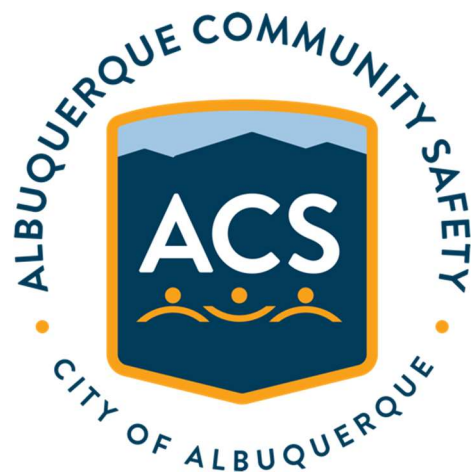




City of Albuquerque
Community Safety
Department

FY24 Q1 Report

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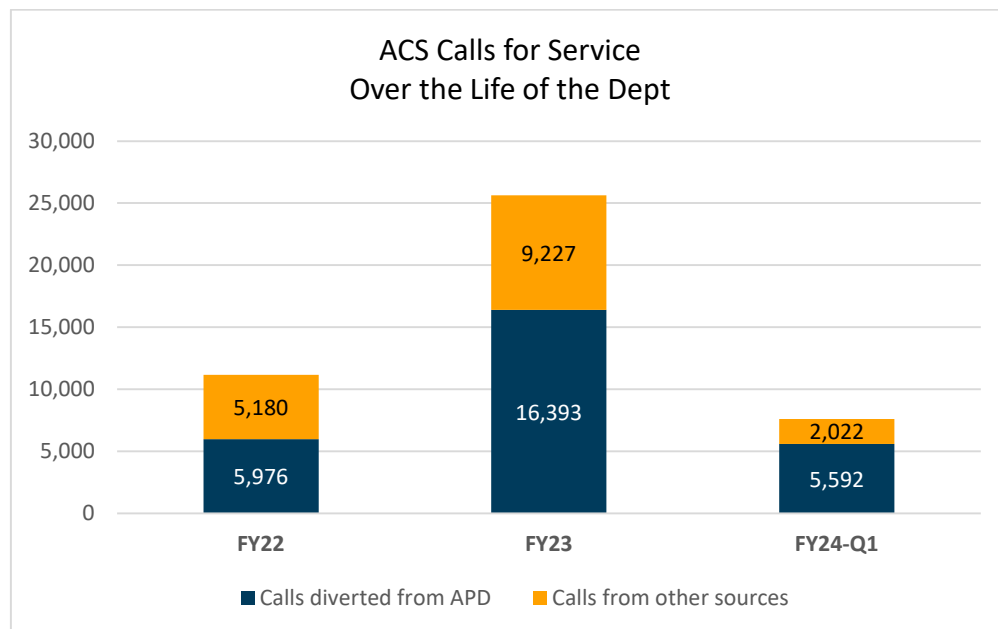
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Programmatic Updates and Insights

As of September 2023, the Albuquerque Community Safety Department (ACS) has been diverting calls for service (CFS) for two years. In this time, the department has been growing in its capacity to relieve APD officers from responding to low- and mid-acuity CFS that do not require a law enforcement presence.

In these two years, ACS has responded to over 43,000 total CFS, directly diverting over 27,000 from APD responses. ACS responded to 11,156 CFS in FY22; 25,620 in FY23; and 7,614 in FY24-Q1 through September 17th.¹ Maintaining this pace would result in over 30,000 total CFS in FY24. This growth is due, in part, to ambitious staffing efforts. ACS has 61 Responders, with nine currently completing on-the-job training.

Figure 1: Total ACS Calls for Service over the Life of the Department



Consistent with standard program development, ACS has set realistic growth goals with the objective of implementing a 24/7, citywide service. In September 2021, ACS began seven day a week service with 8:00am – 5:00pm coverage. In March 2022, ACS implemented a swing shift, expanding hours to 6:00am – 8:00pm. In August 2023, ACS successfully implemented a graveyard shift, expanding to 24/7 coverage.

¹ Due to reliance on APD for certain metrics and limitations in ACS's records management systems, reporting is typically two weeks behind. In the interest of reporting before the conclusion of the quarter, many FY24-Q1 figures are based on data through September 17th.



Addition of Graveyard Shift

In March 2023, ACS performed a week-long test graveyard shift to explore the viability of 24/7 ACS coverage. ACS has since spent the past four months working with APD and AFR, staffing up appropriately, and making necessary operational adjustments to launch a safe and effective graveyard shift. ACS sent out its first graveyard units on August 26, 2023. Tables 1 and 2 below break down the types of calls that ACS responded to throughout the day during the first month of graveyard coverage. Table 1 shows when calls are coming in, and Table 2 shows when Responders are being dispatched to those calls.

Table 1: ACS CAD Events by Call Create Time – August 26th to September 26th

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind	612	536	325	1,473	43%
Welfare Check	510	512	209	1,231	36%
Behavioral Health	78	102	61	241	7%
Wellness Check	55	65	33	153	4%
Suicide Related	51	61	34	146	4%
Susp Person	29	26	17	72	2%
Disturbance	25	22	9	56	2%
Panhandler	9	7	2	18	1%
Other	5	5	3	13	0%
Needle Pick Up	2	1	3	6	0%
Abandoned Veh	1	1	1	3	0%
Total	1,377	1,338	697	3,412	100%

Table 2: ACS CAD Events by Call Dispatch Time – August 26th to September 26th

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind	381	407	685	1,473	43%
Welfare Check	443	454	334	1,231	36%
Behavioral Health	75	95	71	241	7%
Wellness Check	52	59	42	153	4%
Suicide Related	53	56	37	146	4%
Susp Person	20	16	36	72	2%
Disturbance	15	14	27	56	2%
Panhandler	5	7	6	18	1%
Other	4	6	3	13	0%
Needle Pick Up	2	0	4	6	0%
Abandoned Veh	1	0	2	3	0%
Total	1,051	1,114	1,247	3,412	100%



This initial data shows that the majority of calls are created during the day and swing shifts. However, graveyard shift is responding to a disproportionately high number of calls. While the details of this insight still requires further examination, it is likely that the graveyard shift is clearing low-priority calls that would otherwise have been sent back to APD at the end of the swing shift. This continuity of service is a significant benefit for APD as well as the callers themselves whose calls may have been delayed further in the transfer between departments.

Low priority calls would otherwise sit in APD's queue for hours.

