

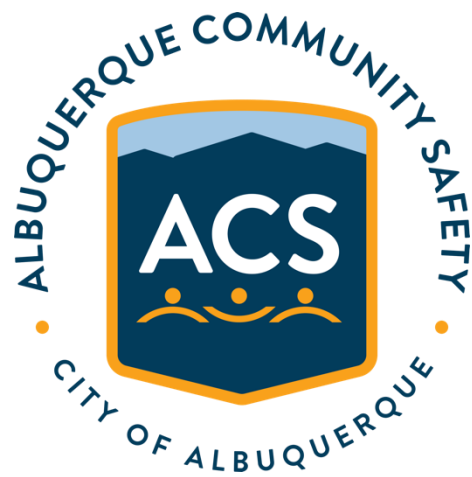


City of Albuquerque
Community Safety
Department

FY26 Q3 Report

April 2026

Jodie Esquibel, Director



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Contents

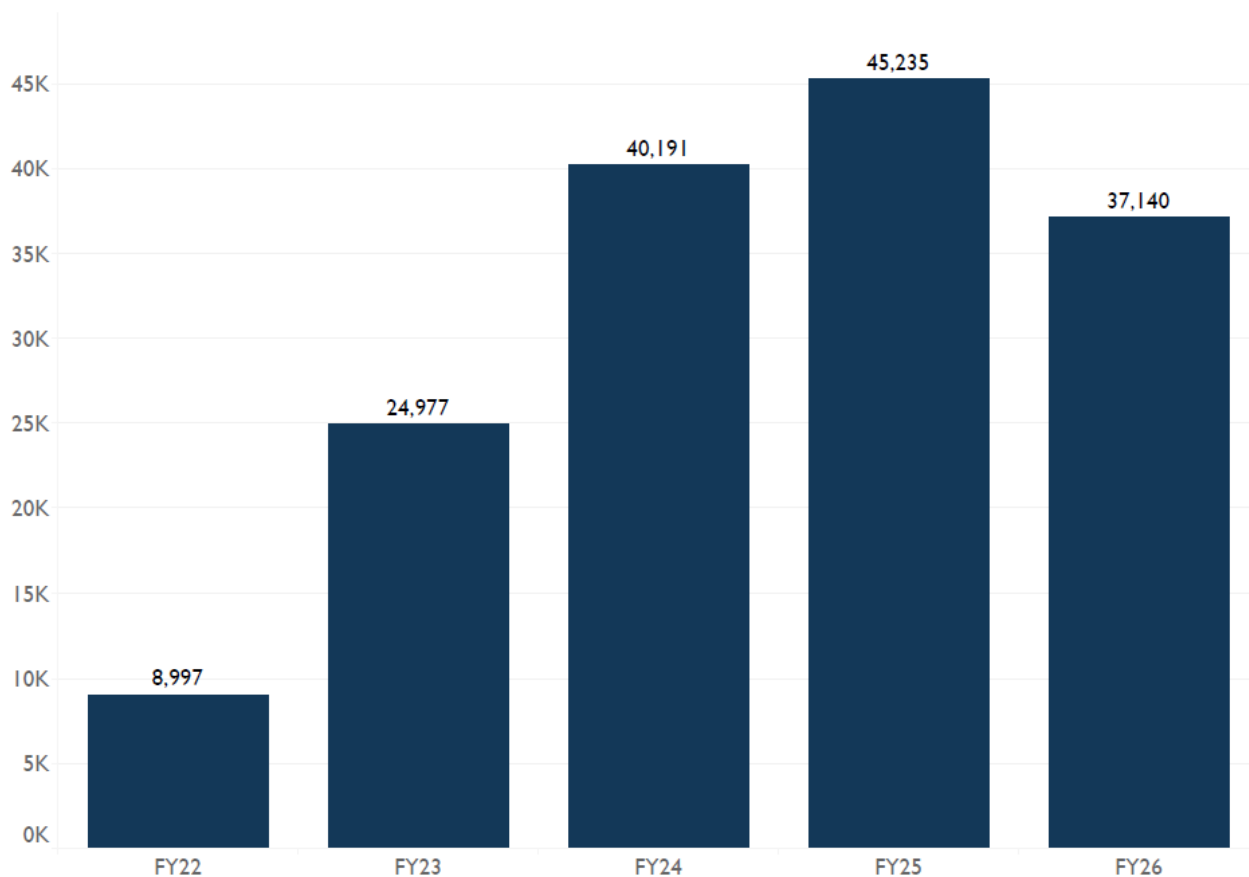
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Programmatic Updates and Insights

In Fiscal Year 2026 (FY26) Q3 Albuquerque Community Safety Department (ACS) has continued demonstrating growth and increasing capacity. Through FY26 Q3, ACS responded to 37,140 calls for service (CFS), a 12.3% increase compared to FY25-Q3, on pace to surpass FY2025 by 9.5% (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 49,520 CFS.

