

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
- Crime Victim Advocacy
- Crime Prevention and Community Outreach
- Evidence Collection and Storage
- Public Information
- Statistical Analysis



FY 21 Department Objectives by City Strategic Goal

Strategic Goal: Safety

- Maintain New Mexico Law Enforcement Accreditation by producing robust policies, following appropriate protocols, and documenting progress in accordance with the annual recertification process. This is in process and should be complete by the end of December 2020. It will begin again in January of 2021.
- 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. The Department worked with City Staff to include this upgrade in the most recent government obligation cycle. The measure passed and the revenue will provide the means in which to accomplish this goal.
- 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 staffing is near 100%. In order to maintain this level, and to account for regular attrition, the Department will aggressively recruit members of the public to serve as police officers and support staff.
- 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. As a new platform, the Department will increase the use of Instagram to recruit and promote the organization. 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.
- Modernization of our Critical Incident Response Command Post will be pursued. The current vehicle is 25 years old and frequently becomes unserviceable. The recent Government Obligation Bond includes funding for this endeavor. Procurement of this vehicle should be complete by the end of the fiscal year.
- 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 20 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. These records will be maintained to ensure continuity of the accreditation status.
- 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 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.
- 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.
- The Department worked with City staff to ensure a successful GO Bond cycle.
- Decreased response time from 10:01 to 9:34 for priority one calls.

- 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. Department staffing was maintained through continuous recruitment efforts and promotion of the organization.
- The Department hosted one Citizen Police Academy session in the Fall of 2019. A second session planned for the Spring of 2020 was cancelled due to COVID-19 precautionary measures.



Police Department Performance Indicators:

Provide services to ensure that public safety service levels are maintained and that safety awareness is fostered.

#01. Percent of Police Vehicles Exceeding 100K Miles

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Police Vehicles Exceeding 100K Miles	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure vehicles are safe and adequate and that police vehicles are appropriately cycled-out with new ones			
Where does the data come from?			
Police Department Fleet Manifest			
How is the measure calculated?			
Number of police vehicles in excess of 100K miles divided by total number of vehicles in fleet			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 45%; FY19 19%; FY20 10%; FY21 Target 10%			

#02. Sworn Police FTEs per 1,000 Capita

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Sworn Police FTEs per Capita	 Public Safety	 Increased Efficiency
Why is this measure important?			
Point of reference to show a change in overall officers to serve per 1,000 capita			
Where does the data come from?			
Police Department Fleet Manifest			
How is the measure calculated?			
Number of current sworn officers on first day of calendar year divided by current city population			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 1.31; FY19 1.32; FY20 1.35; FY21 Target 1.56			

#03. Number of Alcohol related crashes per 1,000 capita

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Alcohol Related Crashes	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that police DWI (driving while intoxicated) initiatives are having the best possible desired effect on motorist safety			
Where does the data come from?			
AS 400			
How is the measure calculated?			
Total number of DWI related crashes for fiscal year divided by current population			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 0.8; FY19 0.9; FY20 0.9; FY21 Target 0.8			

#04. Number of criminal arrests per 1,000 capita

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Criminal Arrests per Capita	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that crime rates are synonymous with arrest rates, demonstrating that proactive policing initiatives are effective			
Where does the data come from?			
AS 400			
How is the measure calculated?			
Total number of criminal arrests for fiscal year divided by current population			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 38.0; FY19 49.0; FY20 49.0; FY21 Target 50.0			

#05. Violent Crime Clearance Rate

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Violent Crime Clearance Rate	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that violent crime proactive policing and criminal investigations programs are effectively impacting violent crime rate			
Where does the data come from?			
AS 400			
How is the measure calculated?			
Total number of criminal arrests for fiscal year divided by current population			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 55%; FY19 72%; FY20 72%; FY21 Target 75%			

#06. Percent of 911 Calls Answered within Ten Seconds (10s) 12/31

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	911 Calls within 10 seconds	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that emergency calls are answered timely and that public safety services are dispatched quickly			
Where does the data come from?			
AS 400/CAD			
How is the measure calculated?			
Number of 911 calls answered within 10 seconds divided by total number of 911 calls			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 80%; FY19 57%; FY20 80%; FY21 Target 85%			

