

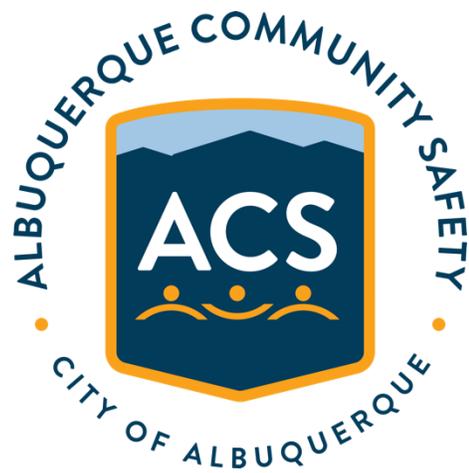


City of Albuquerque
Community Safety
Department

FY26 Q2 Report

January 2026

Jodie Esquibel, Director



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Contents

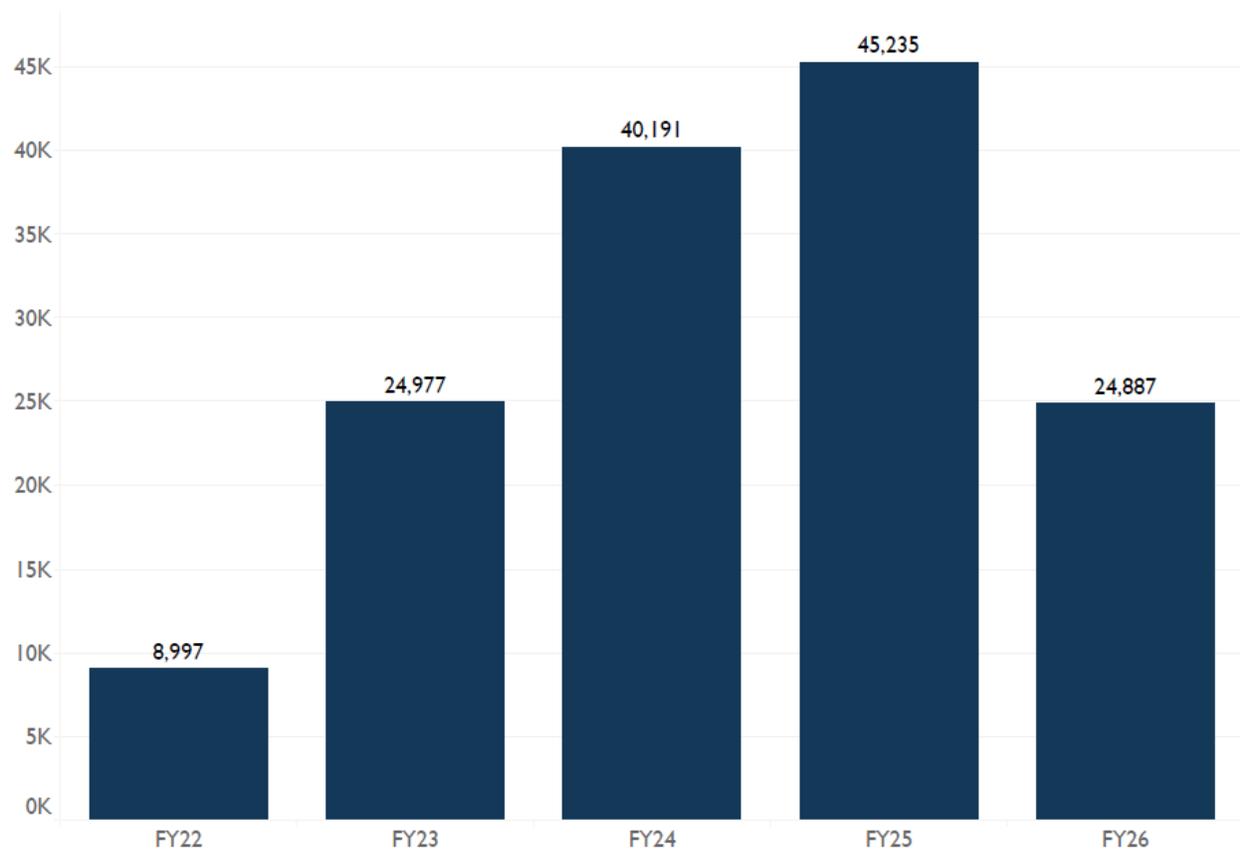
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Programmatic Updates and Insights

In Fiscal Year 2026 (FY26) Q2 Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. Through FY26 Q2, ACS responded to 24,887 calls for service (CFS), a 9.1% increase compared to FY25-Q1, on pace to surpass FY2025 by 10% (or 4,529 calls). These are calls primarily focusing on mental health, homelessness, and addiction that do not require a police response. Continuing at this pace, ACS is projected to respond to almost 49,774 CFS.

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



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Table 1 and Table 2: Comparison of Call Types by Shift (Created Time and Dispatch Time)

Table 1 provides insight on ACS Call Types by shift that represent when (day, swing, graveyard) the call type was created while Table 2 demonstrates ACS Call Type by shift of when an ACS Responder team is dispatched (sent to respond to the call).

On average, about 93% of calls created within a respective shift are dispatched to the for service during that same shift. The highest call type for ACS is Unsheltered Individual. In FY2026-Q2 there were 4,486 calls for this call type.

Table 1: ACS CAD Events by Call Create Time – FY26 Q2

ACS CAD Events by Call Create Time FY26-Q2

Call Type	Days	Swing	Graves	Total	Percentage
UNSHeltered INDIVIDUAL	1,591	1,728	1,167	4,486	51.38%
WELLNESS CHECK	530	658	285	1,473	16.87%
WELFARE CHECK	364	493	197	1,054	12.07%
BEHAVIORAL HEALTH	148	269	230	647	7.41%
SUICIDAL IDEATION	121	190	143	454	5.20%
ROUTINE PASS-BY	207	143	58	408	4.67%
DISTURBANCE	30	42	24	96	1.10%
PANHANDLER	15	37	4	56	0.64%
SUSPICIOUS PERSON	10	20	13	43	0.49%
GOLDEN OPPORTUNITY		2	3	5	0.06%
COMMUNITY ENGAGEMENT	5			5	0.06%
NEEDLES	2	2		4	0.05%
Grand Total	3,023	3,584	2,124	8,731	100.00%

Table 2: ACS CAD Events by Call Dispatch Time – FY26 Q2

CAD Events by Dispatch FY26-Q2

Call Type	Days	Swing	Graves	Total	Percentage
UNSHeltered INDIVIDUAL	1,494	1,634	1,125	4,253	52.65%
WELLNESS CHECK	526	652	280	1,458	18.05%
WELFARE CHECK	358	481	188	1,027	12.71%
BEHAVIORAL HEALTH	148	268	227	643	7.96%
SUICIDAL IDEATION	121	190	143	454	5.62%
DISTURBANCE	30	41	24	95	1.18%
ROUTINE PASS-BY	20	12	11	43	0.68%
PANHANDLER	15	37	3	55	0.52%
SUSPICIOUS PERSON	10	20	12	42	0.53%
NEEDLES	1	2		3	0.04%
GOLDEN OPPORTUNITY		2	3	5	0.06%
Total	2,723	3,339	2,016	8,078	100.00%



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City and ACS Introduce Seasons of Nonviolence

Building on the success of the past two summers, the City of Albuquerque's Albuquerque Community Safety Department (ACS) and Bernalillo County are expanding the Summer of Nonviolence into the year-round Seasons of Nonviolence initiative, extending its message of peace, safety, and community engagement across all seasons. The campaign builds on more than 20 free, family-friendly events that reached nearly 15,000 residents and inspired thousands of youths to pledge nonviolence, and will now offer expanded events, resources, and partnerships focused on violence prevention and community well-being throughout the year. City and county leaders emphasized that nonviolence is a daily commitment, and the Seasons of Nonviolence will sustain momentum through ongoing workshops, outreach, and collaboration to create safer, more connected neighborhoods across Albuquerque and Bernalillo County.