Key Takeaways – Programmatic Updates

- ACS hit **two years of service** in September 2023, having taken over 43,000 calls for service.
- **Graveyard** shift added from **8:00pm to 7:00am**.
- **4 weeks** of active graveyard shift, beginning on August 26th.
- **4 units** (8 Responders) were assigned to the shift.
- **1,247 responses** to calls for service were worked in this first month.
- With continuous service, **low-priority calls are no longer being sent back to APD** at the end of the swing shift.



Quarterly Metrics

Call Volume

Total call volume is up 30% compared to this time last year. Moreover, in FY23-Q1, ACS was diverting 3% of APD's call volume. This quarter they are diverting 5%, further reducing the burden on APD officers.

Figure 2: Q1 CFS Yearly Comparison

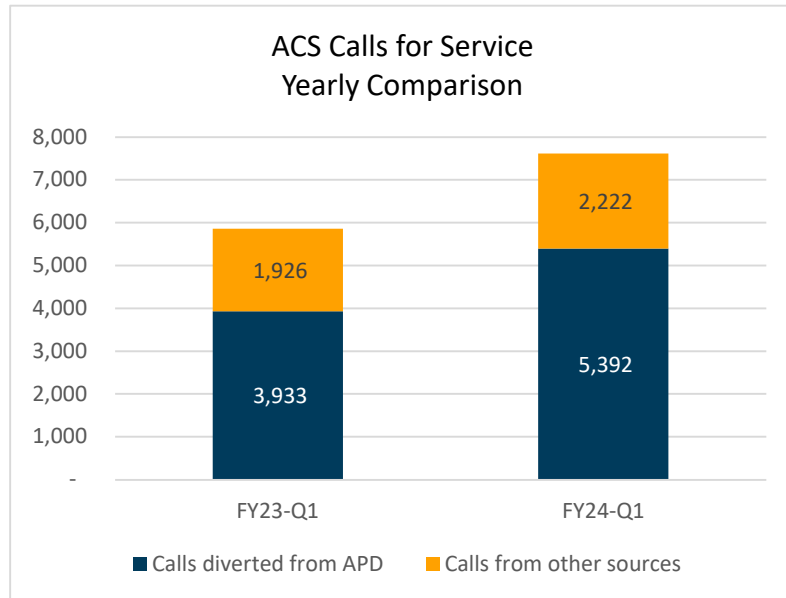


Figure 3: Q1 Call Sources Yearly Comparison

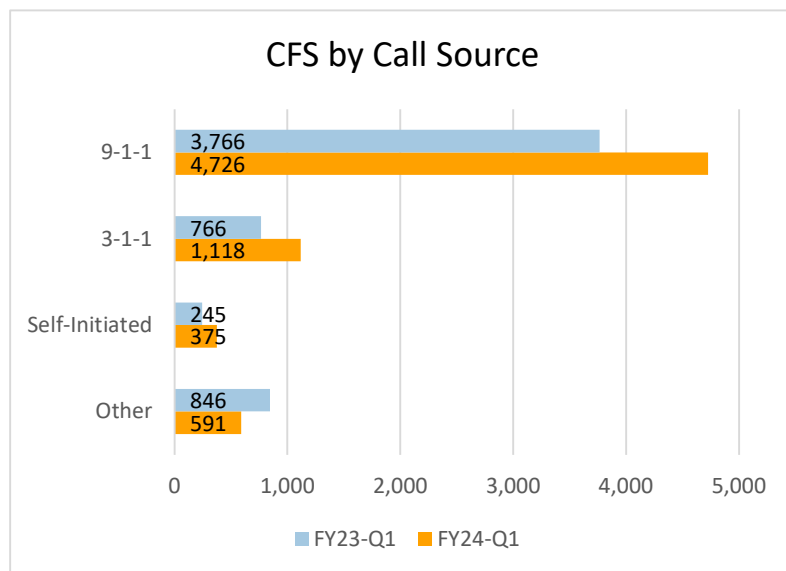


Table 3 below compares the types of calls taken by Behavioral Health Responders and both Community Responders and the Street Outreach team. This demonstrates how with increased capacity, Behavioral Health Responders have been able to increase their focus on higher acuity calls such as welfare checks, suicide-related, and other behavioral health issues.

Table 3: ACS Call Types by Responder Type²

Call Type	Behavioral Health Responders		Community/Street Outreach Resp.	
	FY23-Q1	FY24-Q1	FY23-Q1	FY24-Q1
Welfare Check	1,313	3,132	39	251
Unsheltered Ind	1,798	1,247	1,229	2,661
Behavioral Health	478	753	2	16
Suicide Related	172	389	2	15
Wellness Check	381	345	32	63
Susp Person	125	156	3	21
Disturbance	74	136	0	20
Panhandler	53	52	1	25
Other	142	33	8	6
Needle Pick Up	0	5	7	6
Abandoned Veh	1	4	0	2
Total	4,537	6,252	1,323	3,086

² Note: Call type is tracked in Computer-Aided Dispatch (CAD) events. Total CFS is determined by reports in the records management system. There may be multiple units responding or other circumstances that lead to more CAD events than there are reports. As such, the total CAD events will be higher than the total reported CFS.



Response Times

ACS Responders prioritize higher acuity calls such as behavioral health and suicide-related issues. Table 4 below breaks down the average response time to certain calls by the two types of Responders that respond to 9-1-1 calls.

Table 4: Avg. Response Times by Call Type and Responder Type

Call Type	Behavioral Health Responders		Community Responders	
	Time Pending	Time On-Scene	Time Pending	Time On-Scene
Behavioral health issue	0:09:33	0:35:06	0:14:31	0:39:17
Suicide related	0:13:07	0:56:03	0:10:59	0:53:24
Unsheltered individual	0:31:36	0:22:21	0:43:16	0:20:32
Wellness check	0:32:45	0:18:02	0:29:51	0:16:45
Welfare check	0:37:01	0:14:30	0:32:50	0:24:54
Abandoned Vehicle	0:41:48	0:18:23	1:01:37	0:14:38
Other	0:55:42	0:13:22	0:42:16	0:15:10
Suspicious subject	1:07:52	0:15:18	1:06:07	0:13:56
Needle Pickup	1:09:52	0:40:26	0:34:25	0:17:00
Disturbances	1:10:04	0:13:56	0:14:44	0:15:58
Panhandler	1:12:04	0:10:35	0:45:41	0:09:39

Moreover, ACS Responders prioritize 9-1-1 calls over 3-1-1 calls. 3-1-1 is meant for non-emergencies and follow-up situations. Like other city departments, ACS has set a 48-72 window to close 3-1-1 tickets. In FY24-Q1, the average time to close an ACS service request was 42 hours.