#07. Number of Calls Answered at the Sandoval County Regional Dispatch Center in 1000s

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Sandoval County Dispatch Center Calls	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that the workload per dispatcher is sufficiently managed and that communication center is adequately staffed			
Where does the data come from?			
Regional Communication Center Staffing roster , Human Resources, AS 400/CAD			
How is the measure calculated?			
Total Number of calls answered divided by dispatcher staff roster			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 365; FY19 345; FY20 355; FY21 Target 380			

#08. Average time from receipt to dispatch for priority one calls 12/31

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Priority One Calls Response Times	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that calls answered and in need of emergency services are dispatched to personnel timely			
Where does the data come from?			
AS 400/CAD			
How is the measure calculated?			
Total time from receipt to dispatch of all priority 1 calls divided by the total number of priority 1 calls received			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 3:50; FY19 3:28; FY20 3:25; FY21 Target 3:00			

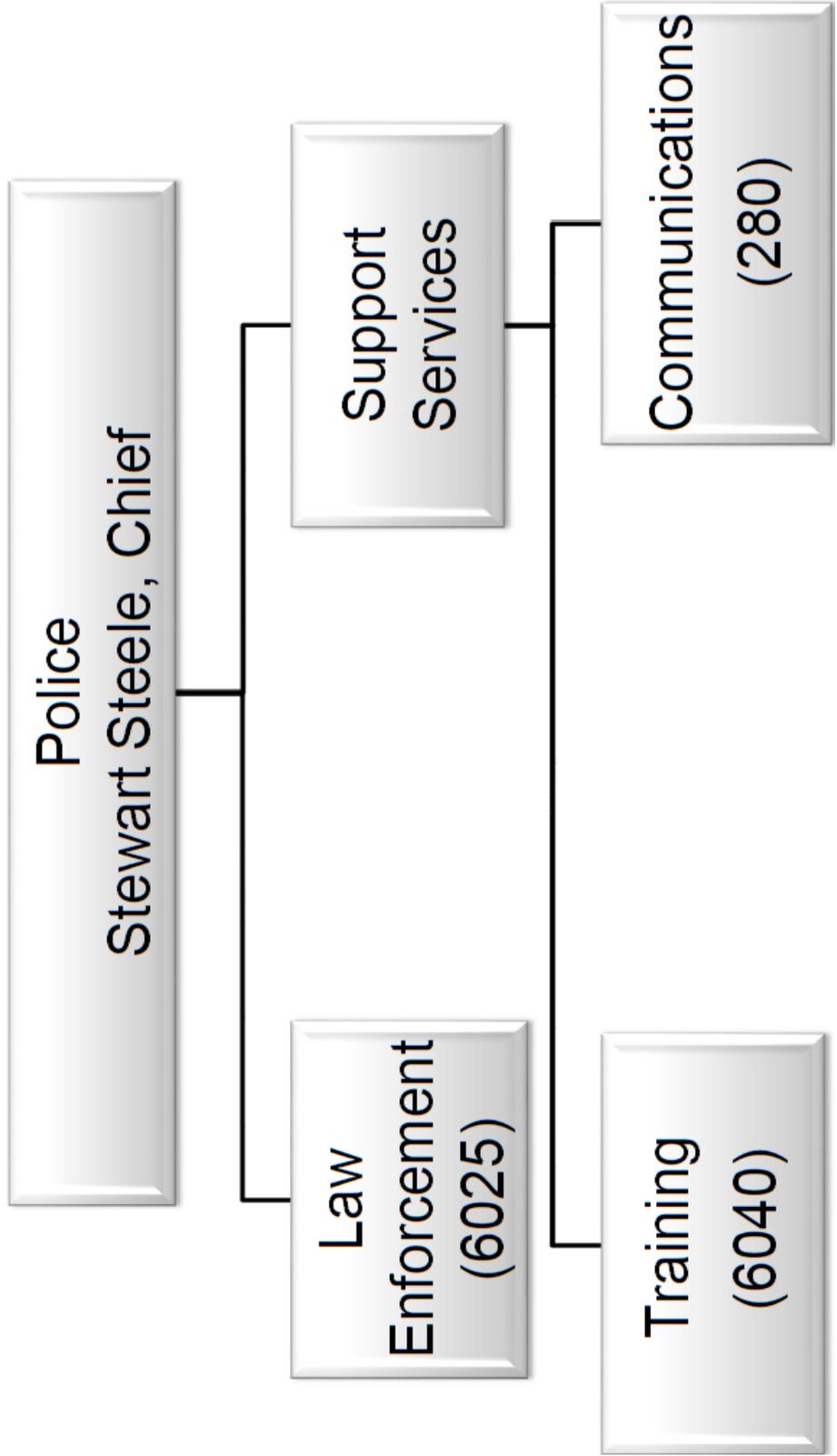
#09. Average time from dispatch to arrival for priority one police calls 12/31

Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Priority 1 Calls Arrival time	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that dispatch personnel are managing emergency calls as effectively as possible, emergency services to scene timely			
Where does the data come from?			
AS 400/CAD			
How is the measure calculated?			
Total time from dispatch to arrival on scene for priority 1 police calls divided by total number of priority 1 calls			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 6:02; FY19 6:46; FY20 6:45; FY21 Target 6:00			

#10. Property Crime Clearance Rate

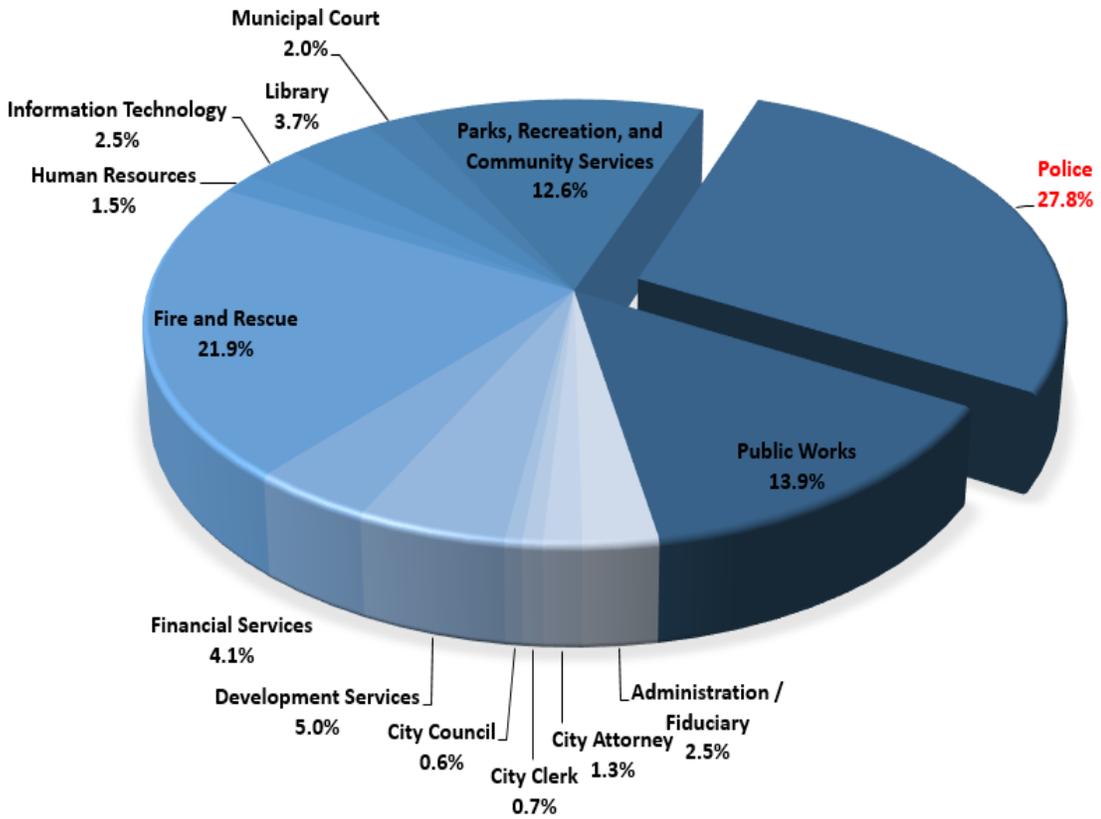
Measure Overview			
#	Performance Measure	Strategic Plan Goal	Business Strategy
	Property Crime Clearance Rate	 Public Safety	 Increased Efficiency
Why is this measure important?			
To ensure that property crime proactive policing and criminal investigations programs are effectively impacting crime rates			
Where does the data come from?			
AS 400/CAD			
How is the measure calculated?			
Total number of property crimes reports cleared cleared by arrest divided by total number of property crime reports generated			
Who to contact if you have questions?			
Andrew Rodriguez (arodriguez@rmm.gov)			
Additional Information			
FY Actuals: FY18 22%; FY19 38%; FY20 38%; FY21 Target 30%			

