

ALBUQUERQUE COMMUNITY SAFETY

MONTHLY INFORMATIONAL REPORT

November 2025



CFS BY REFERRAL SOURCE

SEPTEMBER

911 2,984

311 2,999

OCTOBER

911 2,821

NOVEMBER

911 1,261

311 1,098

OVERALL 1,125

0K 2K 4K 6K

FYTD Total:

911 16,333

311 5,882

OVERALL 22,215

0K 10K 20K 30K

CFS BY CALL TYPE

UNSHeltered INDIVIDUAL

2,178

2,126

2,153

WELLNESS CHECK

710

713

608

WELFARE CHECK

364

477

411

BEHAVIORAL HEALTH

269

314

208

SUICIDAL IDEATION

228

214

192

DISTURBANCE

75

61

42

ROUTINE PASS-BY

65

55

205

SUSPICIOUS PERSON

60

35

17

PANHANDLER

49

43

35

GOLDEN OPPORTUNITY

4

4

4

2

4

TARGETED OUTREACH

MONTHLY STATS

385

TRANSPORTS TO
SERVICE PROVIDERS

4,265

PEOPLE ASSISTED

213

MOBILE CRISIS TEAM
RESPONSES

Diversion from APD

Calls

Man Hours

November 2025

2,576

2,006

Calls

Man Hours

FYTD

15,087

11,649



ALBUQUERQUE COMMUNITY SAFETY

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November 2025

ONE
ALBUQUE
RQUE
ACS

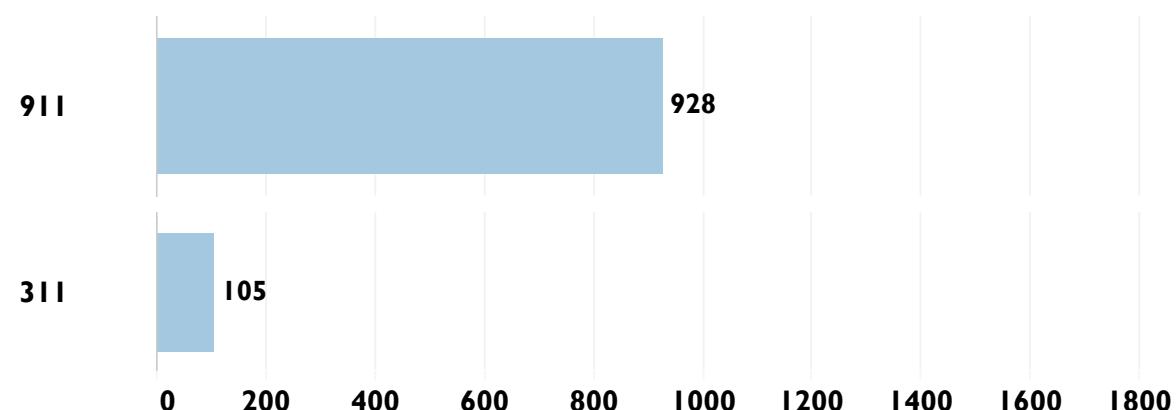
GRAVEYARD SHIFT REPORT

ACS now operates 24/7.