ACS Recognized in New York Times Article

In November, the [New York Times cited Albuquerque Community Safety](#) in coverage of proposed community safety reforms in New York City. The article referenced Albuquerque as an example of a civilian-led response model for mental health and public safety calls. It noted the scale of ACS's work, including responding to more than 100,000 calls for service. The mention reflects growing national attention to alternative approaches to public safety.

Relaunch of ACS Emergency Overnight Shelter Transportation Service

To protect people experiencing homelessness from the dangers of prolonged exposure to cold and wet weather, ACS relaunched its Emergency Overnight Shelter Transportation hotline, ensuring those in need can access safe shelter. From November 1 through March 31, the service provides transportation and refuge during extreme cold weather. In its first two months of operation, the service has transported over 2,900 individuals to shelters showing there is a high need for this essential service. If you are, see or know someone that needs a ride to a shelter please call 505-651-5515.

ACS Hosts Second Annual Trunk-or-Treat

ACS On October 31, Albuquerque Community Safety (ACS) hosted its second annual Trunk-or-Treat event at its headquarters in the International District, offering a festive and safe space for families to celebrate Halloween. The event featured candy-filled trunks, a cake walk, face painting, a pet adopt-a-thon and more, bringing together local organizations and city departments to foster community connection.



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Over 900 attendees enjoyed a fun-filled evening of activities and celebrations, supported by partners including the Albuquerque Police and Fire Departments, City of Albuquerque Transit and Parks and Recreation departments, and local businesses. The event was made possible through generous contributions from ACS staff, community partners, and the city's Transit department helped ensure all families could attend. ACS is excited to continue engaging with the International District and looks to continue to make the Trunk-or-Treat an annual tradition that strengthens bonds and creates lasting memories for local families.

ACS HOSTS SECOND ANNUAL HOLIDAY COMMUNITY EVENT

ACS continues to create welcoming, family-centered experiences that strengthen community connections. In December, the department hosted its second annual Holiday Community Event, drawing nearly 2,000 community members. The celebration offered free meals, engaging activities for all ages, and a special appearance by Santa Claus, who brought smiles by delivering gifts to children. The event came together through partnerships with Women in Leadership, Albuquerque Fire Rescue, and the Albuquerque Police Department. With generous contributions from local nonprofits, businesses, and residents, ACS provided toys to more than 1,000 children, helping spread holiday cheer and support families throughout the community.

ACS TRAUMA RECOVERY CENTER ANNOUNCES 12-STEP MEETINGS

Albuquerque Community Safety (ACS) has launched a new weekly, peer-led 12-Step Meeting every Friday evening at its Trauma Recovery Center, the first facility of its kind in New Mexico. Open to the public and focused on compassion and connection, the meetings support individuals navigating addiction and recovery as part of ACS's broader trauma-informed approach. The Trauma Recovery Center serves as a hub for healing, offering integrated services that help community members find support, stability, and a path forward.

Key Takeaways – Programmatic Updates

- ACS has responded to nearly 25,000 calls for service through FY26 Q2.
- ACS expands Summer of Nonviolence to year-round "Seasons of Nonviolence"
- ACS recognized in New York Times article
- ACS relaunches its Emergency Overnight Shelter Transportation Service to help unhoused folks get to shelter during cold nights
- Department hosts respective, second annual Trunk-Or-Treat, and Holiday Community events



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Quarterly Metrics

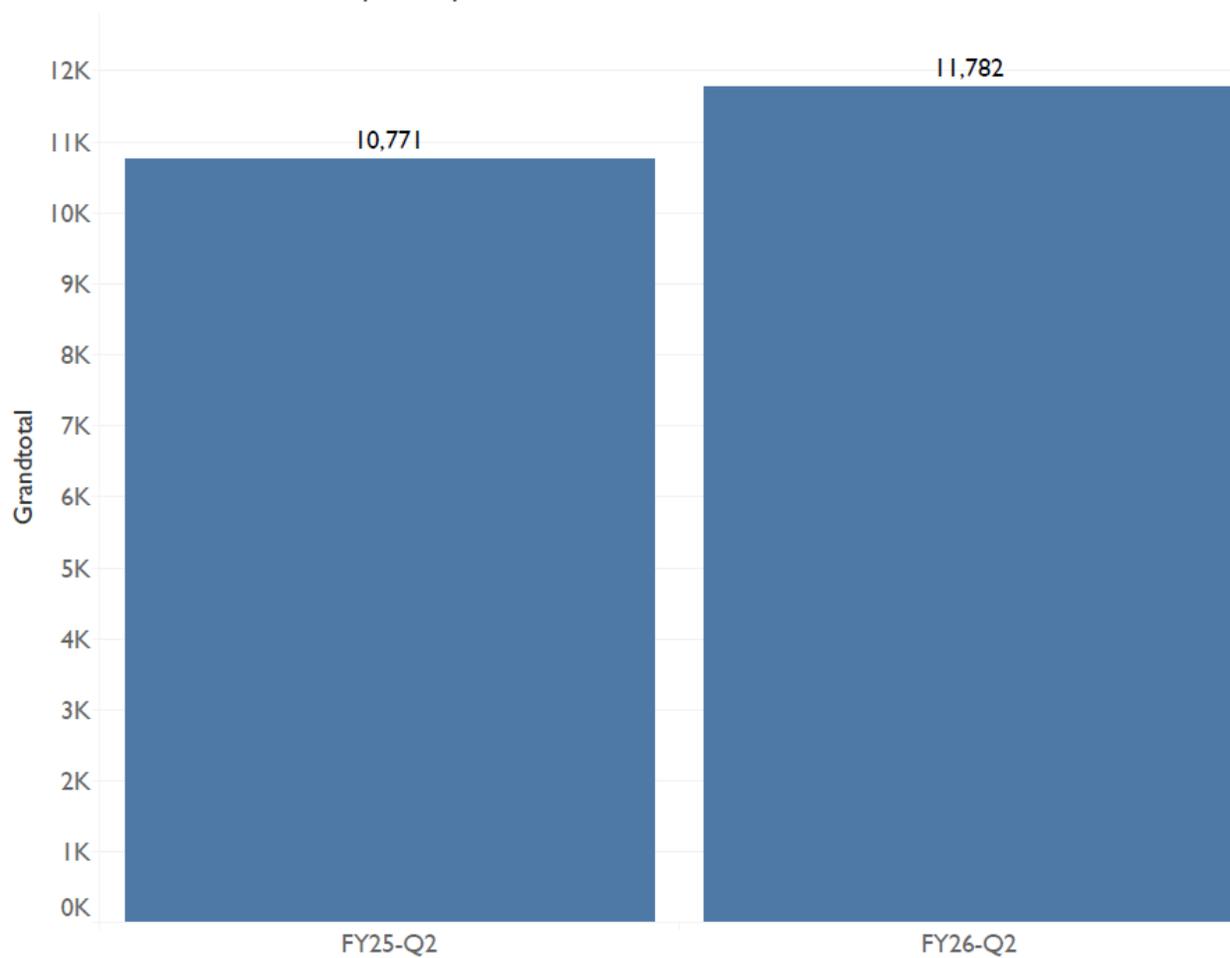
Call Volume

FY26-Q2 total call volume was 9.3% higher compared to FY26-Q1. A significant factor is a 1.7% increase in 9-1-1 calls, and a 134% increase in 3-1-1 calls (see Figure 3), and the team is continuing to field thousands of 9-1-1 calls.

Responders are also self-initiating less often due the high volume of both 9-1-1, and 3-1-1 calls for which the ACS has a dedicated team of responders assigned to in order to respond to as quickly as possible.