Call Outcomes

ACS responses often have more than one outcome. This can be due to assisting multiple people on a call or addressing multiple needs. Table 5 below breaks down how often certain outcomes occur on ACS responses. Notably, 1 in 6 calls result in a warm handoff to a service provider, and ACS is transporting people to service providers on 11% of calls.

Concerning safety, ACS Responders still only call out APD on 1% of calls, and they send 2% of calls back to APD when they determine APD is more appropriate before they engage in that response.

Table 5: Frequency of Outcomes during ACS Responses FY24-Q1

Call Outcomes	% of Calls w/this Outcome
Directly Met Need	60%
Made an Informational Referral	46%
Performed Welfare Check	40%
Declined Services or Walked Away	31%
No Person Found	26%
Warm Handoff to a Service/Resource	16%
Transport	11%
No Action Required	7%
Other	3%
Responder Canceled for Safety Concerns	2%
Canceled En Route	2%
AFR Call-out	1%
APD Call-out	1%



Violence Prevention & Intervention

ACS’s Violence Intervention Program (VIP), which it runs in collaboration with APD, has also been active for two years now. VIP defines success as helping participants exit the cycle of violence. This is defined through recidivism, or recurrent involvement in further violent crime. VIP maintains a 91% two-year running success rate of participants not recidivating in further violent crime.

Custom Notifications

VIP Peer Support Workers and APD officers identify and intervene with the individuals most likely to engage in gun violence. This intervention is called a Custom Notification. The tables below compare the outputs of the program to this time last year. VIP has maintained a fairly consistent staffing level and has accordingly maintained its outputs.

Table 6: Q1 VIP Custom Notifications Yearly Comparison

	FY23-Q1	FY24-Q1
Candidates referred to VIP	104	111
Custom Notifications Delivered	78	73
Participants Engaged in Services	20	21

Table 7: Q1 VIP Custom Notification Referrals by Area Command Yearly Comparison

Area Command	FY23-Q1	FY24-Q1
SW	11	23
SE	23	22
VA	12	18
NE	9	16
NW	19	11
FH	8	9
HVIP	14	8
TRC	8	2
BCSO	0	1

Connection to Services

A significant part of what VIP does is get participants to engage with services that meet their underlying needs. Table 8 on the next page breaks down the various types of services VIP have connected participants to this quarter.



Table 8: Types of Services VIP Referred Participants to during FY24-Q1

Service	Referrals
Peer Support	20
Substance Use Treatment/Counseling	8
Mental Health Services	6
Basic Needs	5
Housing	5
Relocation	5
Rental/Utility Assistance	4
Resource Navigation	3
Trauma Recovery	3
Transportation	3
Personal Identifying Docs	3
Crime Victims Reparation Commission	3
Job Training	2
Medicated Assisted Treatment	2
Family Counseling/Intervention	2
Medical Services	2
Job Placement	1
GED	1
Parenting Classes	1
Faith-based Interventions	1

Key Takeaways – Quarterly Metrics

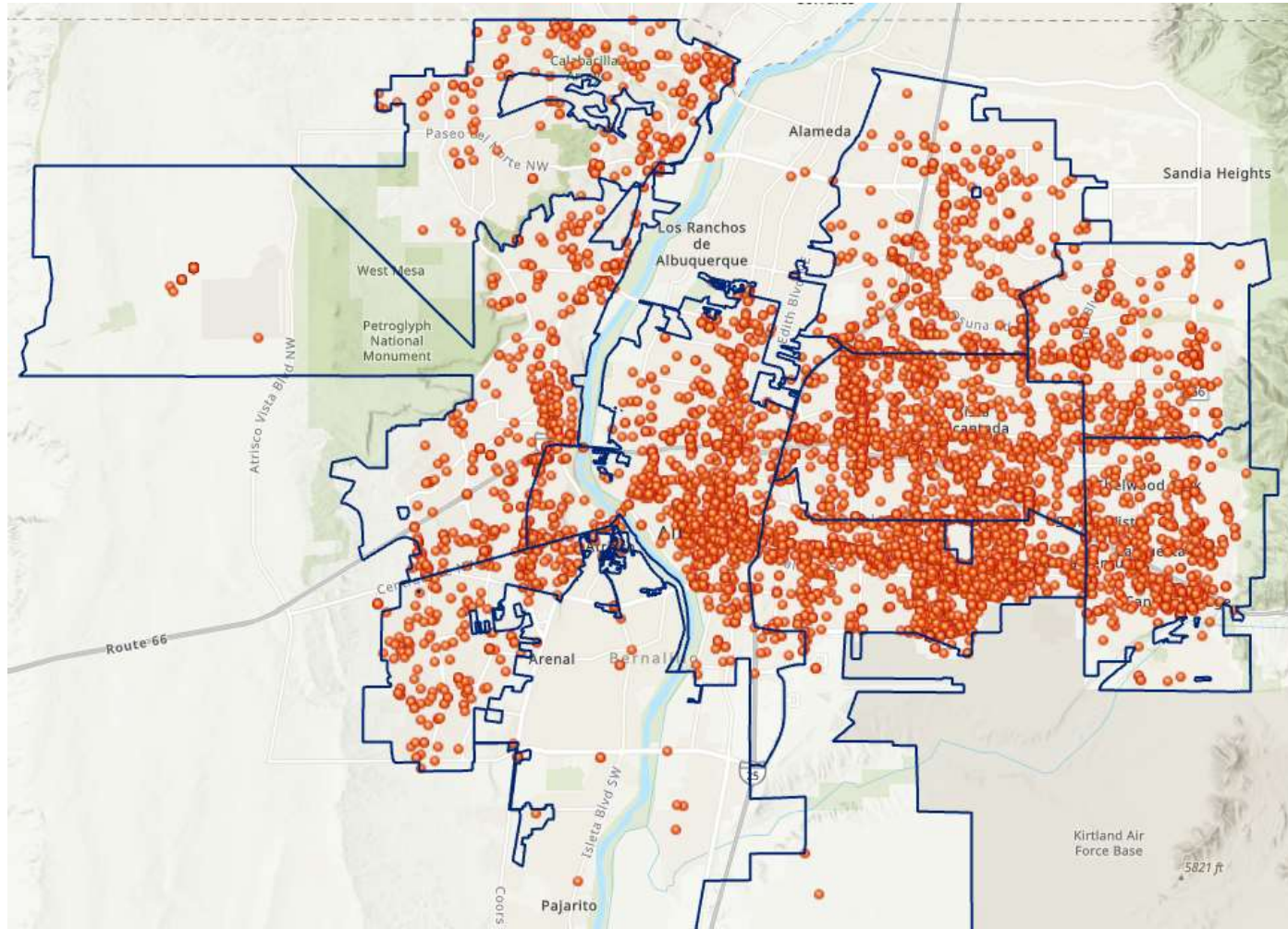
- Total **call volume is up 30%** compared to last year.
- ACS is **diverting 5% of APD call volume** compared to 3% last year.
- Behavioral Health Responders have been able to increase their focus on behavioral health and suicide-related calls.
 - This is supported by both quantity of calls and shorter response times to those call types.
- The **average 3-1-1 service request** for ACS is **closed within 42 hours**, consistent with other City departments.
- **1 in 6** ACS responses result in a **warm handoff** to service providers.
- **11%** of ACS responses involve a **transport**.
- The Violence Intervention Program (**VIP**) **has maintained steady outputs** consistent with steady staffing levels.



Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY24-Q1

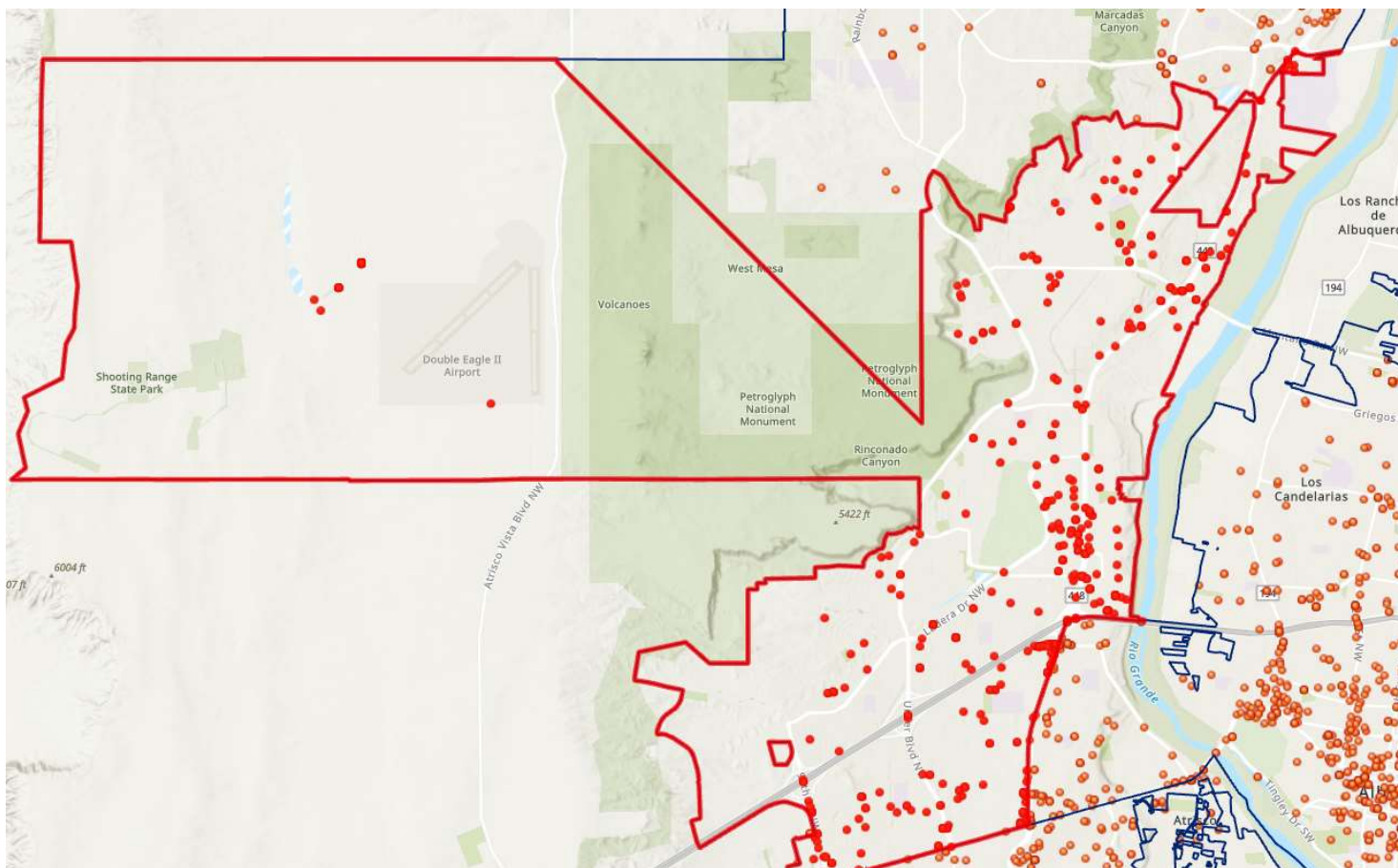
In FY24-Q1, ACS responded to 7,614 calls citywide.



