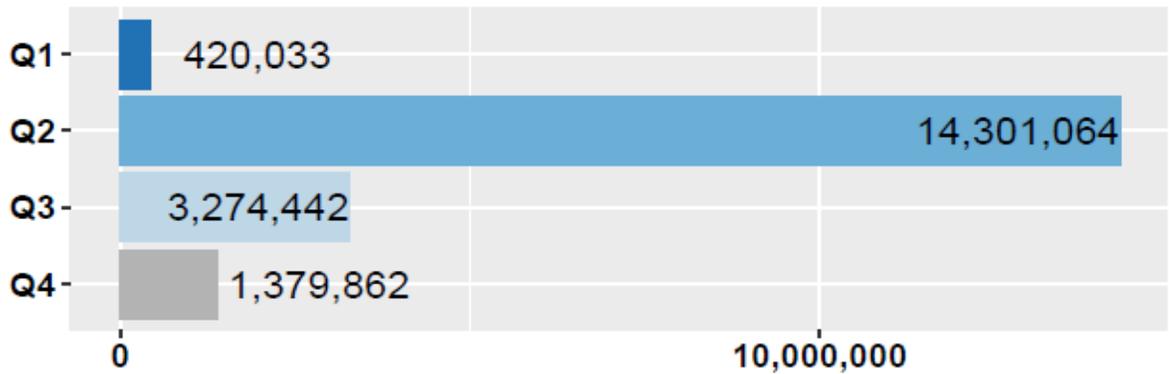
	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	% Change
Personal Services	\$ 175,465	\$ 190,490	\$ 212,901	\$ 273,887	29%
Materials & Services	201,942	181,743	196,388	220,401	12%
Total	\$ 377,407	\$ 372,233	\$ 409,289	\$ 494,288	21%

Positions Approved*	2	2	2	2	0%
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*Full Time Equivalent



**Priority-Based Budgeting: Program Alignment and Costs -
Police**



*PBB totals include other funds attached to this department

Program	Quartile
911 Equipment Recurring Maintenance	1
911 Network Management - Landline and Wireless Voice Services	1
100 Days and Nights DWI Enforcement	2
BKLUP Operation Buckle Up Program	2
DWI Rehabilitation Program	2
End Driving While Intoxicated (ENDWI) Enforcement	2
911 Communications - Emergency Dispatch	2
911 Communications - Call-Taking	2
911 Communications - Non Emergency Calls	2
911 Network Management - Mapping and Address Data	2
Communications Training (CTO)	2
National Crime Information Center (NCIC) Management	2
Animal Code Enforcement and Investigations	2
Animal Control Call Response	2
Animal Control Patrol and Investigations	2
Rabies Vaccination	2
Crime Prevention Awareness-Public Information Exchange (PIE)	2
Safe Traffic Operations Program (STOP)	2
Calls for Service - Emergency Response	2
Calls for Service - Non-Emergency Response	2
Crime Analysis	2
Crime Scene Processing and Evidence Collection	2
Crime Victims Assistance Unit (CVAU)	2
Critical Incident Response	2
Driving While Intoxicated (DWI) Unit - Proactive Patrol	2
DWI Enforcement - Sandoval County	2
Emergency Response Team	2

Program	Quartile
Equipment Maintenance	2
Evidence and Property Management	2
FBI Safe Streets Task Force	2
Field Investigators	2
Motorcycle Unit - Traffic Ordinance Enforcement/ Crash Investigation and Safety Educa	2
Narcotics Investigations and DEA Task Force	2
Preventative Patrol	2
Property Crimes Investigations	2
Special Services Unit - Drug Enforcement	2
Special Services Unit - Surveillance and Apprehension	2
Special Victims Unit - Crimes Against Children	2
Special Victims Unit - Domestic Violence and Stalking	2
Special Victims Unit - Mental Health Investigations	2
Special Weapons and Tactics (SWAT)	2
Traffic Ordinance Enforcement and Crash Investigations	2
Violent Crimes Investigations	2
Training	2
Cadet Academy	2
K9 Team	2
School Resource Officers (SRO)	2
Recruiting	2
Bilingual Program	3
Distracted Driving Program	3
Drug Recognition Expert (DRE) Program	3
Prisoner Escorts from Court	3
Prisoner Transports for Court	3
Emergency Communications Public Education and Outreach	3
Animal Adoptions & Transfers	3
Animal Cruelty Investigations	3
Animal Impoundment	3
Animal Rescue Program	3
Animal Shelter Services	3
Animal Sheltering and Care	3
Animal Trapping	3
Animal Wellbeing Program	3
Dog and Cat Licenses	3
Euthanasia	3
Off-site Adoption Events	3
Urban Wildlife Management Program	3
Vaccinations and Microchipping	3
Veterinary Medical Services - Sterilization	3
Bicycle Patrol Training	3

Program	Quartile
Officer Drivers' Training	3
Drug Disposal Program	3
Mobile Command Post Management	3
Municipal Court Security	3
Neighborhood Association Liaison	3
Out of Jurisdiction Prisoner Transport and Extradition	3
Quartermaster Program	3
Reserve Officer Program	3
School Safety and Violence Education Program	3
Truancy Program	3
All - Terrain Vehicles (ATV) Unit	3
Community Problem Solving	3
Gang Enforcement Team	3
Prisoner Transport to Jail/Detention Center	3
Regional Computer Forensic Crime Lab	3
Special Services Unit -United States Marshall Coordination	3
Special Victims Unit - Crime Victim Advocacy	3
Special Victims Unit - Elder Abuse	3
Foster	3
Animal Control Inspection and Permitting	3
Private Security Requests - Chief's Overtime	3
Crisis Negotiation Team	3
Professional Standards	3
Records Management	4
Crossing Guards	4
Prisoner Care	4
Veterinary Medical Services - Treatment	4
Honor Guard Program	4
Police Department Tours	4
Walk in Reports	4
Bicycle-mounted Services	4
Driver Improvement School	4
Animal Reclamation	4
Explorer Program	4

*Quartile ranking shows the contribution to the strategic planning goals

**Additional information in the Priority Based Budget Section