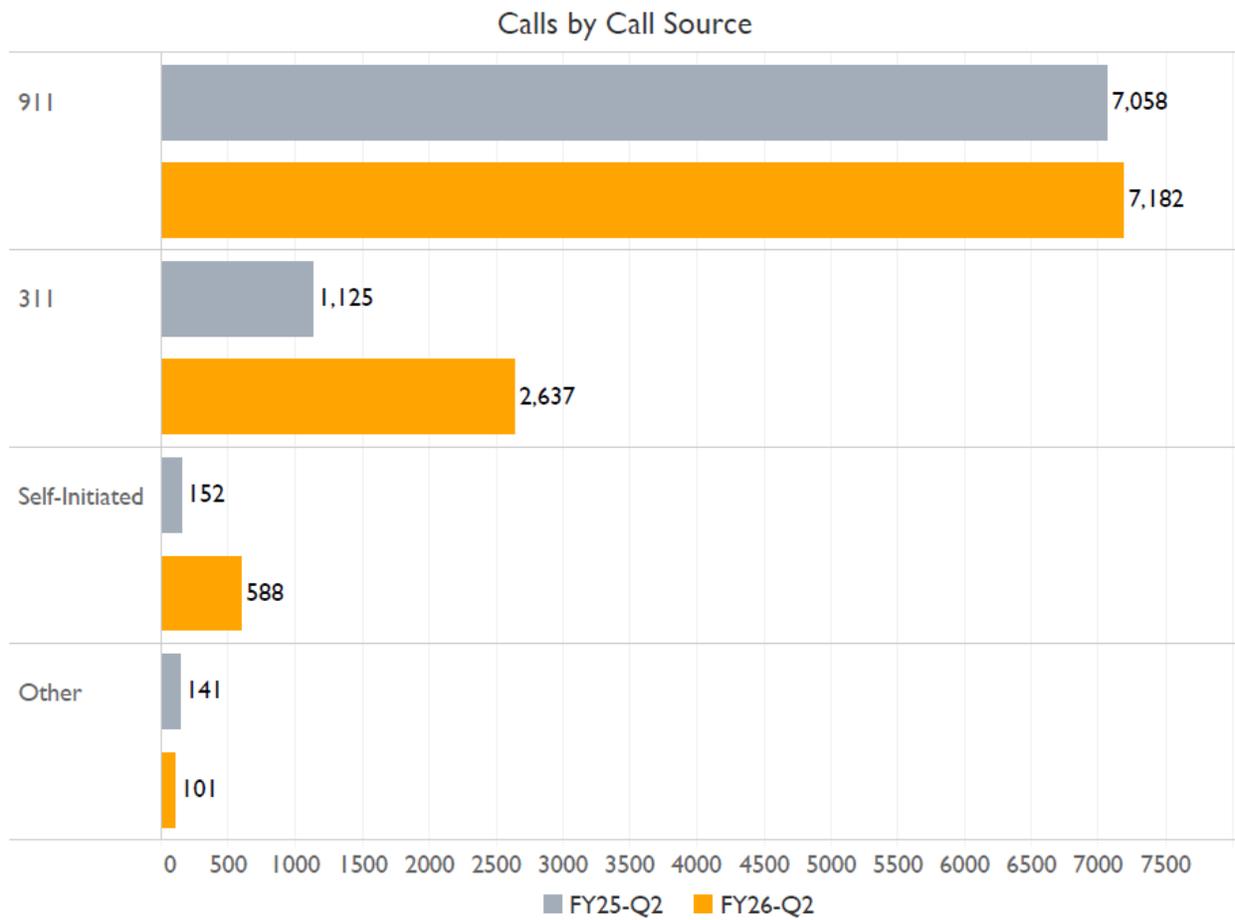
Figure 2: Q2 CFS Yearly Comparison - FY25 Q2 vs. FY26 Q2

ACS Calls for Service Yearly Comparison



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Figure 3: FY26 Q2 vs FY26 Q2 Call Sources Quarterly Comparison



Quarterly Report: FY26-Q2

Response Times

ACS Responders prioritize higher acuity calls such as behavioral health and suicide-related issues. Each call is designated a priority level in our system. Table 3 below breaks down the average response times to respective priority levels (Priority 1 being the highest priority on the call while Priority 5 is considered the lowest).

Two notable figures include: Responders are en route to Priority 1 calls in about 27 minutes of a call being created, and the average of 18 minutes and 44 seconds for them to arrive on scene for these calls.

Table 3: Average Response Times by priority for Behavioral Health Responders – FY26 Q2

Average Response Times FY26-Q2		BHR
Priority 1	Create to Entry	00:03:56
	Entry to Dispatch	00:27:01
	Dispatch to On-Scene	00:18:44
	On-Scene to Clear	00:57:21
	Create to Clear	01:44:08
	Total Calls	500
	% Total Calls	9.42%
Priority 2	Create to Entry	00:03:45
	Entry to Dispatch	00:42:52
	Dispatch to On-Scene	00:19:17
	On-Scene to Clear	00:29:55
	Create to Clear	01:34:03
	Total Calls	1,105
	% Total Calls	20.82%
Priority 3	Create to Entry	00:04:51
	Entry to Dispatch	01:48:12
	Dispatch to On-Scene	00:28:22
	On-Scene to Clear	00:24:48
	Create to Clear	02:43:05
	Total Calls	1,442
	% Total Calls	27.17%
Priority 4	Create to Entry	00:03:51
	Entry to Dispatch	02:35:54
	Dispatch to On-Scene	00:25:35
	On-Scene to Clear	00:17:13
	Create to Clear	03:19:43
	Total Calls	784
	% Total Calls	14.77%
Priority 5	Create to Entry	00:02:27
	Entry to Dispatch	04:41:12
	Dispatch to On-Scene	00:29:17
	On-Scene to Clear	00:17:47
	Create to Clear	04:43:34
	Total Calls	1,477
	% Total Calls	27.83%
Grand Total	Create to Entry	00:03:43
	Entry to Dispatch	02:16:08
	Dispatch to On-Scene	00:25:17
	On-Scene to Clear	00:25:44
	Create to Clear	03:02:04
	Total Calls	5,308
	% Total Calls	100.00%



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311 Call Outcomes

3-1-1 is the city’s non-emergency call center. Calls that originate from 311 are typically prioritized lower than 9-1-1 calls. The average time to close an ACS 3-1-1 service request in FY2026-Q2 was 27 hours and 37 minutes. While the previous quarter, FY2026-Q1, saw 3-1-1 calls closing at an average of 2 hours and 58 minutes, FY26-Q2 saw a 134% increase in service requests, or 1,512 more request. ACS continues to perform well within a 72-hour window for 3-1-1 tickets. The department continues to meet the growing demand for our services.

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 4 below breaks down how often certain outcomes occur on ACS responses. Notably, in FY26 Q2, about 7.3% calls resulted in transport to a service provider and 27.4% of calls resulted in no person being found.

In regards to safety, ACS Responders called out APD for assistance on less than 1% of calls when they determine law enforcement is more appropriate before they engage in a response.