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 FY24-Q1

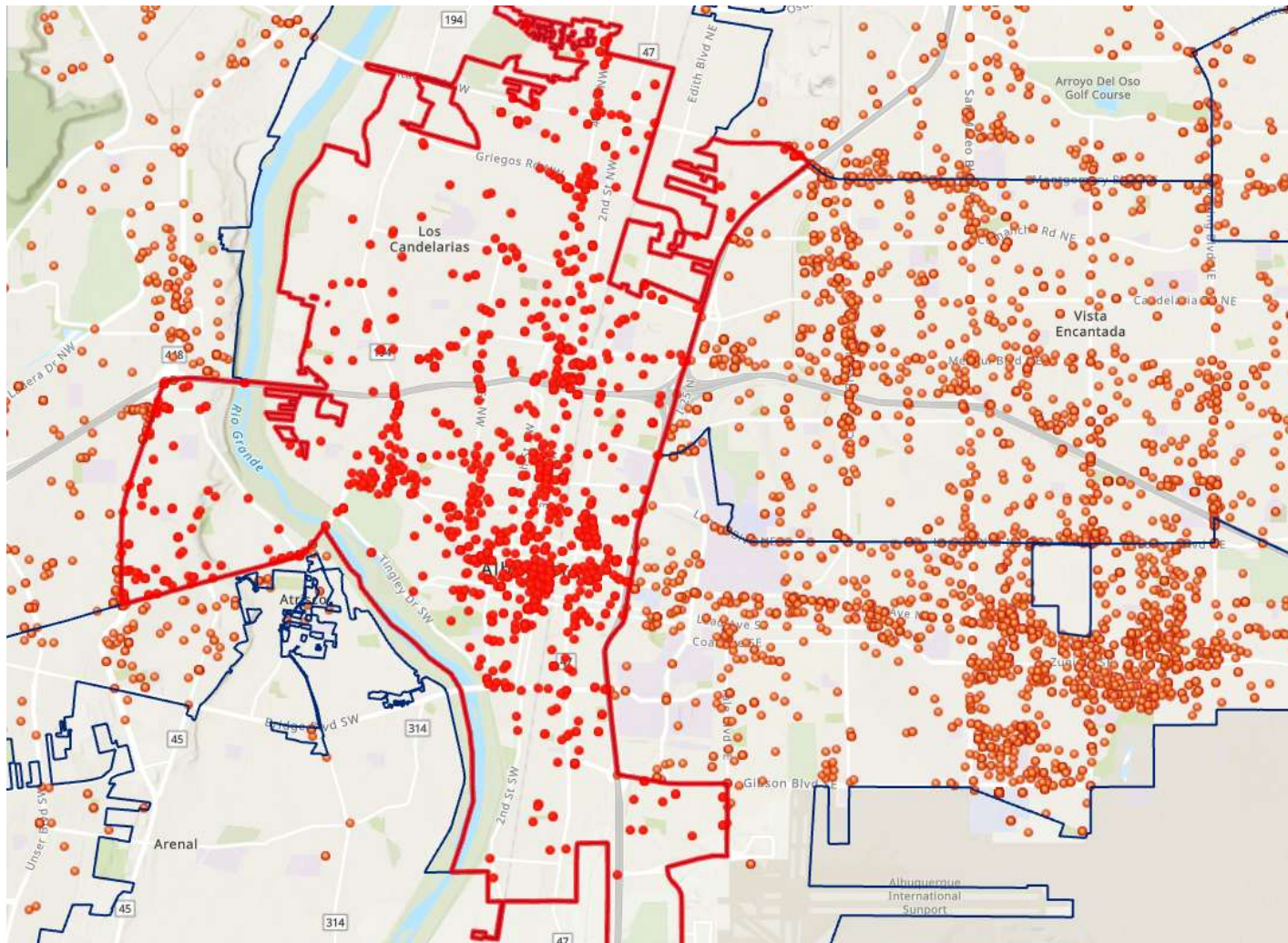
In FY24-Q1, ACS responded to 557 calls within Council District 1.



Appendix B: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 FY24-Q1

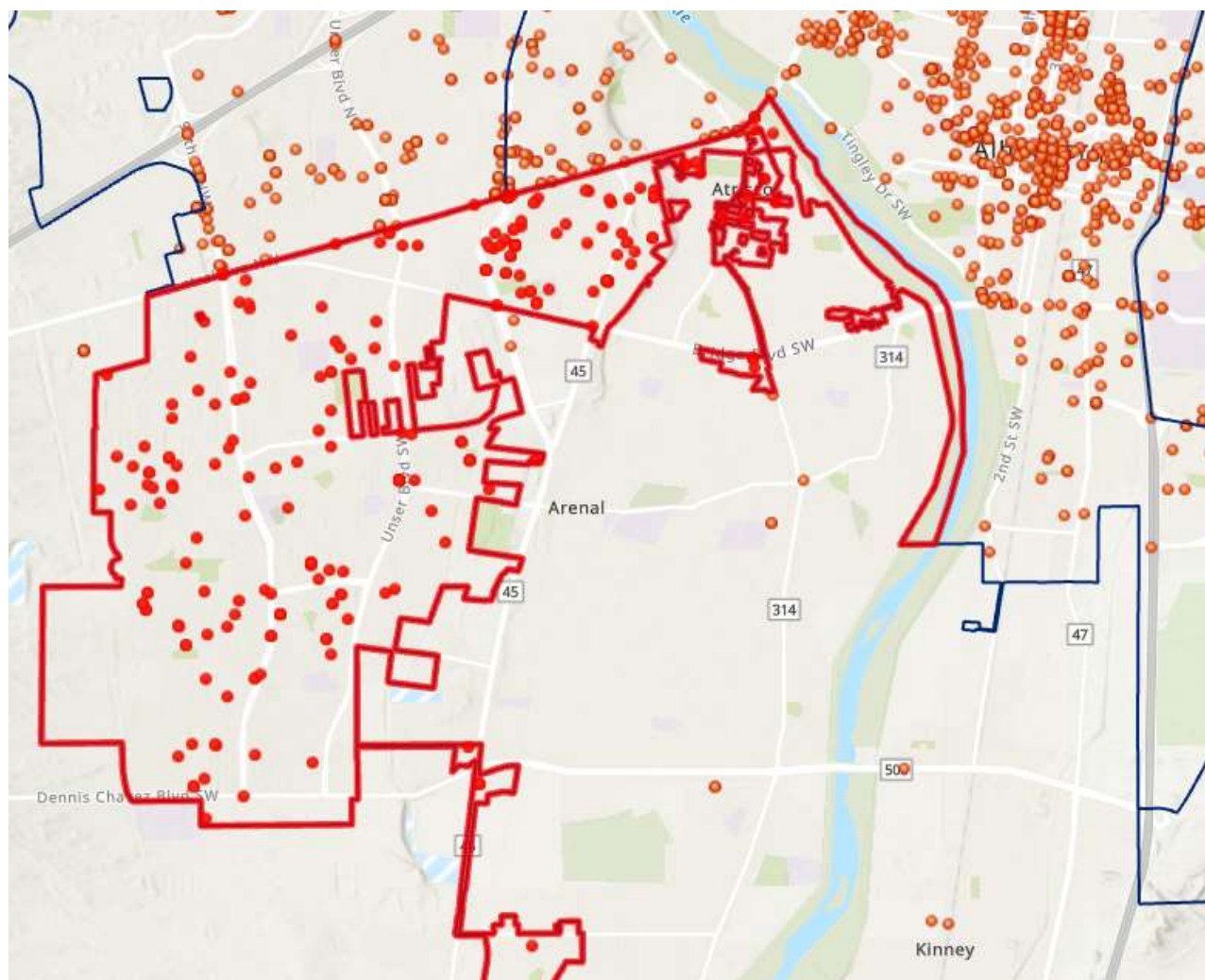
In FY24-Q1, ACS responded to 1,450 calls within Council District 2.