**POLICE
ORGANIZATIONAL STRUCTURE**



Police

FY21 Budget \$16,250,051



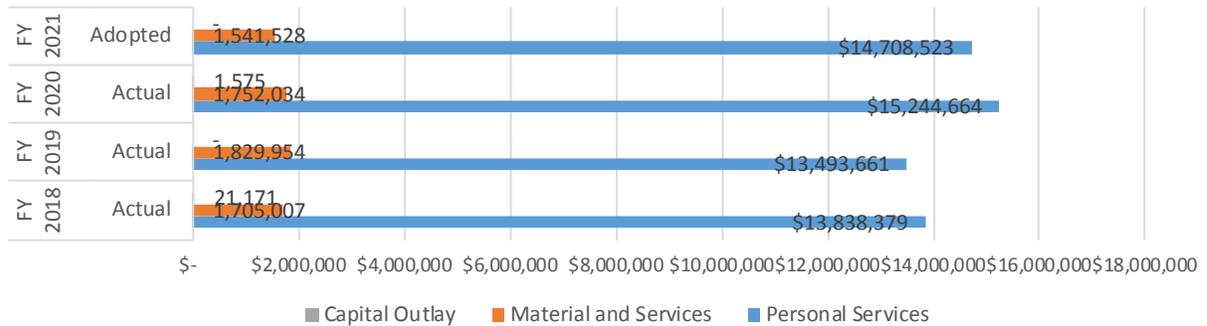
**POLICE DEPARTMENT
BUDGET SUMMARY
Fiscal Year 2020-2021**

<i>Object of Expenditures</i>	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
General Fund				
Personal Services	\$ 13,838,379	\$ 13,493,661	\$ 15,244,664	\$ 14,708,523
Material and Services	1,705,007	1,829,954	1,752,034	1,541,528
Capital Outlay	21,171	-	1,575	-
Total	\$ 15,564,557	\$ 15,323,615	\$ 16,998,273	\$ 16,250,051

Expenditure by Cost Center

Cost Center	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted
Administration	\$ 1,517,290	\$ 1,555,759	\$ 1,522,077	\$ 1,361,096
Animal Control	754,782	669,792	657,907	-
Code Enforcement	355,282	-	-	-
Law Enforcement	12,527,914	12,666,808	14,563,210	14,533,861
Training	409,289	431,256	255,079	355,094
Total	\$ 15,564,557	\$ 15,323,615	\$ 16,998,273	\$ 16,250,051

Budget by Type of Expenditures



EXPENDITURES BY COST CENTER



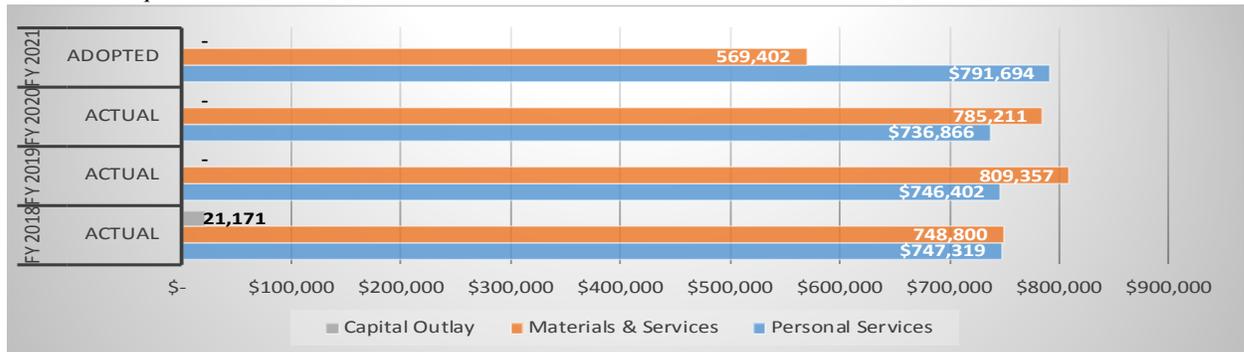
Police Department Administration (6005)