Table 4: Frequency of Outcomes during ACS Responses – FY26 Q2

Frequency of Outcomes All			
Call Outcomes	2025 Q2	2026 Q2	2026 Q2 % of Calls
No Person Found	3,343	4,217	27.4%
Performed Welfare Check	2,259	2,147	13.9%
Provided Information	1,997	2,374	15.4%
Declined Services or Walked Away	1,627	2,425	15.7%
Directly Met Need	1,142	1,442	9.4%
Transported	701	1,120	7.3%
Connected to a Service / Resource	511	684	4.4%
No Action Required	363	241	1.6%
AFR Call-out	194	151	1.0%
Attempted Referral	172	166	1.1%
Other	128	163	1.1%
APD Call-out	116	140	0.9%
Responder Canceled for Safety Concerns	50	17	0.1%
Repeat Consumer - No Additional Action	30	12	0.1%
Canceled En Route	23	99	0.6%
Used Lifesaving Technique	8	8	0.1%
Used Language Access Line	5	5	0.0%



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Table 5: Service Provider Transport Outcomes – FY26 Q2

Service Provider Transports FY26-Q2

Service Providers	# of Transports to this location
Gateway West	189
Gateway First Responder Receiving Area (FRRA)	184
Presbyterian Kaseman Hospital	118
University of New Mexico (UNM) Adult Psychiatric Center	102
Other	78
Gateway Sobering	60
Joy Junction	26
University of New Mexico Hospital (UNMH)	24
Lovelace Medical Center Downtown	24
CARE Campus Detox (Formerly MATS)	23
Presbyterian Hospital	19
HopeWorks	15
Veterans Affairs (VA) Hospital	8
Lovelace Women's Hospital	8
Greyhound Station	8
Gateway Center First Responder Drop Off	8
The Rock at Noon Day	7
Albuquerque Community Safety	7
UNMH Crisis Triage Center	6
Gateway Women's	6
Albuquerque Opportunity Center (AOC)	6
First Nations Community Healthsource	5
Gateway Recovery	3
University of New Mexico (UNM) Children's Psychiatric Center	2
Steelbridge	2
Gateway Shelter Shuttle Pickup Location	2
Gateway Men's	2
Alvarado Transit Center	2
Albuquerque Health Care for the Homeless (AHCH)	2
The Peer Living Room (Bernalillo County)	1
State of the Heart	1
Salvation Army Mens Rehab	1
Safehouse	1
Railrunner Station	1
Haven House	1
Gateway Family	1
First Choice Community Healthcare	1
Domestic Violence Resource Center	1
Barret House	1
Albuquerque Center for Hope and Recovery (ACHR)	1
Abq StreetConnect (Heading Home)	1



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Violence Prevention & Intervention Data

The Violence Prevention & Intervention Division houses multiple programs that address violence in the community.

VIP Custom Notifications

ACS’s Violence Intervention Program (VIP), which it runs in collaboration with APD, defines success as helping participants exit the cycle of violence. This is defined through recidivism, or recurrent involvement in further violent crime. VIP holds a 94.2% success rate of participants not recidivating in further violent crime.

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.

Table 6: Q2 VIP/HBVIP Custom Notifications Yearly Comparison

VIP/HBVIP	FY25 Q2	FY26 Q2
Candidates for Customs Attempted	70	87
Custom Notifications Delivered	35	65
Clients Engaged in Services	10	26

The Opioid Education & Prevention (OEP) team interrupts cycles of addiction by providing education and resources to individuals and families after an overdose. The team focuses on substance abuse with opioids. ACS OEP team receives referrals from partnered departments on individuals caught in cycles of opioid abuse and reaches out to them to offer services. When successful contact is made an engagement begins.

Table 7: OEP Insights

OEP	FY26 Q2
OEP Referrals	268
Candidates Engaged	140
Candidates Seeking Tx	34
Narcan Doses Given	138
OEP Referrals	268

With the **School Based Violence Intervention Program (SBVIP)**, students are referred by teachers and staff based on history and risk to be involved in gun violence. Upon choosing to participate in the program, they are connected with a SBVIP specialist and other participating peers to share experiences, build connections, and improve academic performance. By providing direct intervention the program aims to reduce incidents of violence, improve student well-being, and create safer school environments, ultimately benefiting the broader Albuquerque community. The program is currently in West Mesa High School, RFK High School, Atrisco Heritage High School, and Del Norte High School.



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SBVIP receives referrals by partnering with APS and utilizing their early warning indicator system. Perspective students are evaluated for fitness to the program and if the fit makes sense, the team will begin their wrap around services.

The **Youth VIP** team focuses on at-risk youth who are not in school, not currently working, and do not have a support system. This group of youth receive similar services to that of SBVIP students

The number of students both referred to and enrolled in the program has grown tremendously. This can be attributed to the increased support of the program at the four Albuquerque-area high schools.

Table 8: FY26 Q2 SBVIP/Youth VIP Insights

SBVIP	FY25 Q2	FY26 Q2
Students Referred based on (intake/referral)	28	56
Actively Engaged (based on case notes)	39	123

Connection to Services

A significant part of what VIP does is get participants to engage with services that meet their underlying needs. Table 9 breaks down the various types of services VIP have connected participants to this quarter.

Table 9: Types of Services VIP Referred Participants to during – FY26 Q2

VIP Referred Service	FY26-Q2
CVRC	154
Legal Intervention	121
Funeral and burial assistance	82
Behavioral/Mental Health Services	81
Job Placement	74
Transportation	73
Job Training	52
Child Care	43
Basic Needs	43
Temporary/Emergency Shelter	28
Resource Navigation	18
Mentorship	14
Personal Identifying Docs	12
Medicated Assisted Treatment	12
Medical Services	10
Faith Based Intervention	9
Other In-House Service	6



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Other External Service	6
Peer Support	5
Family Counseling/Intervention	5
Trauma Recovery	3
Rental/Utility Assistance	3
Parenting Classes	3
Substance Use Treatment	2
GED	1

Community-Oriented Response & Assistance (CORA) Program

CORA Responders work with individuals, families, and communities to heal and move forward after traumatic events including shootings, deaths, and domestic violence. The table below shows the types of incidents CORA has received referrals for compared to this time last year. Notably CORA has seen a significant increase in referrals to support victims of domestic violence

Table 10: Q2 CORA Referrals by Incident Type Yearly Comparison

CORA REFERRED SERVICE	FY25 Q2	FY26 Q2
Peer Support	6	47
Substance Use Treatment/Counseling	2	28
Temporary/Emergency Shelter/Housing	1	23
Transportation	0	16
Other In-House Service	0	10
Medicated Assisted Treatment - MAT	0	9
Resource Navigation	0	8
Faith Based Intervention	0	2
Trauma Recovery	0	1
Other External Service	2	1
Medical Services	0	1
Legal Intervention	0	1
Basic Needs	1	1
Rental/Utility Assistance	2	0
Job Placement	1	0

Key Takeaways – Quarterly Metrics

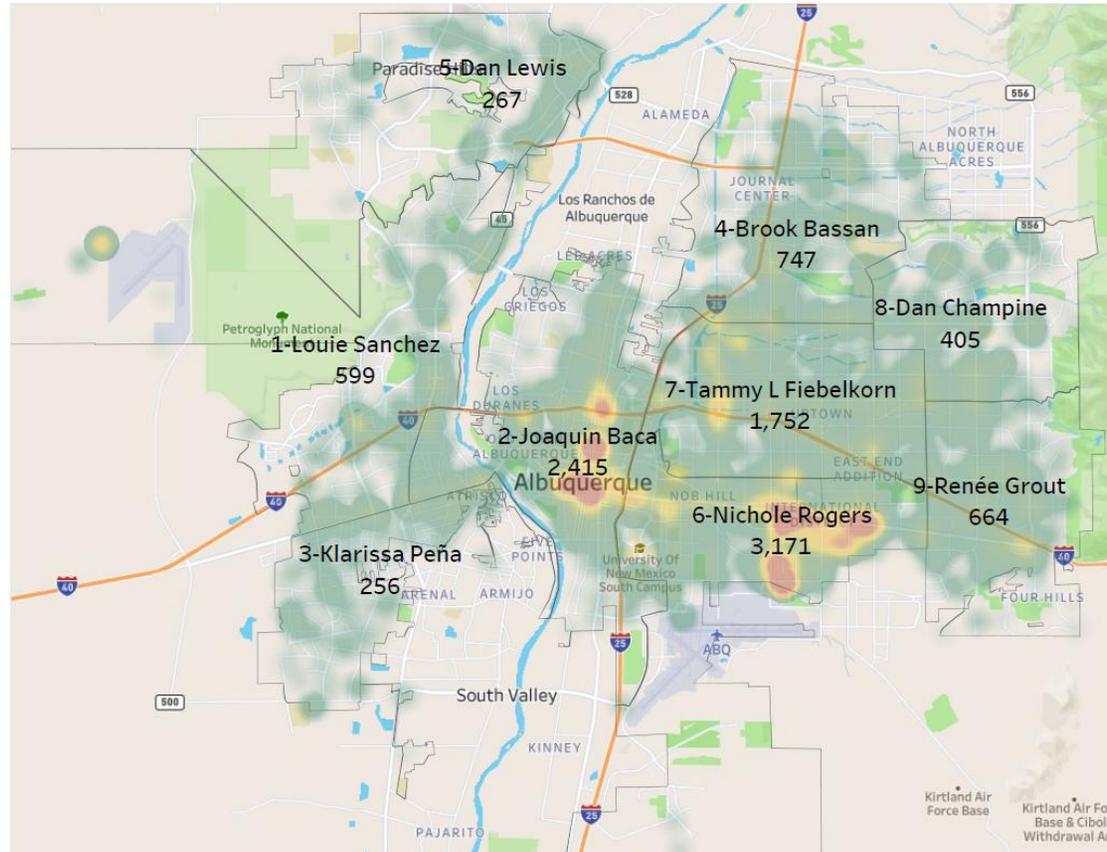
- ACS FY 2026 Q2 surpassed FY 2025 Q2’s calls for service number by 1,011
- 3-1-1 tickets on average closed under a 28-hour window
- A total of 1,120 ACS responses in FY2026 Q2 resulted in a transport to service providers or shelter
- CORA Responders assisted 148 individuals



Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY26-Q2

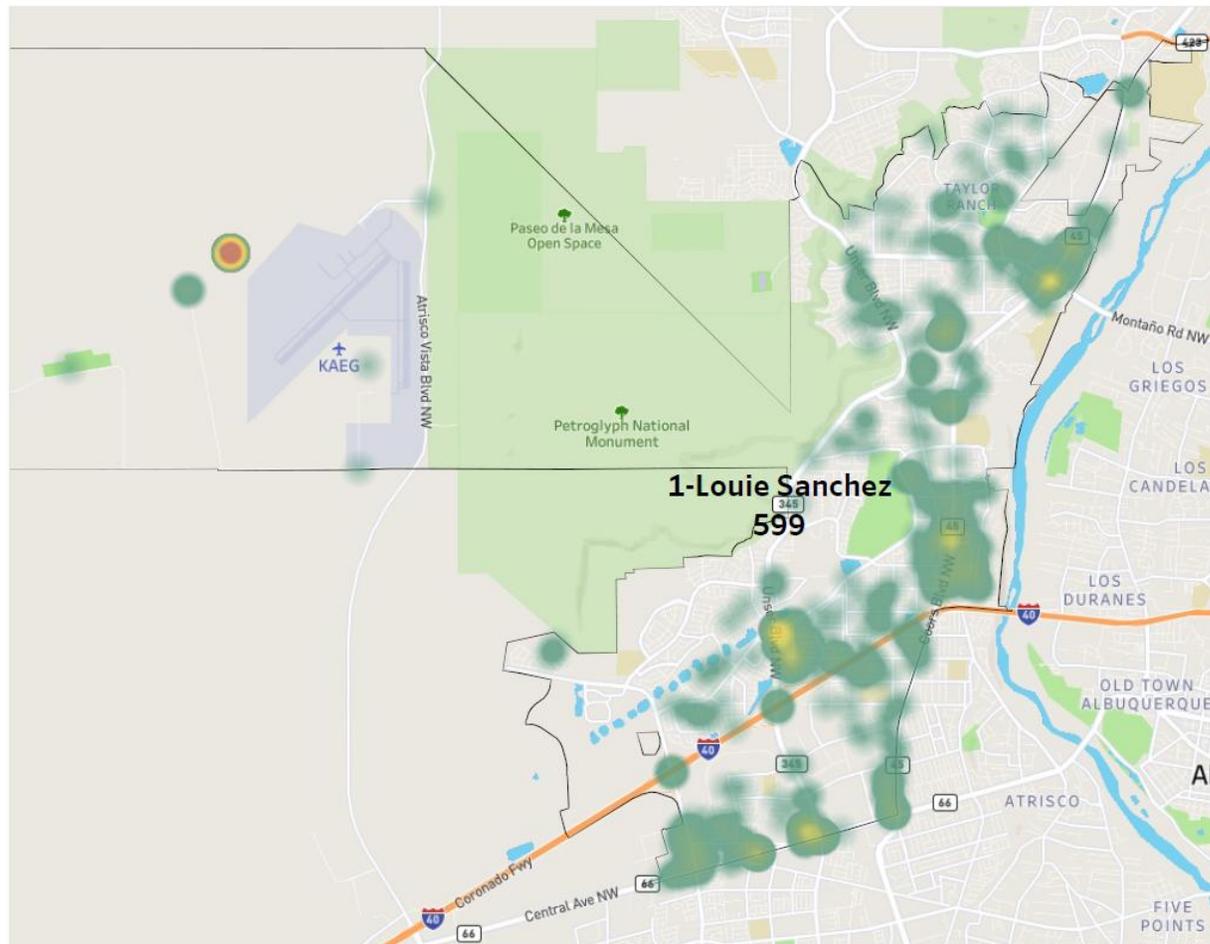
In FY26-Q2, ACS created 10,276 calls for service reports.



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 during FY26-Q2

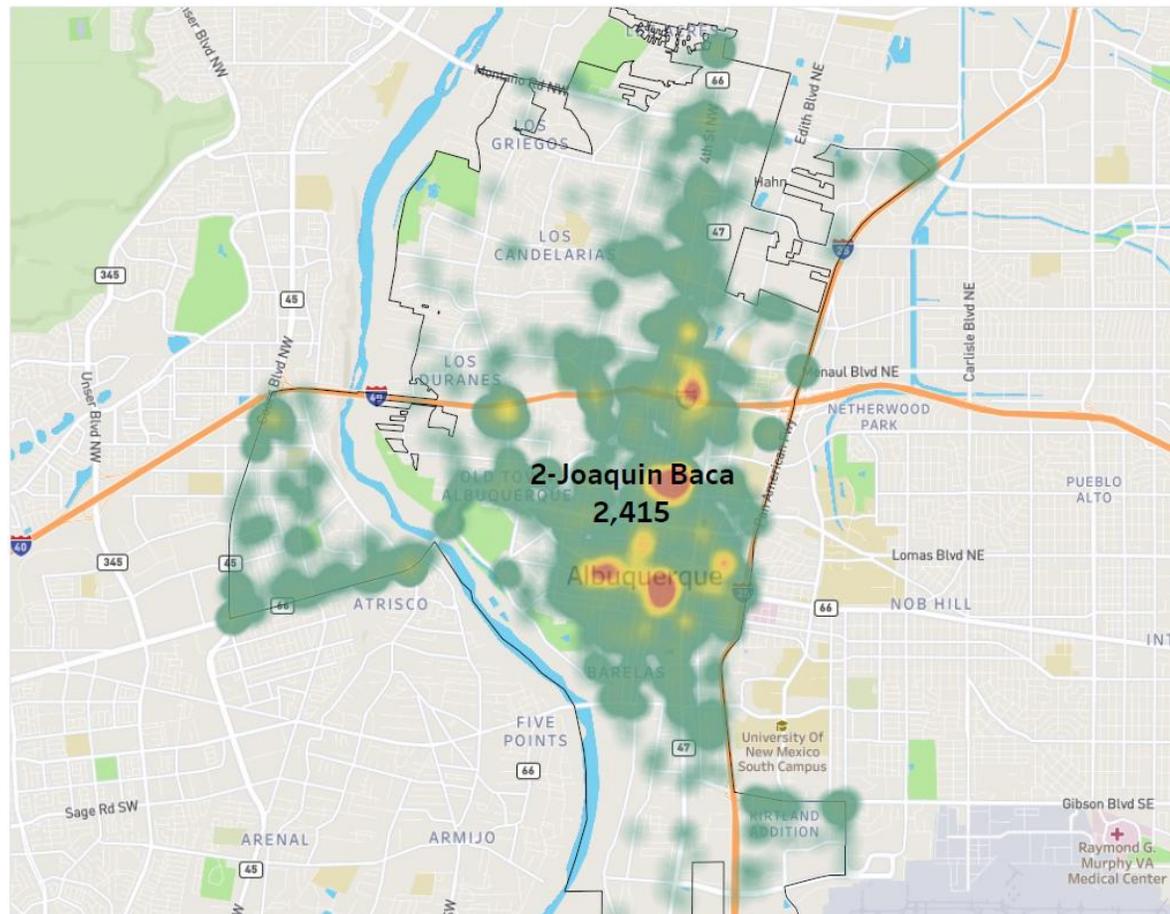
In FY26-Q2, ACS created 599 reports in Council District 1, a 2% increase from FY26-Q1.



