

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:

- Emergency Communication Center Operations
- Police Patrol Operations
- Traffic Enforcement and Crash Investigation

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



FY 20 Department Objectives by City Strategic Goal

Strategic Goal: Safety

- Maintain New Mexico Law Enforcement Accreditation by completing the annual recertification process. This is in process and should be complete by the end of August 2019.
- Prepare reports related to crime statistics and different response times and proactively discuss and explain the results within the community. This is generally documented in an annual report or on a Department sponsored web site.
- Radio repeater sites must be changed due to City topography to facilitate tactical emergency communications during critical incidents. Unlike the recent upgrade of the total radio system, this initiative will support geographic scene-specific communications. Specifically, the Department worked with City Staff to include this upgrade in the next government obligation cycle.
- 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.
- Reduce response time to priority one calls for service utilizing effective personnel management by first line supervisors.
- The Department has experienced a personnel turnover rate of 16%, over the last three years. Measures such as refinement of the career development program are expected to increase future retention. This is process due to the recent collective bargaining.
- 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 25 years old and frequently becomes unserviceable. This is included in the next government obligation bond cycle.
- The Department plans to continue the Citizens Police Academy. It provides insight into what a police officer's job entails as well as strengthens relationships between the police and our community.



FY 19 Department Accomplishments by Strategic Goal*

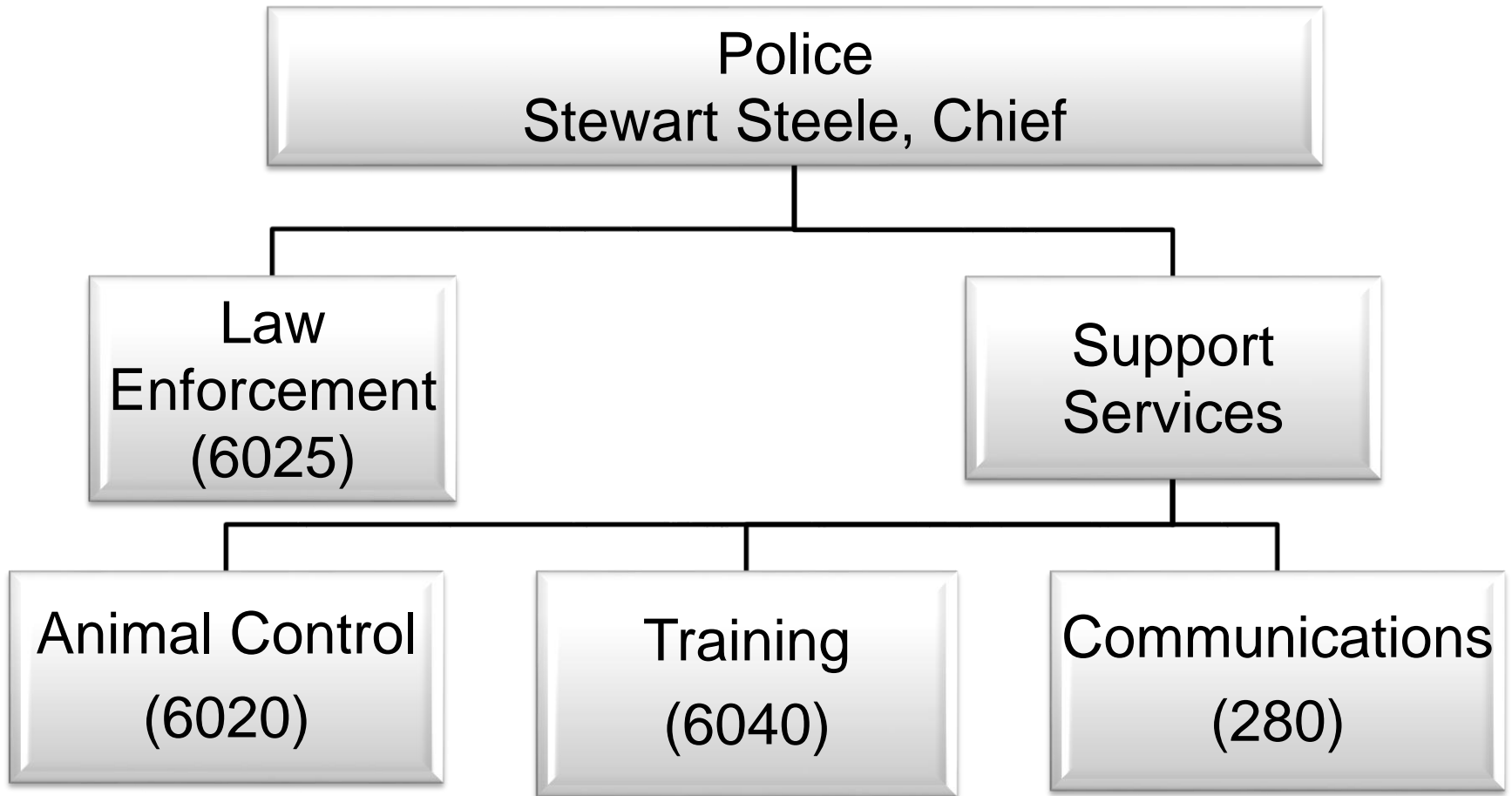
Strategic Goal: Public Safety Services

- Maintained accreditation certification process by reviewing and amending policy, procedure, and protocol. Department staff worked on the accreditation process verifying compliance with the New Mexico Municipal League standards.
- Ensured that public safety plans were updated and cleared through the chain of command for long term programs, annual or one-time events.
- The Department, in collaboration with City staff, published the annual report. This includes detailed qualitative and quantitative data for the public to review. Specifically, this report includes police response times and crime data for the City of Rio Rancho.
- The Department increased the number of special coffee with a cop type community events. These included National Night Out, quarterly police information exchanges, and homeowner association meetings.