Appendix C: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 FY24-Q1

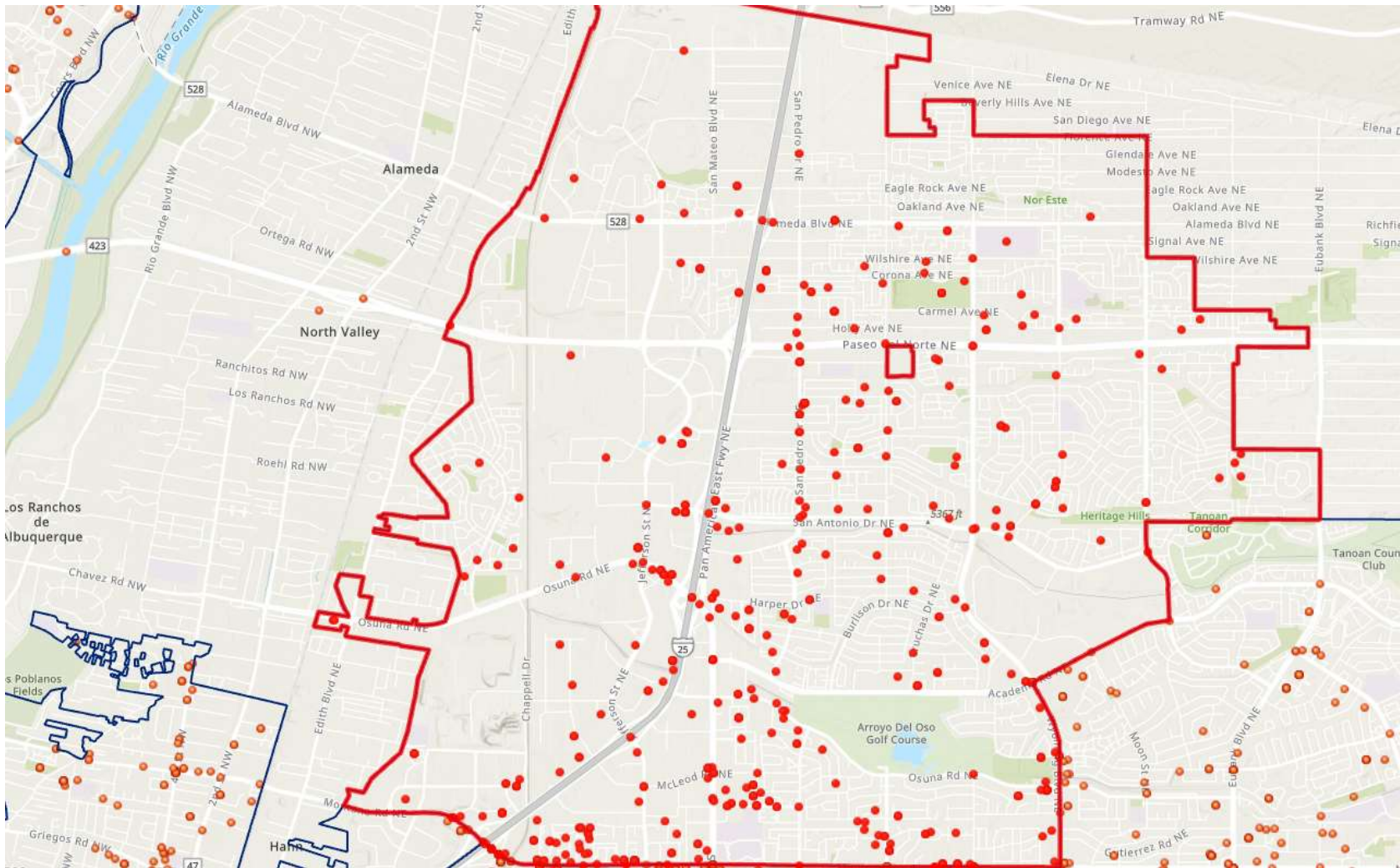
In FY24-Q1, ACS responded to 261 calls within Council District 3.



Appendix D: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 FY24-Q1

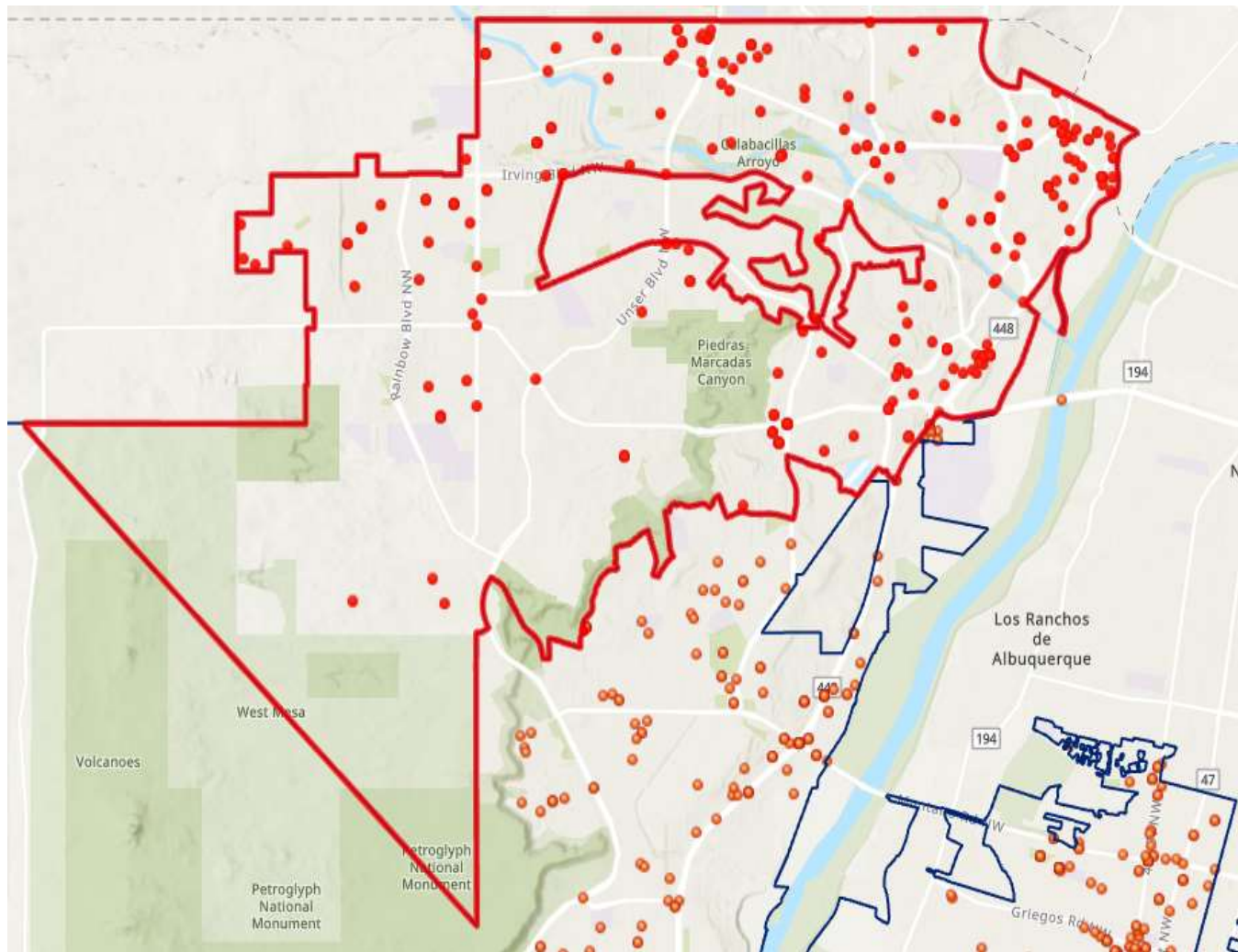
In FY24-Q1, ACS responded to 479 calls within Council District 4.