Appendix C: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 during FY26-Q2

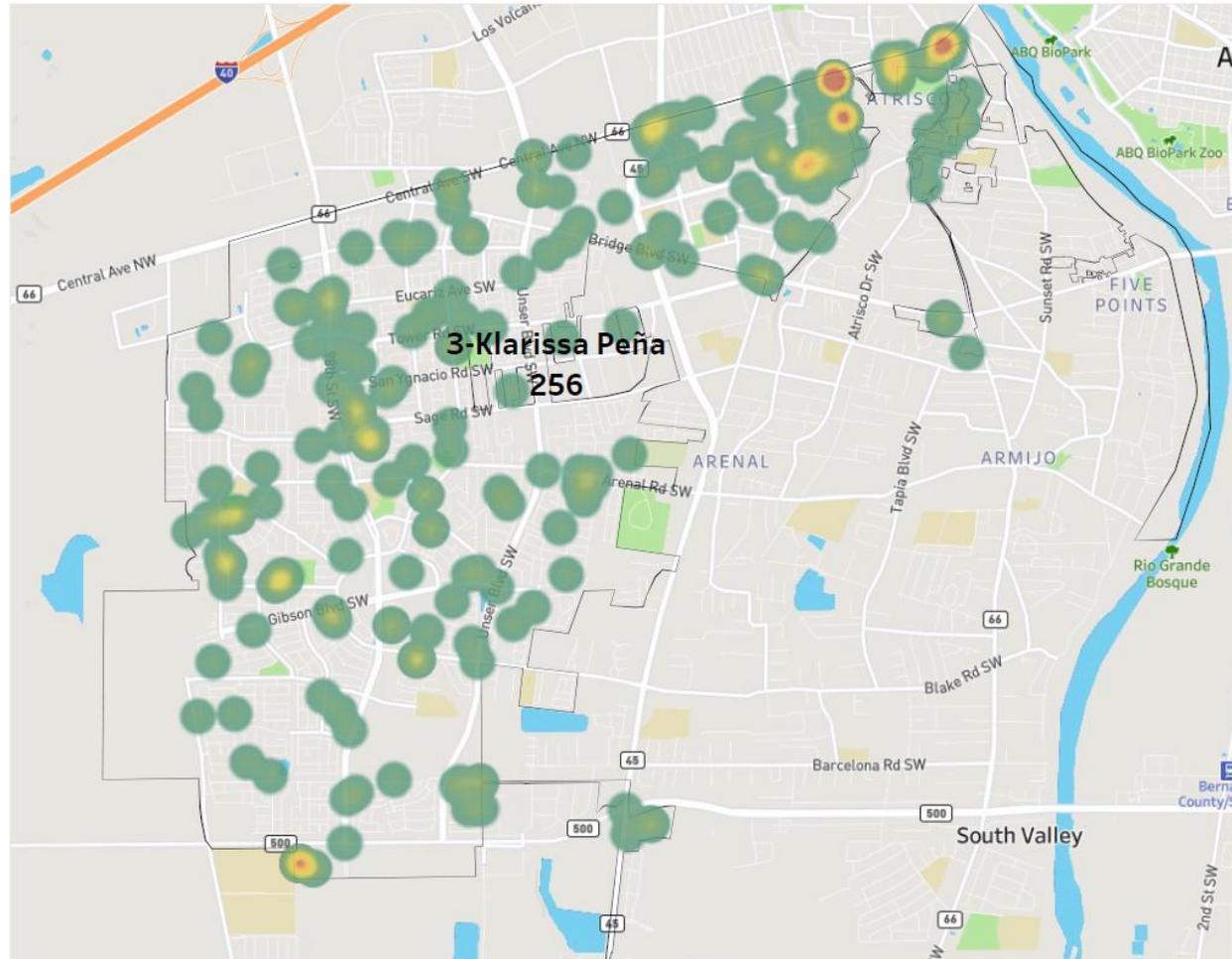
In FY26-Q2, ACS created 2,415 reports in Council District 2, a 2% increase from FY26-Q1.



Appendix D: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 during FY26-Q2

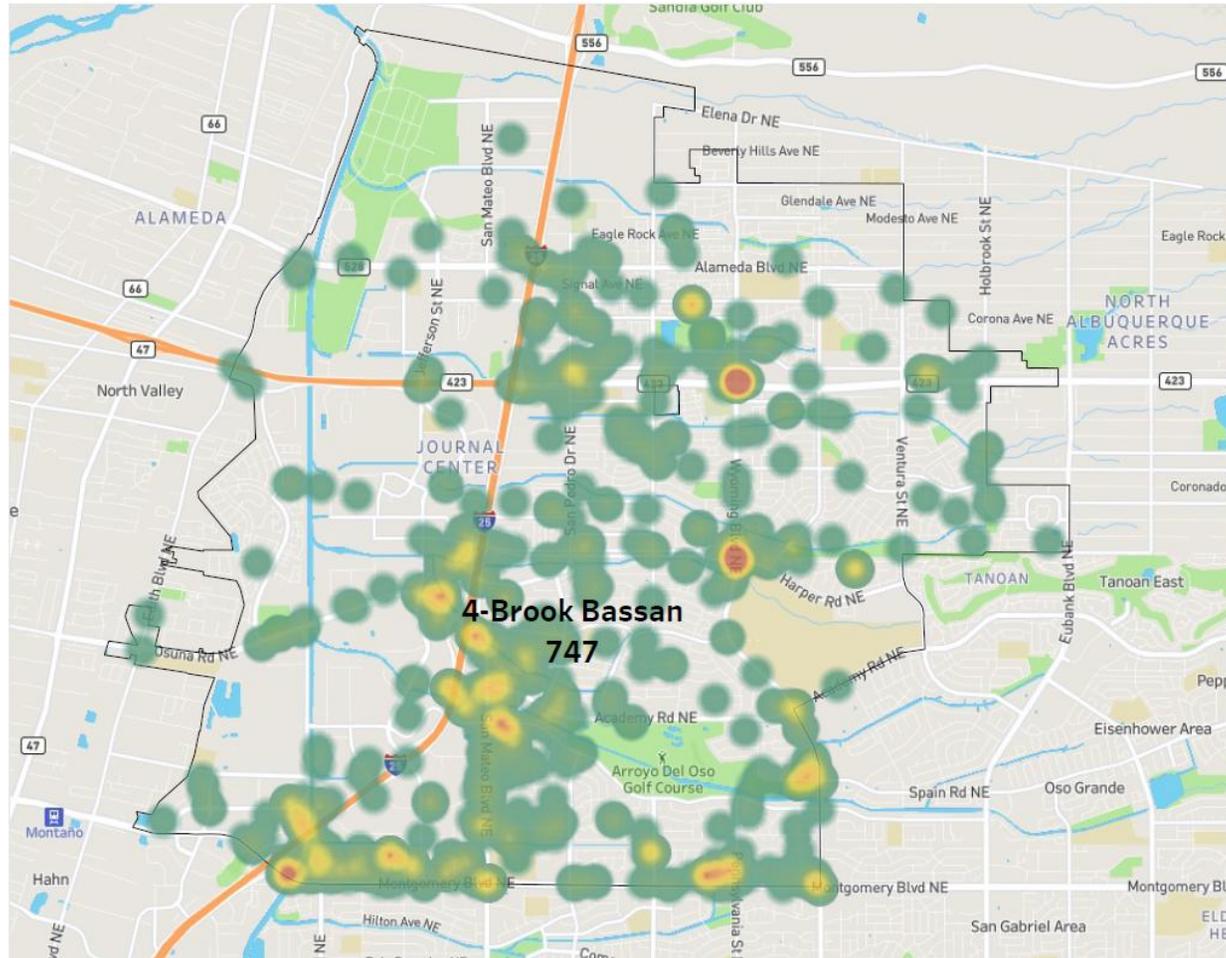
In FY26-Q2, ACS created 256 reports in Council District 3, a 15.5% decrease from FY26-Q1.