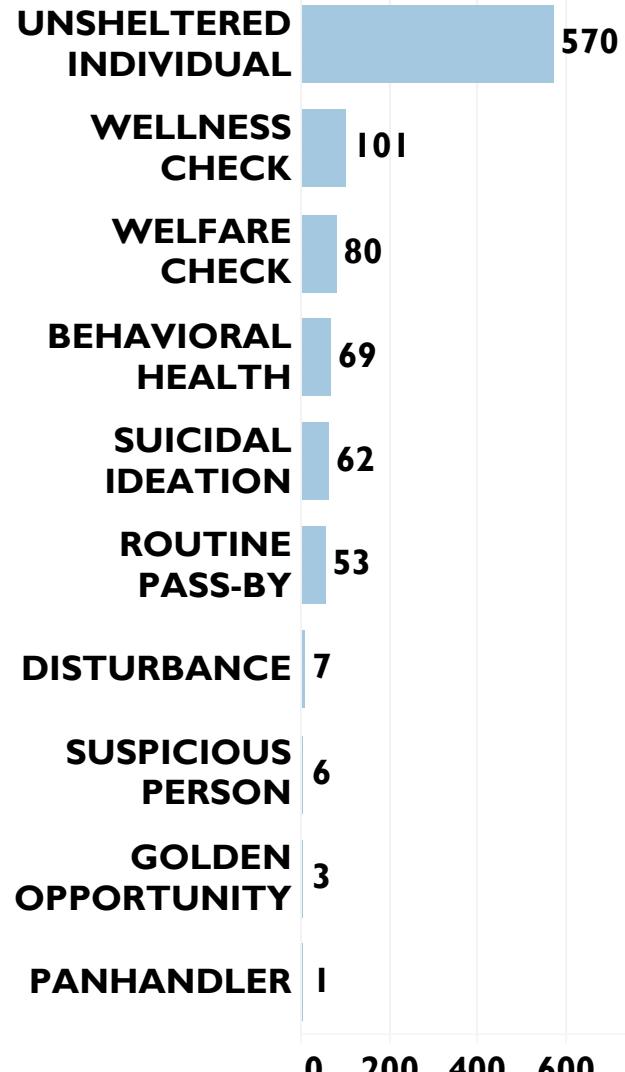
A graveyard response is between 8pm and 7am.



CALLS RECEIVED BY REFERRAL SOURCE



CFS BY CALL TYPE



BHR RESPONSE TIMES

		SEP	OCT	NOV	FYTD
Priority 1	Entry to Dispatch (in the queue)	00:25:17	00:25:48	00:24:23	00:25:07
	Dispatch to On-Scene (travel time)	00:19:33	00:17:38	00:18:48	00:18:39
	On-scene to Clear (time on the call)	00:56:17	00:50:50	01:01:21	00:56:06
	Create to Clear (total time to address call)	01:42:10	01:35:01	01:44:54	01:40:28
Priority 2	Entry to Dispatch (in the queue)	00:34:24	00:52:36	00:33:40	00:44:03
	Dispatch to On-Scene (travel time)	00:18:01	00:19:06	00:19:29	00:18:46
	On-scene to Clear (time on the call)	00:26:19	00:29:22	00:26:41	00:28:09
	Create to Clear (total time to address call)	01:21:23	01:43:04	01:22:05	01:31:54
Priority 3	Entry to Dispatch (in the queue)	01:30:48	02:12:15	01:16:47	02:24:39
	Dispatch to On-Scene (travel time)	00:22:27	00:29:39	00:26:53	00:27:07
	On-scene to Clear (time on the call)	00:24:25	00:22:26	00:27:10	00:21:32
	Create to Clear (total time to address call)	02:21:23	03:06:01	02:12:27	03:16:23
Priority 4	Entry to Dispatch (in the queue)	02:45:55	03:27:34	02:00:10	05:16:02
	Dispatch to On-Scene (travel time)	00:25:25	00:27:57	00:27:01	00:32:26
	On-scene to Clear (time on the call)	00:13:25	00:15:06	00:18:31	00:14:11
	Create to Clear (total time to address call)	03:25:21	04:10:12	02:47:23	06:02:30
Priority 5	Entry to Dispatch (in the queue)	05:38:20	06:19:47	02:55:34	05:43:03
	Dispatch to On-Scene (travel time)	00:23:47	00:27:19	00:27:04	00:25:36
	On-scene to Clear (time on the call)	00:20:46	00:11:53	00:21:22	00:18:37
	Create to Clear (total time to address call)	06:05:53	06:55:15	03:03:00	05:54:21
Priority 9	Entry to Dispatch (in the queue)	13:30:47	18:10:16	09:59:40	13:42:26
	Dispatch to On-Scene (travel time)	00:21:44	01:03:19	00:44:10	00:37:32
	On-scene to Clear (time on the call)	00:08:30	00:08:16	00:10:13	00:09:06
	Create to Clear (total time to address call)	14:11:24	19:24:53	10:56:34	14:35:26

MCT

	Calls	Certificates for Evaluation	Transports
September	178	8	17
October	174	7	13
November	213	7	7

0 200 400



ACS CALLS FOR SERVICE BY COUNCIL DISTRICT