Appendix E: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 FY24-Q1

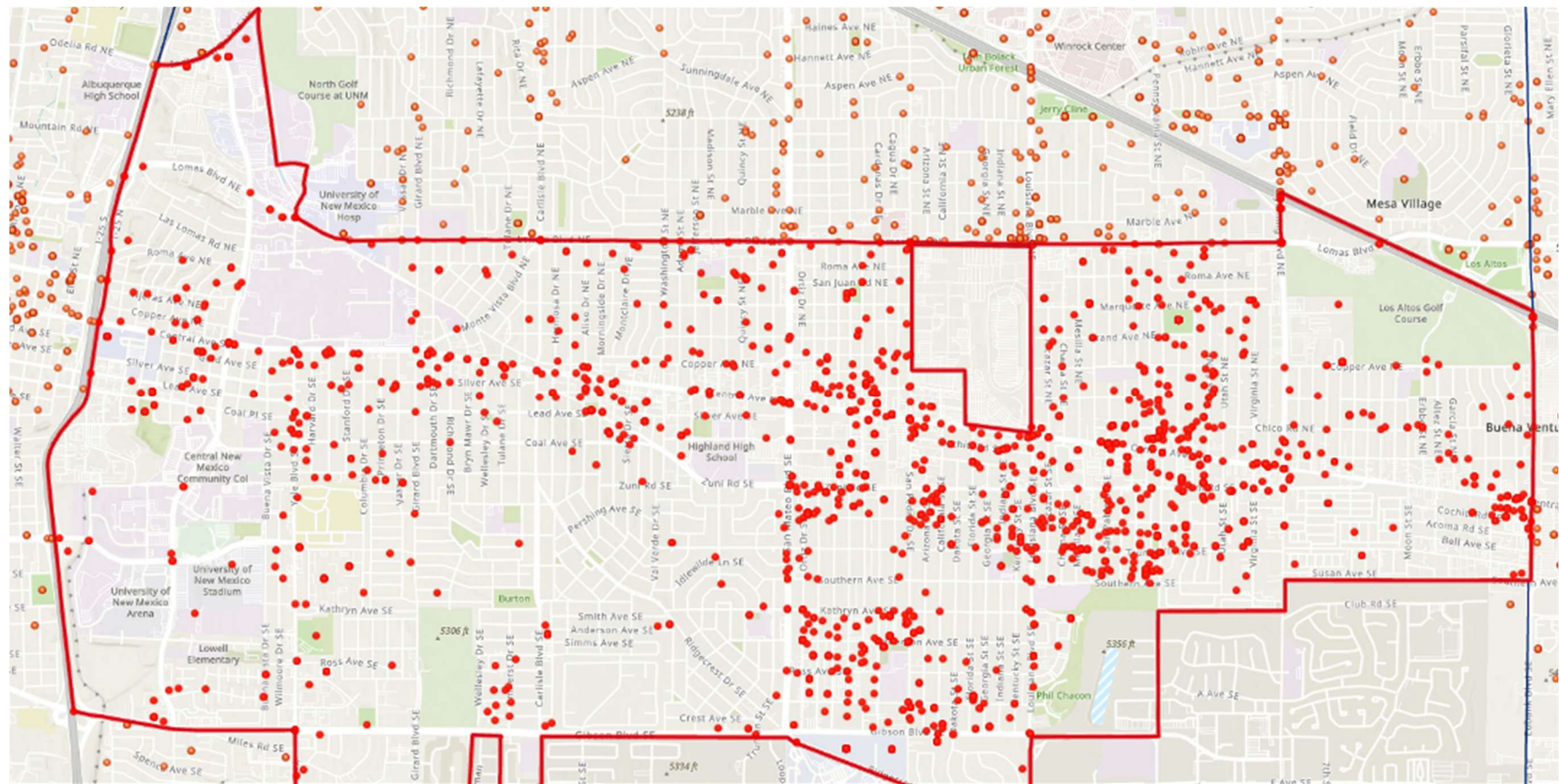
In FY24-Q1, ACS responded to 298 calls within Council District 5.