Appendix E: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 during FY26-Q2

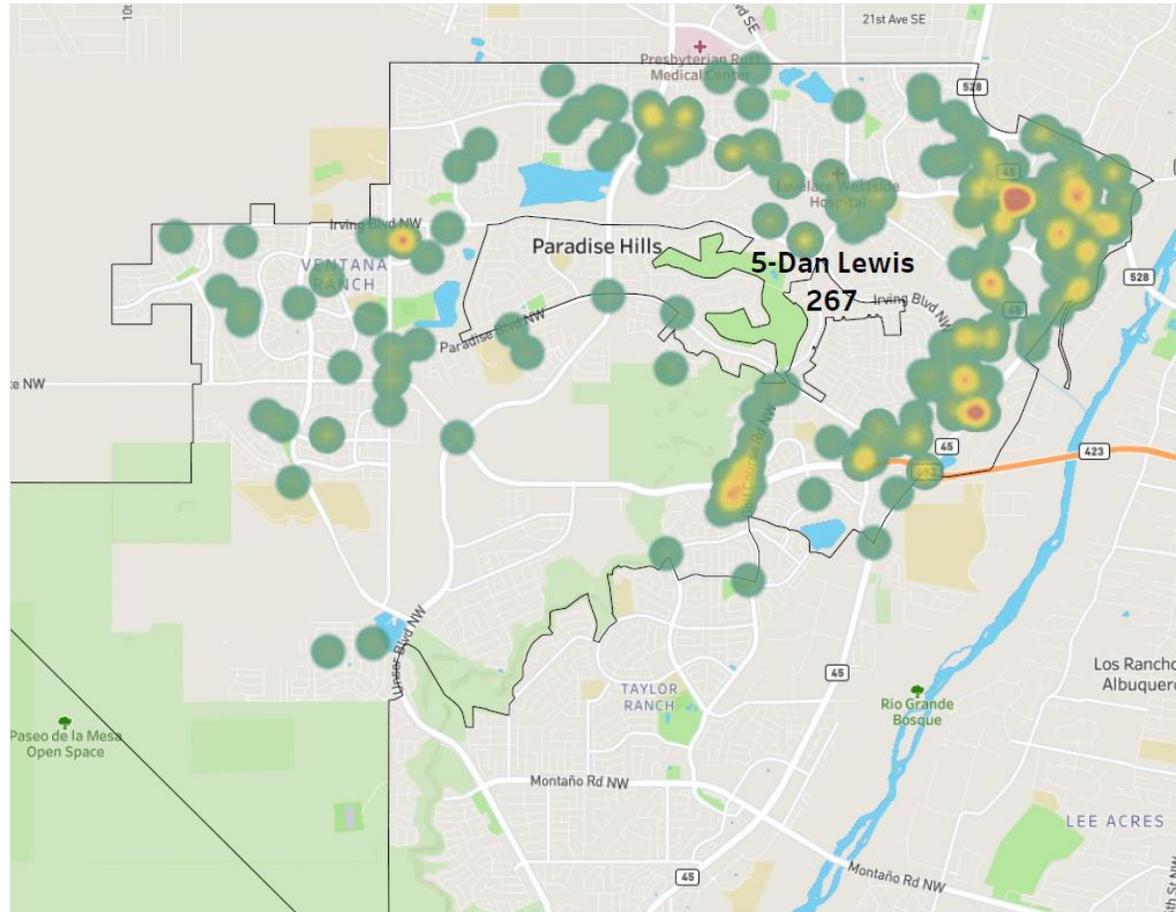
In FY26-Q2, ACS created 747 reports in Council District 4, a 4.5% increase from FY26-Q1.



Appendix F: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 during FY26-Q2

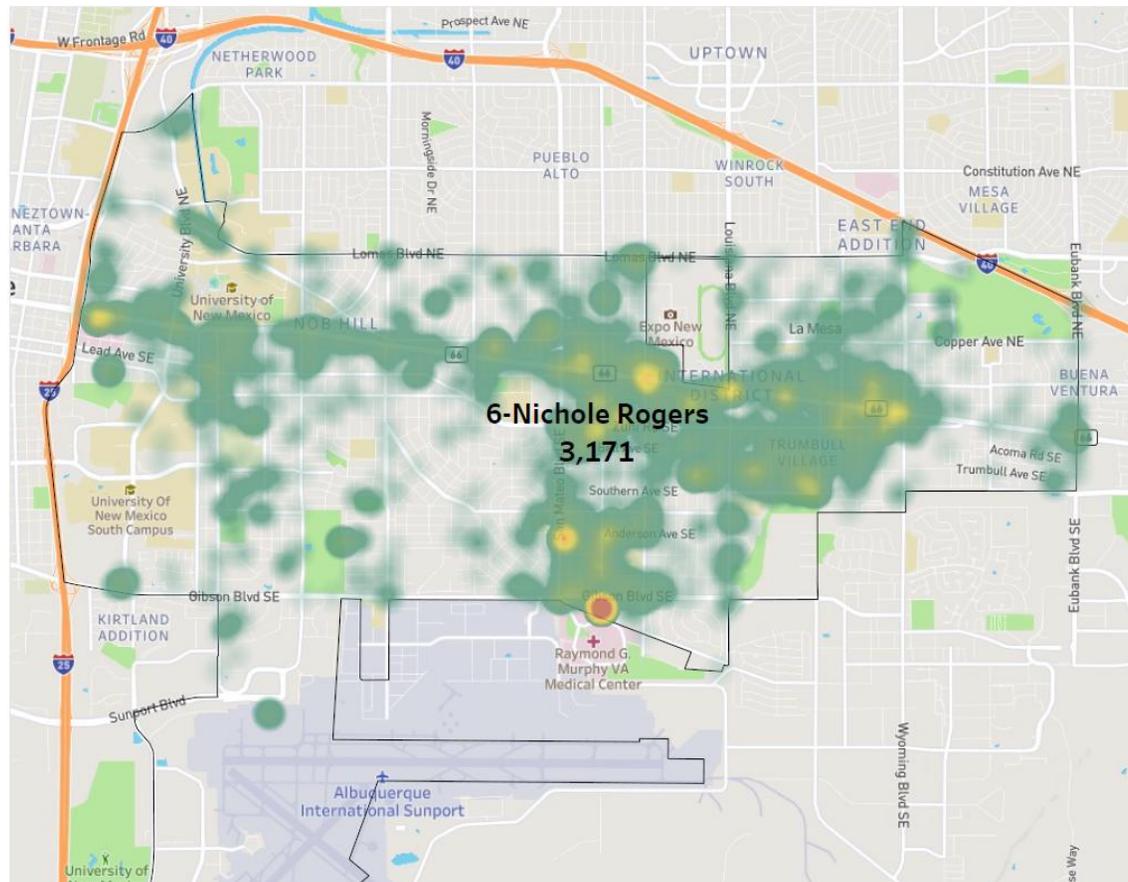
In FY26-Q2, ACS created 267 reports in Council District 5, a 25.4% decrease from FY26-Q1.