- The Department purchased 50 vehicles in accordance with the current government obligation bond cycle. This has decreased the average mileage of Department vehicles significantly with the intent to decrease the cost of maintenance.
- The number of followers on social media has increased and the messaging is much more on point. The result is better communication with our public and the various communities in which they live. Anecdotally, the Department received positive feedback from residents appreciative of the communication.
- The Department Crisis Intervention Trained (CIT) officers continue to engage with subjects during critical incidents while promoting de-escalation tactics.
- Animal Control Office management has increased the number of transfers (at no cost) out of the facility. They have improved operational ability and decreased the number of euthanasia incidents.

- Worked with City management and the Finance Department to include the expansion of the public safety radio system expansion and improvement in the next government obligation bond cycle.
- In the upcoming government obligation bond cycle, the Department worked with City staff to ensure a new command post is a priority.
- Decreased response time from 10:19 to 10:01 for priority one calls.
- Department staff participated in the collective bargaining agreement process that has reduced the turnover rate significantly. The new contract offers incentives that have effectively retained the current corps of officers.
- 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 information and links on the Department website. The Department also worked with a local vendor to produce a recruitment video available on social media and other web outlets.
- The Department hosted two Citizen Police Academy sessions and graduated nearly 50 members of the greater Rio Rancho community. An additional session is planned for the Fall of 2019.



POLICE ORGANIZATIONAL STRUCTURE



POLICE: Performance Indicators

Goal: SAFETY

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	FY16	FY17	FY18	FY19	FY20 TARGET
	41%	32%	45%	10%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	1.49	1.29	1.31	1.32	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	FY16	FY17	FY18	FY19	FY20 TARGET
	0.8	0.9	0.8	0.9	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	FY16	FY17	FY18	FY19	FY20 TARGET
	44.2	37.2	38.0	49.0	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	FY16	FY17	FY18	FY19	FY20 TARGET
	44%	66%	55%	72%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	89%	91%	80%	57%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	389	384	365	345	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	FY16	FY17	FY18	FY19	FY20 TARGET
	2:22	2:07	3:50	3:28	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	FY16	FY17	FY18	FY19	FY20 TARGET
	7:54	7:16	6:02	6:46	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	FY16	FY17	FY18	FY19	FY20 TARGET
	7,556	6,426	10,168	10,975	10,000

Quality of Life Goal Indicators:

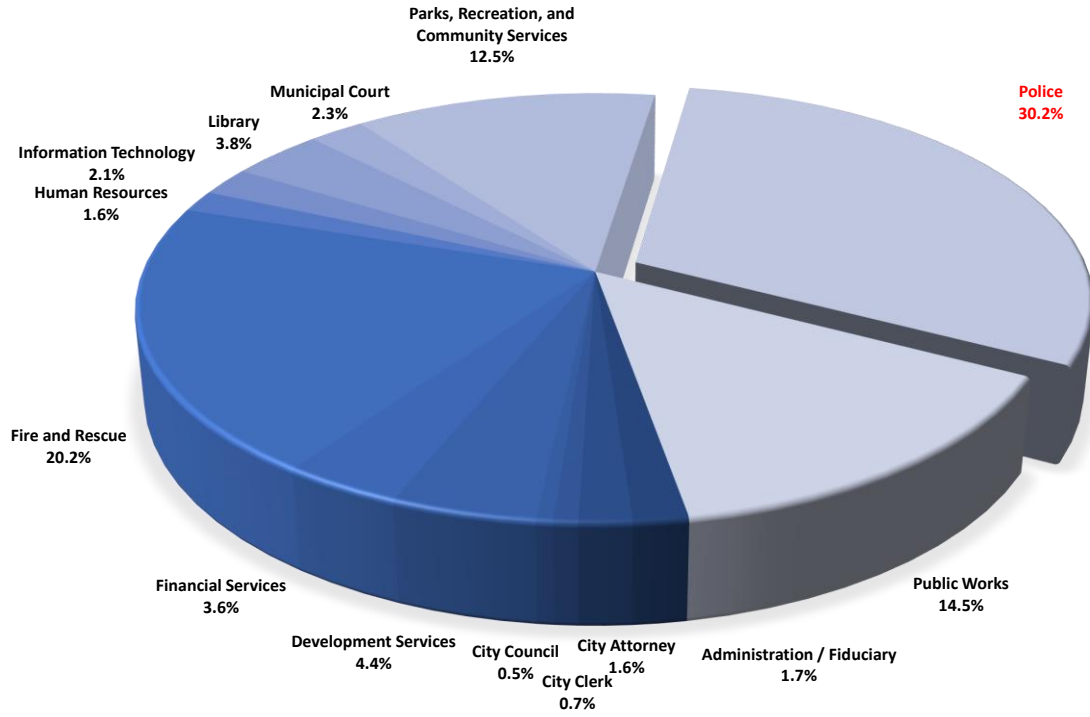
Creating Opportunities to Improve One’s Wellbeing, Environment and make connections with Community.

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	FY16	FY17	FY18	FY19	FY20 TARGET
	25%	36%	41%	37.5%	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	FY16	FY17	FY18	FY19	FY20 TARGET
	25%	36%	41%	42.25%	45%

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	FY16	FY17	FY18	FY19	FY20 TARGET
	16%	18%	15%	16.5%	15%

Police
FY20 Budget \$16,988,860



Police Resource Alignment Total Budget = \$21,728,788
Programs-Strategic Goals Alignment (1 = Most Aligned; 2 = More Aligned; 3 = Less Aligned; 4 = Least Aligned)

PBB Budget Compare

Quarter	2020 - Final	2019 - Final
Q1	900,433	815,226
Q2	15,503,837	14,480,592
Q3	3,667,973	3,634,273
Q4	1,656,546	1,670,501

Funds Summary:

Fund	Code	Amount
General Fund	101	\$16,988,860
	202	\$53,397
	204	\$2,361
	240	\$520,000
	241	\$48,476
	243	\$42,260
	246	\$38,400
	255	\$448,129
	256	\$229,646
	280	\$3,357,259
Total Budget		\$21,728,788

Programs and Alignment

Department	Program Name	Quartile
Police	911 Equipment Recurring Maintenance	1
Police	911 Network Management - Landline and Wireless Voice Services	1
Police	Emergency Communications Management	1
Police	100 Days and Nights DWI Enforcement	2
Police	911 Communications - Call-Taking	2
Police	911 Communications - Emergency Dispatch	2
Police	911 Communications - Non Emergency Calls	2
Police	911 Network Management - Mapping and Address Data	2
Police	Animal Code Enforcement and Investigations	2
Police	Animal Control Call Response	2
Police	Animal Control Patrol and Investigations	2
Police	BKLUP Operation Buckle Up Program	2
Police	Cadet Academy	2
Police	Calls for Service - Emergency Response	2
Police	Calls for Service - Non-Emergency Response	2
Police	Communications Training (CTO)	2
Police	Community Emergency Response Team (CERT)	2
Police	Community Relations	2
Police	Crime Analysis	2
Police	Crime Prevention Awareness-Public Information Exchange (PIE)	2
Police	Crime Scene Processing and Evidence Collection	2
Police	Crime Victims Assistance Unit (CVAU)	2
Police	Critical Incident Response	2
Police	Driving While Intoxicated (DWI) Unit - Proactive Patrol	2
Police	DWI Enforcement - Sandoval County	2
Police	DWI Rehabilitation Program	2
Police	Emergency Management Training	2
Police	Emergency Medical Services	2
Police	Emergency Medical Services (EMS) Operations Management	2
Police	Emergency Medical Services Training	2
Police	Emergency Operations and Hazard Mitigation Planning	2
Police	Emergency Operations Center (EOC) Management	2
Police	Emergency Preparedness Outreach and Training	2
Police	Emergency Response Exercises	2
Police	Emergency Response Team	2
Police	Employee Benefits Administration	2
Police	Employee Chemical Safety Training	2
Police	End Driving While Intoxicated (ENDWI) Enforcement	2
Police	Evidence and Property Management	2
Police	FBI Safe Streets Task Force	2
Police	Field Investigators	2
Police	K9 Team	2
Police	Motorcycle Unit - Traffic Ordinance Enforcement/ Crash Investigation and Safety Edt	2
Police	Narcotics Investigations and DEA Task Force	2
Police	National Crime Information Center (NCIC) Management	2
Police	Preventative Patrol	2
Police	Property Crimes Investigations	2
Police	Recruiting	2
Police	Safe Traffic Operations Program (STOP)	2
Police	School Resource Officers (SRO)	2