Administration Division provides support to Law Enforcement, Training, and Communications Divisions.
The division serves stakeholders with services, such as police reports and fingerprints.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 747,319	\$ 746,402	\$ 736,866	\$ 791,694	7%
Materials & Services	748,800	809,357	785,211	569,402	-27%
Capital Outlay	21,171	-	-	-	0%
Total	\$ 1,517,290	\$ 1,555,759	\$ 1,522,077	\$ 1,361,096	-11%

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



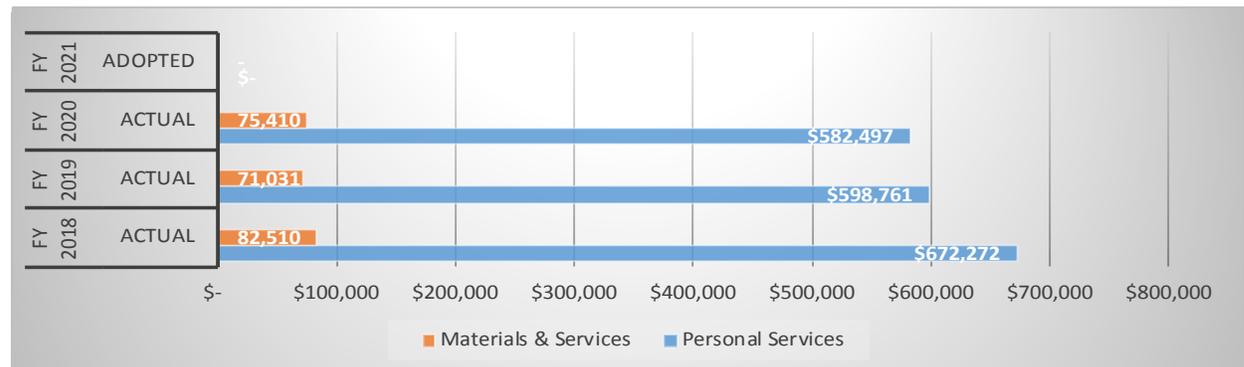
Police Department Animal Control (6020)

A division of the Department of Public Safety that provides enforcement of animal control laws for the health, welfare, and safety of the animals and citizens of Rio Rancho. The division also educates the public on animal overpopulation and proper animal care. This division was transferred to Parks, Recreation and Community Services in FY 2021

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 672,272	\$ 598,761	\$ 582,497	\$ -	-100%
Materials & Services	82,510	71,031	75,410	-	-100%
Total	\$ 754,782	\$ 669,792	\$ 657,907	\$ -	-100%

Positions Approved*	16	16	16	0	-100%
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*Full Time Equivalent



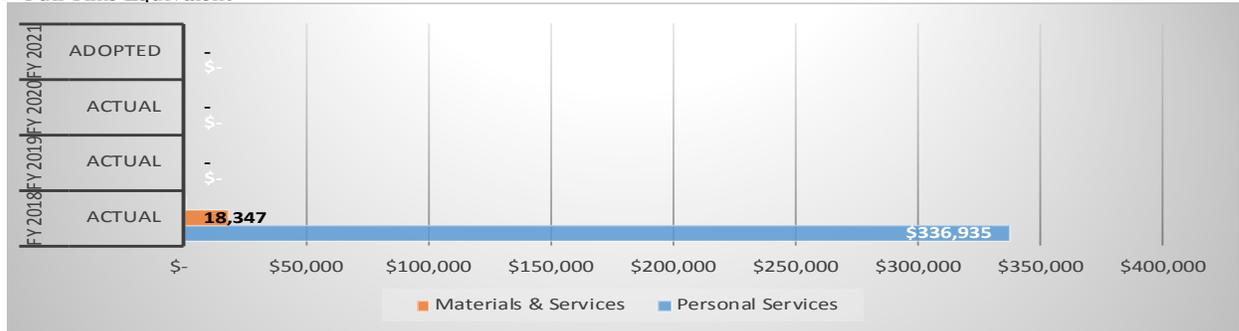
Police Department Code Enforcement (6022)