Appendix F: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 FY24-Q1

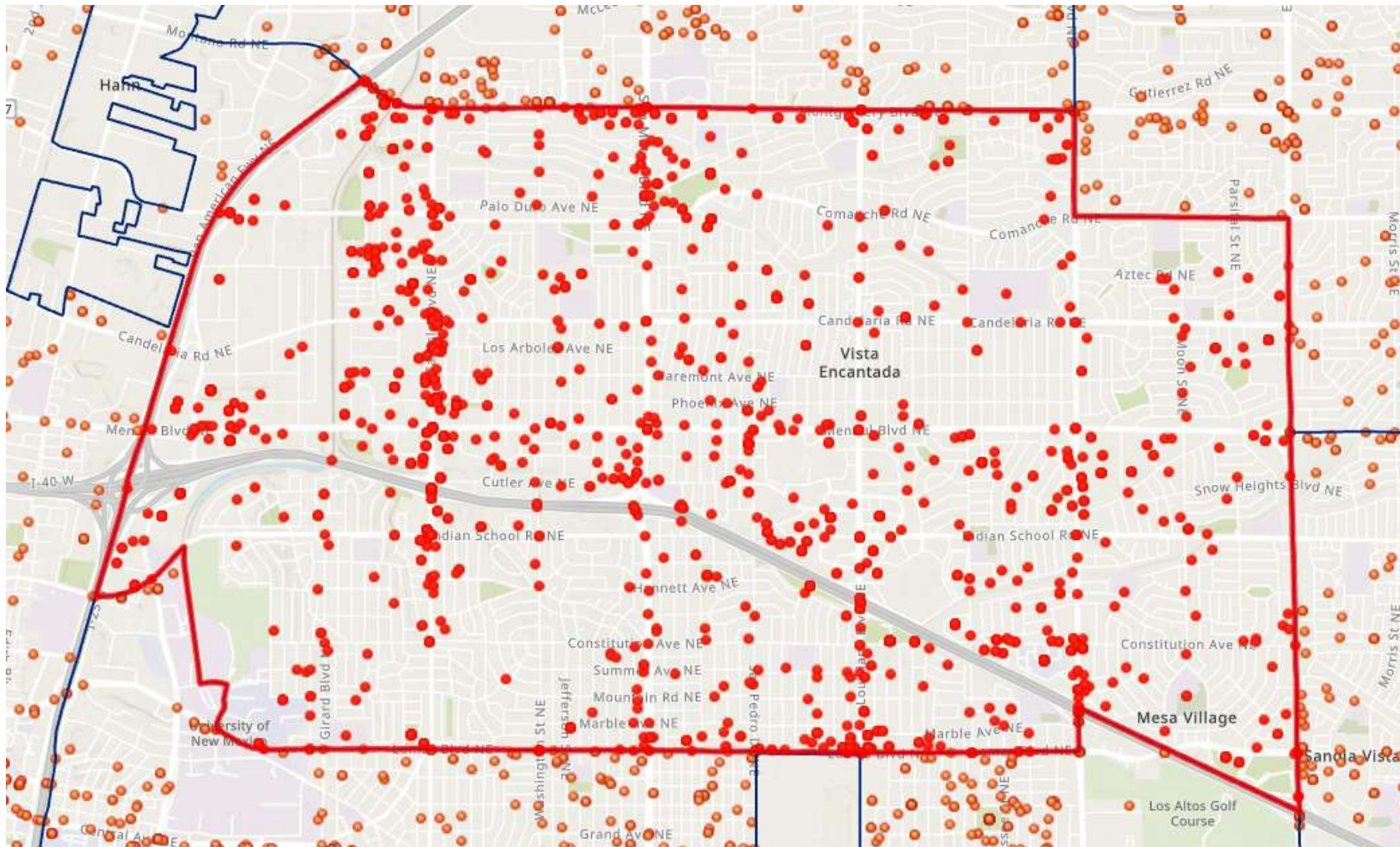
In FY24-Q1, ACS responded to 1,958 calls within Council District 6.



Appendix G: Council District 7 CFS Map

Figure 11: ACS Responses in CD7 FY24-Q1

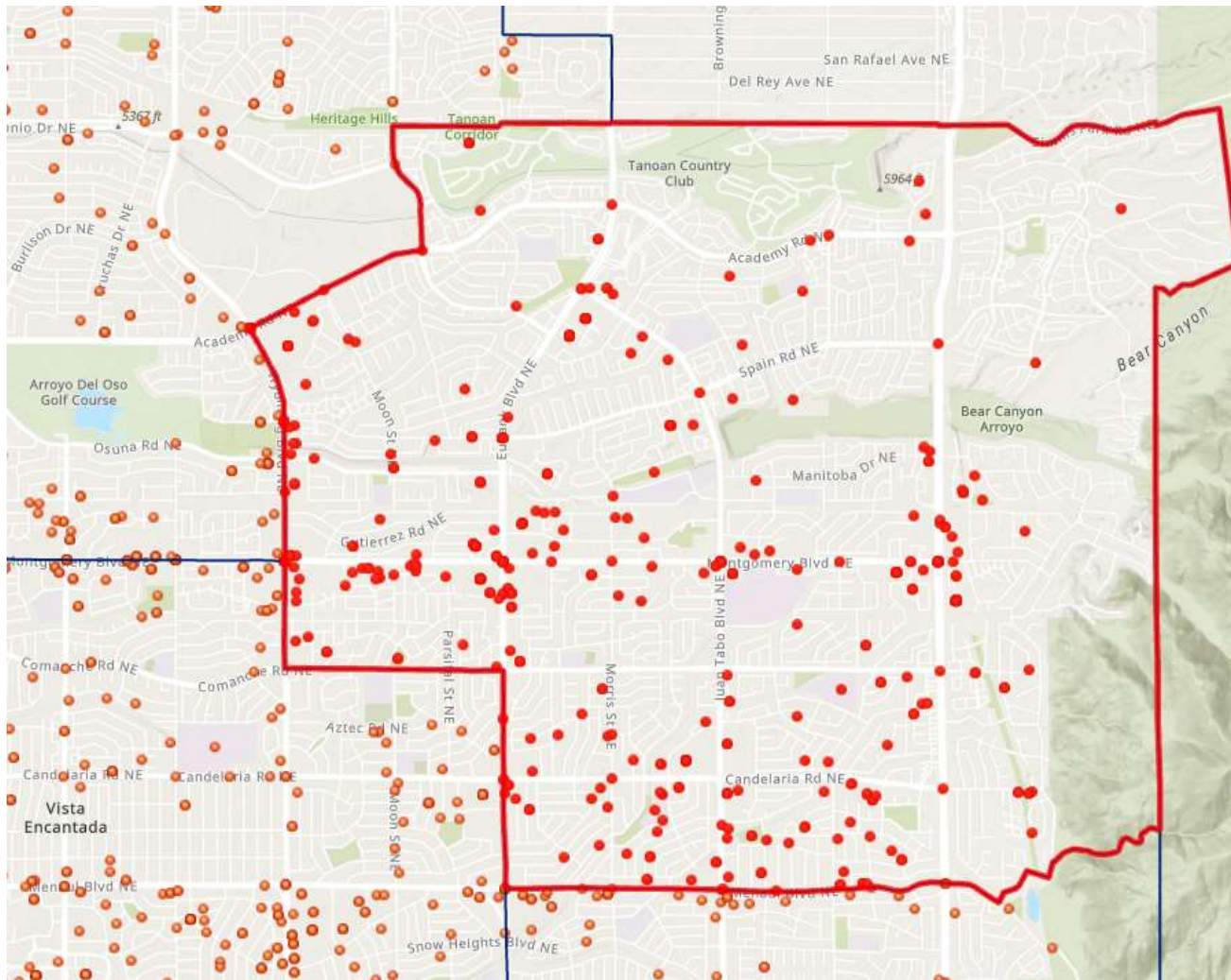
In FY24-Q1, ACS responded to 1,592 calls within Council District 7.



Appendix H: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 FY24-Q1

In FY24-Q1, ACS responded to 428 calls within Council District 8.



Appendix I: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 FY24-Q1

In FY24-Q1, ACS responded to 736 calls within Council District 9.