Programs and Alignment

Department	Program Name	Quartile
Police	Special Services Unit - Drug Enforcement	2
Police	Special Services Unit - Surveillance and Apprehension	2
Police	Special Victims Unit - Crimes Against Children	2
Police	Special Victims Unit - Domestic Violence and Stalking	2
Police	Special Victims Unit - Mental Health Investigations	2
Police	Special Weapons and Tactics (SWAT)	2
Police	Splash Pad Operations	2
Police	Training	2
Police	Typed Resources Management	2
Police	Violent Crimes Investigations	2
Police	All-terrain Vehicle (ATV) Open Space Patrol	3
Police	All Terrain Vehicles (ATV) Unit	3
Police	Animal Adoptions & Transfers	3
Police	Animal Control Inspection and Permitting	3
Police	Animal Cruelty Investigations	3
Police	Animal Impoundment	3
Police	Animal Rescue Program	3
Police	Animal Sheltering and Care	3
Police	Animal Shelter Services	3
Police	Animal Trapping	3
Police	Animal Wellbeing Program	3
Police	Bicycle Patrol Training	3
Police	Community Parade Support	3
Police	Community Problem Solving	3
Police	Crisis Negotiation Team	3
Police	Distracted Driving Program	3
Police	Dog and Cat Licenses	3
Police	Drug Disposal Program	3
Police	Drug Recognition Expert (DRE) Program	3
Police	Emergency Communications Public Education and Outreach	3
Police	Euthanasia	3
Police	Foster	3
Police	Gang Enforcement Team	3
Police	Mobile Command Post Management	3
Police	Municipal Court Security	3
Police	Officer Drivers' Training	3
Police	Off-site Adoption Events	3
Police	Prisoner Escorts from Court	3
Police	Prisoner Transports for Court	3
Police	Prisoner Transport to Jail/Detention Center	3
Police	Private Security Requests - Chief's Overtime	3
Police	Professional Standards	3
Police	Quartermaster Program	3
Police	Records Management and Retention	3
Police	Regional Computer Forensic Crime Lab	3
Police	School Safety and Violence Education Program	3
Police	Special Event Stand by Services	3
Police	Special Services Unit -United States Marshall Coordination	3
Police	Special Victims Unit - Crime Victim Advocacy	3
Police	Special Victims Unit - Elder Abuse	3

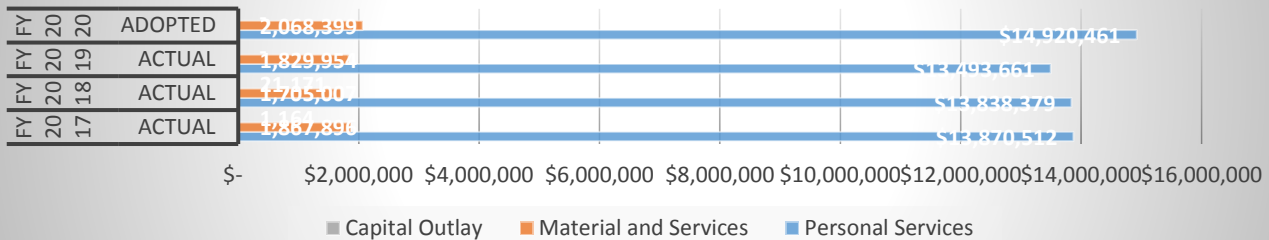
Programs and Alignment

Department	Program Name	Quartile
Police	Truancy Program	3
Police	Vaccinations and Microchipping	3
Police	Veterinary Medical Services - Sterilization	3
Police	Animal Reclamation	4
Police	Bicycle-mounted Services	4
Police	Community Recognition Events	4
Police	Crossing Guards	4
Police	Driver Improvement School	4
Police	Prisoner Care	4
Police	Veterinary Medical Services - Treatment	4