Appendix G: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 during FY26-Q2

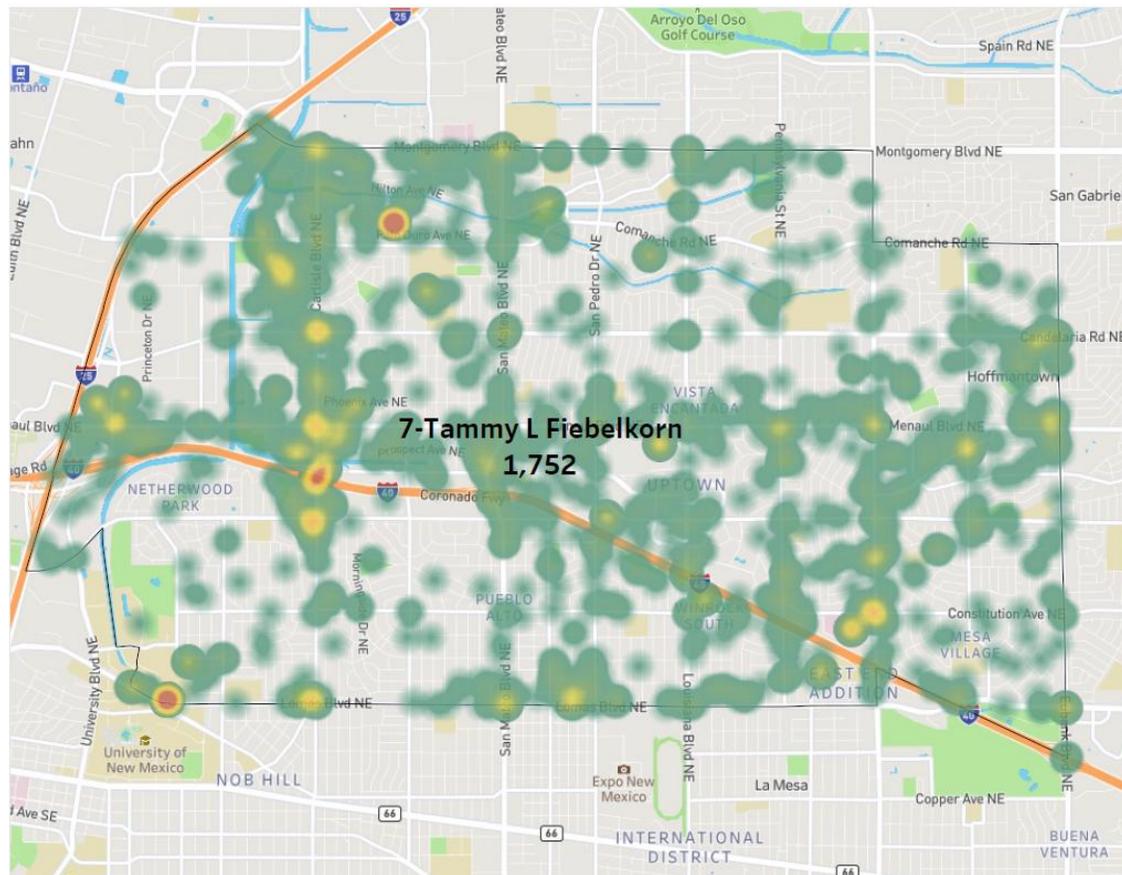
In FY26-Q2, ACS created 3,171 reports in Council District 6, a 7.5% increase from FY26-Q1.



Appendix H: Council District 7 CFS Map

Figure 11: ACS Responses in CD7 during FY26-Q2

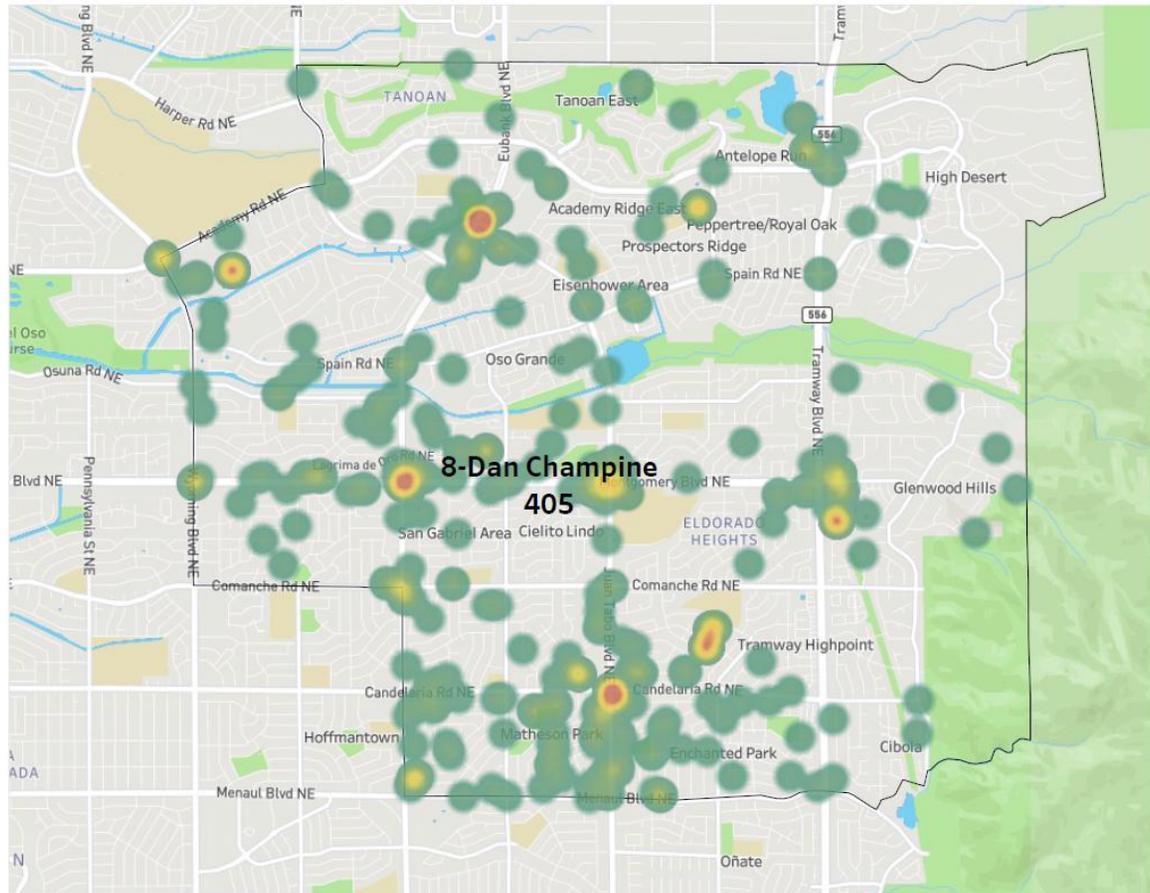
In FY26-Q2, ACS created 1,752 reports in Council District 7, a 13.4% decrease from FY26-Q1.



Appendix I: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 during FY26-Q2

In FY26-Q2, ACS created 405 reports in Council District 8, a 22% decrease from FY26-Q1.



Appendix J: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 during FY26-Q2

In FY26-Q2, ACS created 664 reports in Council District 9, an 28.6% decrease from FY26-Q1.