Code Enforcement a division of the Rio Rancho Police Department that implements policy adopted by the Governing Body as it relates to property maintenance. The division provides for the appropriate enforcement of: Planning, Zoning, Land Use Management Ordinances and other related ordinances as required in order to meet the needs of our community. This division was transferred to Development Services in FY 2019

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 336,935	\$ -	\$ -	\$ -	0%
Materials & Services	18,347	-	-	-	0%
Total	\$ 355,282	\$ -	\$ -	\$ -	0%

Positions Approved*	7	0	0	0	0%
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*Full Time Equivalent



Police Department Law Enforcement (6025)

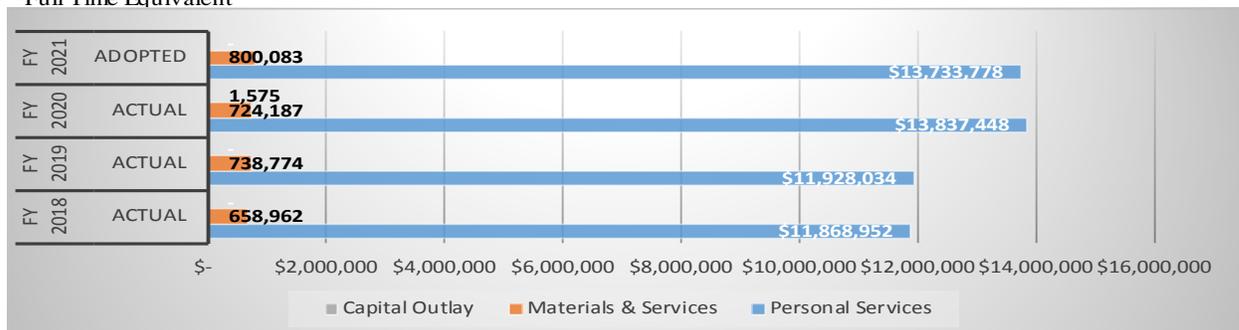
Patrol Division protects citizens and their property to include investigating criminal offenses, apprehending law violators, gathering information and property, and enforcing the criminal and traffic code. Traffic Unit is responsible for reducing the number of traffic crashes within the City, and decreasing the severity of injuries and property damage. The Unit accomplishes this through education, engineering, and enforcement.

Criminal Investigations Unit investigates reports of felony crimes, high court misdemeanor crimes, internal investigations at the request of the Director or Administrative Assistant, employment backgrounds, etc.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 11,868,952	\$ 11,928,034	\$ 13,837,448	\$ 13,733,778	-1%
Materials & Services	658,962	738,774	724,187	800,083	10%
Capital Outlay	-	-	1,575	-	
Total	\$ 12,527,914	\$ 12,666,808	\$ 14,563,210	\$ 14,533,861	0%

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



Police Department Training (6040)

A division of the Department of Public Safety, provides basic in-service, on the job training and advanced training in the areas of Law Enforcement and Supervision. Training is in accordance with federal, state, local and departmental requirements and/or standards. The training division also provides training in various topics to other City departments and citizens. The division recruits, tests and evaluates prospective employees for the positions within the Police Department. Recruitment and testing is in accordance with federal, state, local and departmental requirements and/or standards.

	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Adopted	% Change
Personal Services	\$ 212,901	\$ 220,464	\$ 87,853	\$ 183,051	108%
Materials & Services	196,388	210,792	167,226	172,043	3%
Total	\$ 409,289	\$ 431,256	\$ 255,079	\$ 355,094	39%
Positions Approved*	2	2	2	2	0%

*Full Time Equivalent