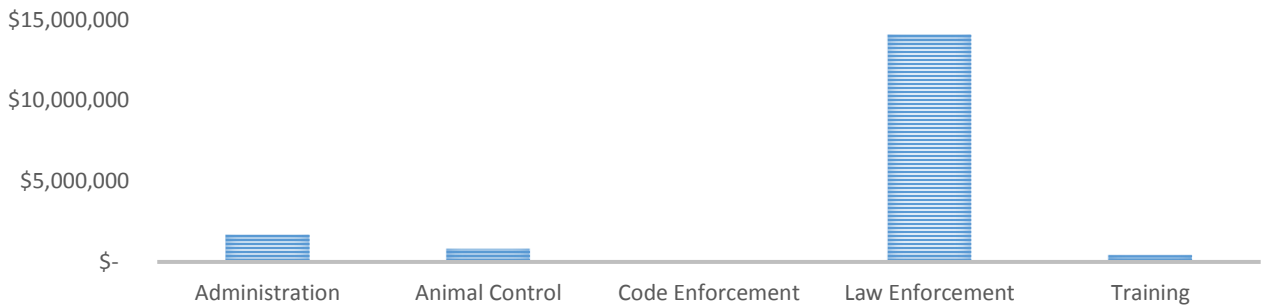
**POLICE DEPARTMENT
BUDGET SUMMARY
Fiscal Year 2019-2020**

<i>Object of Expenditures</i>	FY2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted
General Fund				
Personal Services	\$ 13,870,512	\$ 13,838,379	\$ 13,493,661	\$ 14,920,461
Material and Services	1,867,896	1,705,007	1,829,954	2,068,399
Capital Outlay	1,164	21,171	-	-
Total	\$ 15,739,572	\$ 15,564,557	\$ 15,323,615	\$ 16,988,860
Expenditure by Cost Center				
Cost Center				
Administration	\$ 1,393,962	\$ 1,517,290	\$ 1,555,759	\$ 1,685,122
Animal Control	790,911	754,782	669,792	809,159
Code Enforcement	440,053	355,282	-	-
Law Enforcement	12,742,413	12,527,914	12,666,808	14,079,437
Training	372,233	409,289	431,256	415,142
Total	\$ 15,739,572	\$ 15,564,557	\$ 15,323,615	\$ 16,988,860

Department Trend / Police



EXPENDITURES BY COST CENTER

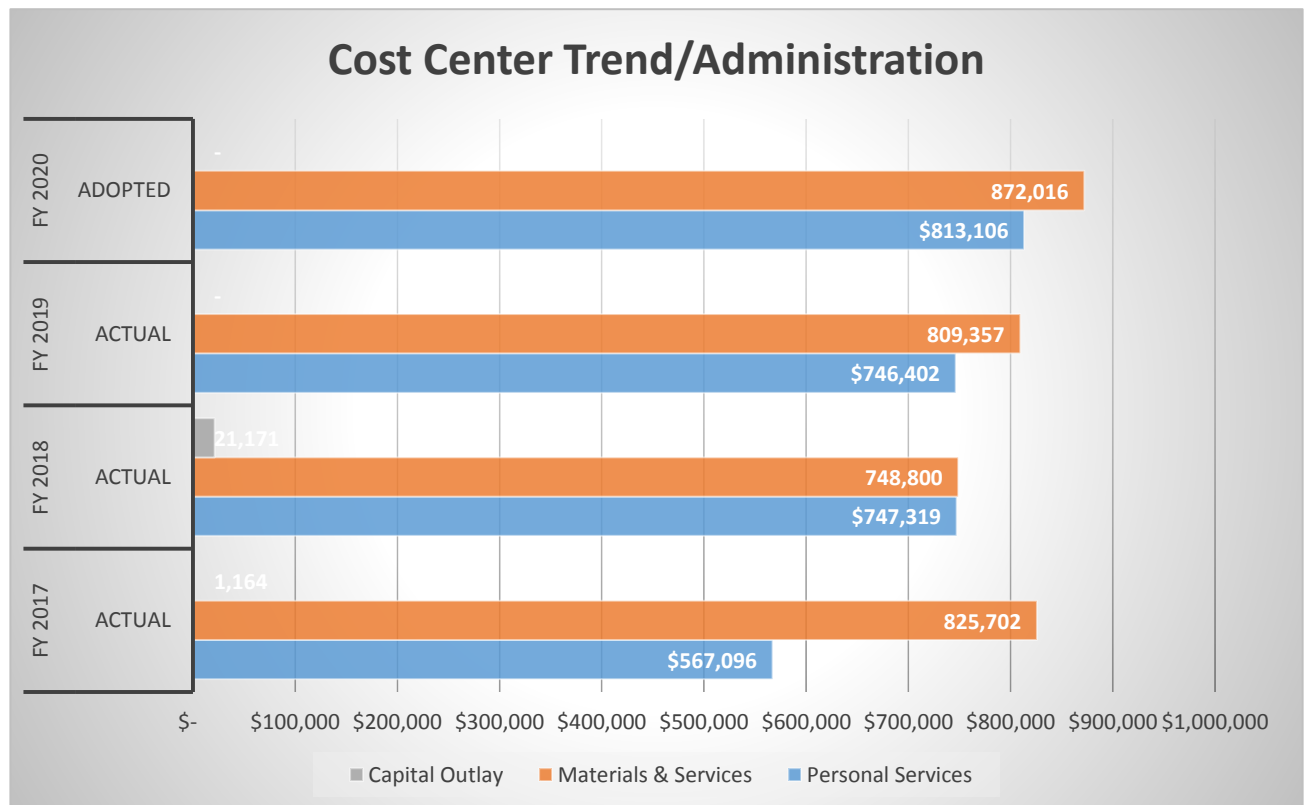


Police Department Administration (6005)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 567,096	\$ 747,319	\$ 746,402	\$ 813,106	9%
Materials & Services	825,702	748,800	809,357	872,016	8%
Capital Outlay	1,164	21,171	-	-	
Total	\$ 1,393,962	\$ 1,517,290	\$ 1,555,759	\$ 1,685,122	8%

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

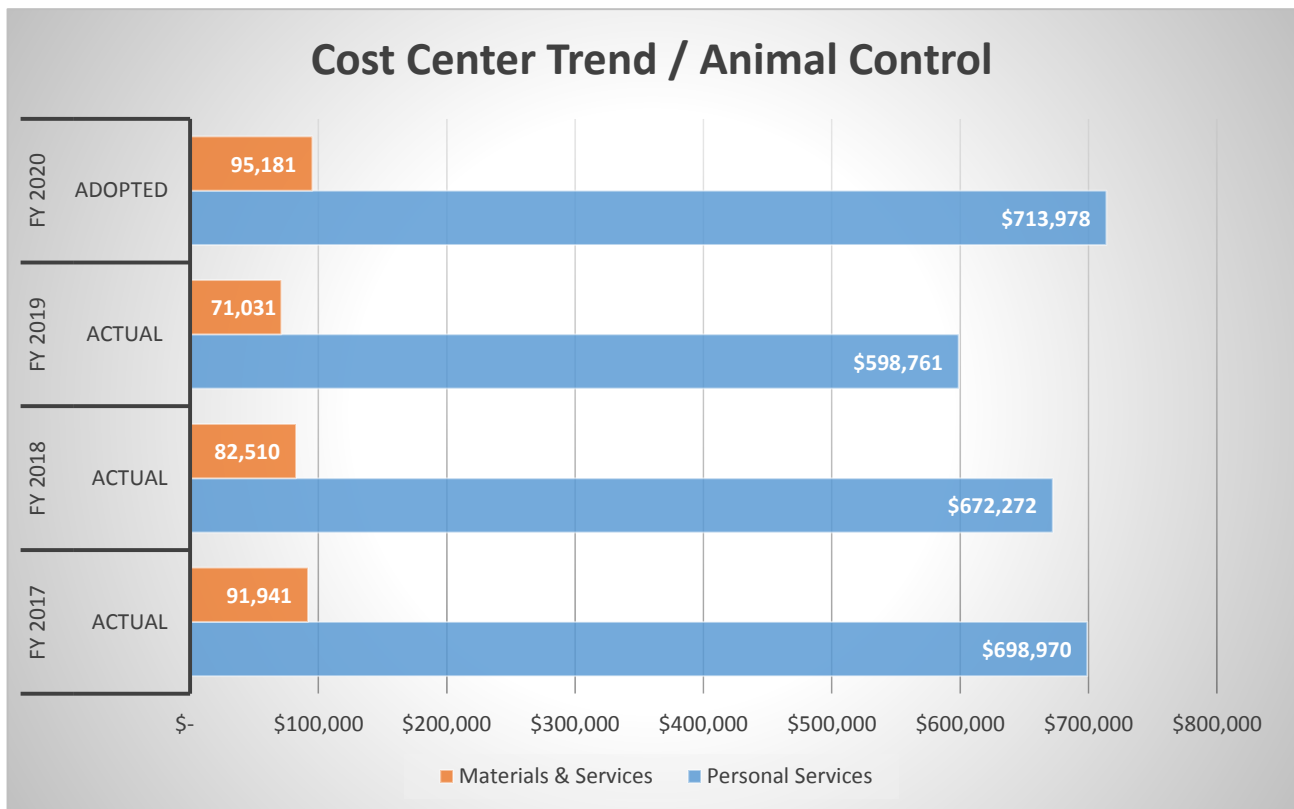


Police Department Animal Control (6020)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 698,970	\$ 672,272	\$ 598,761	\$ 713,978	19%
Materials & Services	91,941	82,510	71,031	95,181	34%
Total	\$ 790,911	\$ 754,782	\$ 669,792	\$ 809,159	21%

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

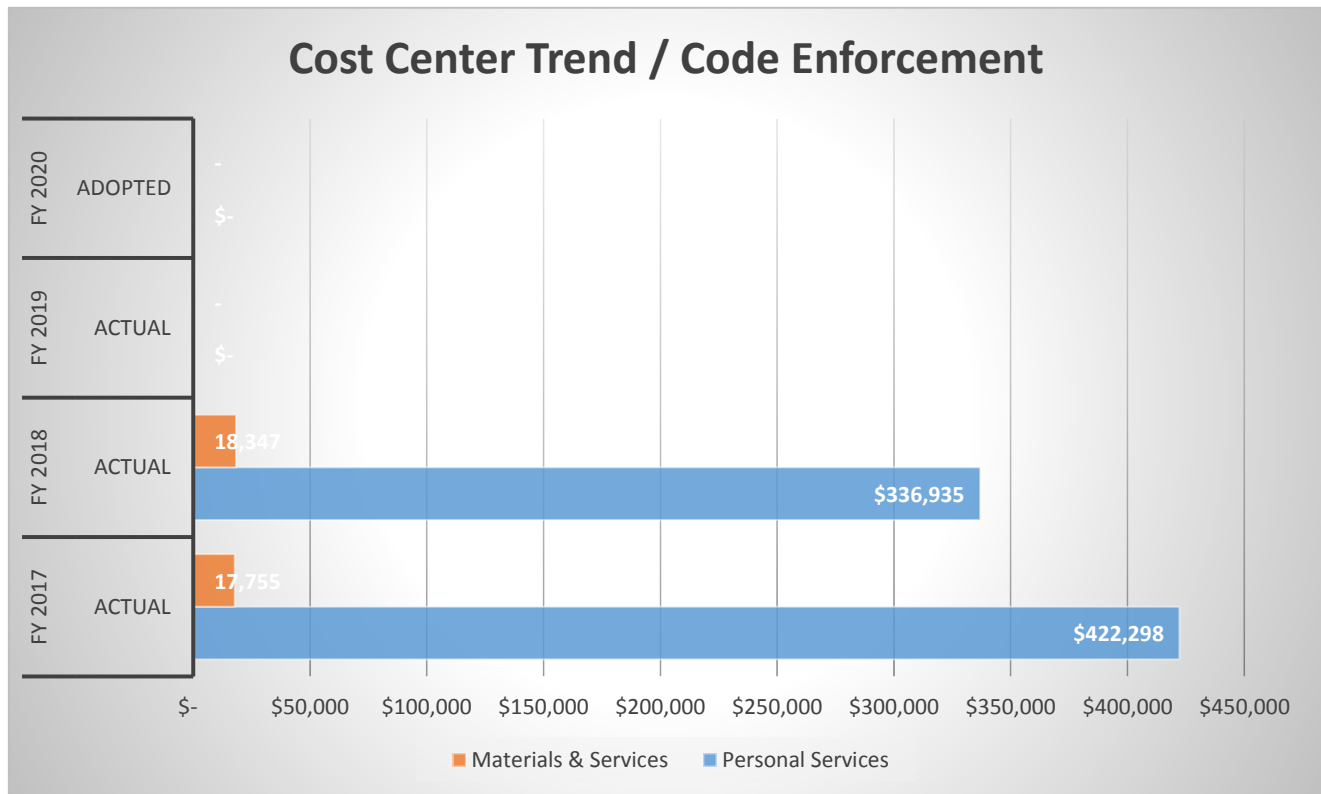


Police Department Code Enforcement (6022)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 422,298	\$ 336,935	\$ -	\$ -	
Materials & Services	17,755	18,347	-	-	
Capital Outlay	-	-	-	-	
Total	\$ 440,053	\$ 355,282	\$ -	\$ -	

Positions Approved*	7	7	-	-	
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*Full Time Equivalent

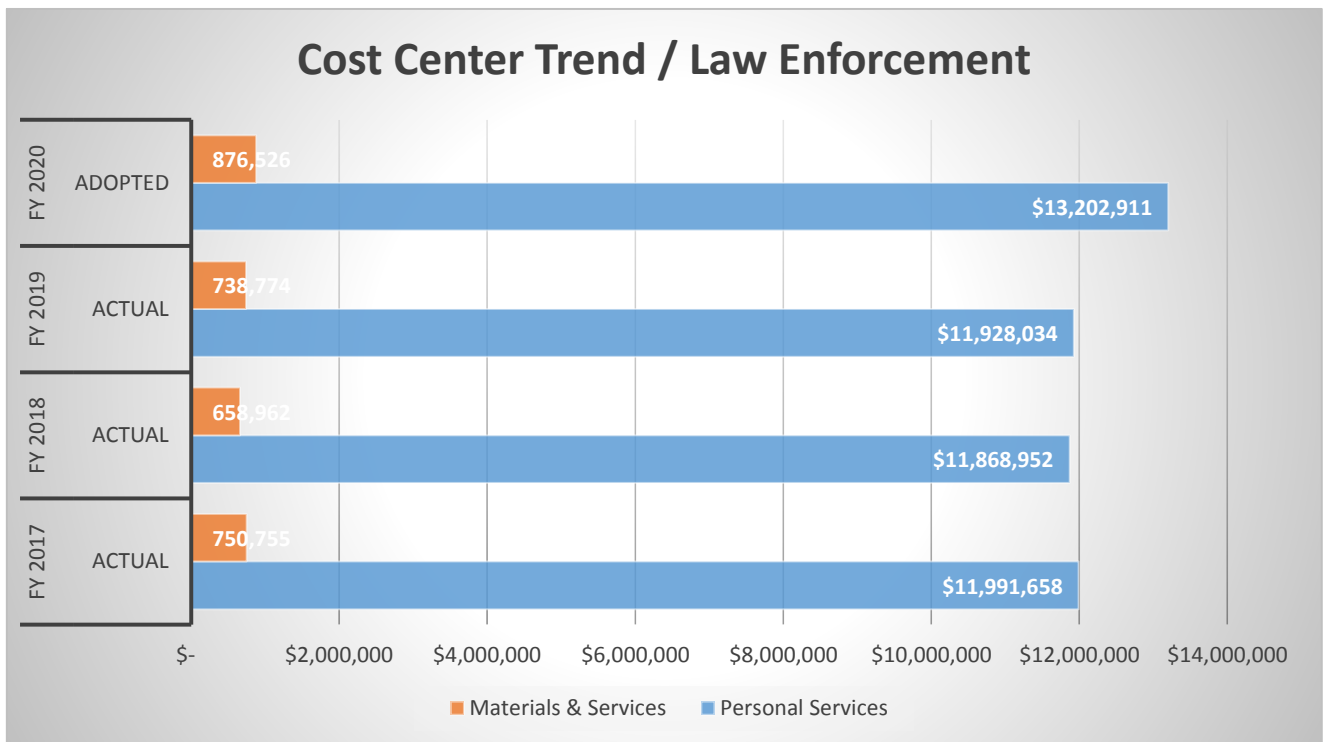


Police Department Law Enforcement (6025)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 11,991,658	\$ 11,868,952	\$ 11,928,034	\$ 13,202,911	11%
Materials & Services	750,755	658,962	738,774	876,526	19%
Total	\$ 12,742,413	\$ 12,527,914	\$ 12,666,808	\$ 14,079,437	11%

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



Police Department Training (6040)

	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Adopted	% Change
Personal Services	\$ 190,490	\$ 212,901	\$ 220,464	\$ 190,466	-14%
Materials & Services	181,743	196,388	210,792	224,676	7%
Total	\$ 372,233	\$ 409,289	\$ 431,256	\$ 415,142	-4%

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