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



Quarterly Report: FY26-Q3

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 88% 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-Q3 there were 4,483 calls for this call type.

Table 1: ACS CAD Events by Call Create Time – FY26 Q3

ACS CAD Events by Call Create Time FY26-Q3

Call Type	Days	Swing	Graves	Total	Percentage
UNSHeltered INDIVIDUAL	1,564	2,309	1,010	4,883	49.49%
WELLNESS CHECK	581	739	282	1,602	16.24%
WELFARE CHECK	379	529	274	1,182	11.98%
ROUTINE PASS-BY	508	220	99	827	8.38%
BEHAVIORAL HEALTH	169	303	235	707	7.17%
SUICIDAL IDEATION	100	190	155	445	4.51%
DISTURBANCE	27	37	24	88	0.89%
PANHANDLER	13	36	11	60	0.61%
SUSPICIOUS PERSON	10	20	22	52	0.53%
GOLDEN OPPORTUNITY	4	4	3	11	0.11%
COMMUNITY ENGAGEMENT	3	1		4	0.04%
NEEDLES		3		3	0.03%
ACSCF - CORA FOLLOW UP	1	1		2	0.02%
Grand Total	3,359	4,392	2,115	9,866	100.00%

Table 2: ACS CAD Events by Call Dispatch Time – FY26 Q3

CAD Events by Dispatch FY26-Q3

Call Type	Days	Swing	Graves	Total	Percentage
UNSHeltered INDIVIDUAL	1,447	2,203	947	4,597	52.69%
WELLNESS CHECK	569	735	274	1,578	18.09%
WELFARE CHECK	364	521	269	1,154	13.23%
BEHAVIORAL HEALTH	168	300	233	701	8.04%
SUICIDAL IDEATION	100	189	155	444	5.09%
DISTURBANCE	27	36	23	86	0.99%
ROUTINE PASS-BY	23	5	10	38	0.68%
PANHANDLER	12	36	11	59	0.60%
SUSPICIOUS PERSON	10	20	22	52	0.44%
GOLDEN OPPORTUNITY	3	4	3	10	0.03%
NEEDLES		3		3	0.01%
COMMUNITY ENGAGEMENT		1		1	0.11%
ACSCF - CORA FOLLOW UP		1		1	0.01%
Total	2,723	4,054	1,947	8,724	100.00%



ACS PARTNERS WITH NM MVD TO PROVIDE FREE IDS

At the start of 2026, Albuquerque Community Safety (ACS) launched a partnership with the New Mexico Motor Vehicle Division (MVD) to provide free, on-the-spot state IDs at ACS Connect to Care events to unhoused community members. By issuing temporary IDs and notarizing residency affidavits for unhoused participants, the program removes a major barrier to accessing housing, healthcare, employment, and other essential services helping accelerate pathways to stability for Albuquerque residents experiencing homelessness.

ACS TRANSPORTED MORE THAN 4,300 PEOPLE TO CARE IN 2025

In 2025, ACS transported 4,311 individuals in crisis to essential services in 2025 a 30% increase from the previous year. These transports connected residents to medical care, behavioral health support, substance use treatment, and shelter. Early 2026 data shows continued demand, with 841 transports already completed, highlighting ACS's role in providing compassionate, trauma-informed pathways to care and stability

ACS CONTINUES GROWTH WITH NEW ACADEMY CLASS

In January, ACS launched its first academy of 2026, welcoming 13 new responders as part of its 12th training class since the department's creation. The recruits are being trained in trauma-informed, community-centered response to support mental health crises, homelessness, and substance use cases. Once deployed, they will expand ACS's capacity to respond to non-emergency 911 and 311 calls, building on more than 137,000 calls handled since inception and further advancing the city's civilian-led public safety model.

ACS GRADUATES TWO ACADEMIES

The department saw 13 new responders graduate in March from its ACS Responder Academy, expanding its capacity to provide community-centered mental and behavioral health response. Trained through rigorous, scenario-based programs, these responders will support 911 and 311 calls and strengthen ACS's role as a national model for compassionate, non-police crisis response, building on more than 148,000 calls handled to date.

ACS FREED UP 31,000 PUBLIC SAFETY HOURS IN 2025

ACS responded to more than 42,000 calls in 2025, freeing up over 31,000 hours for police and fire to focus on high-priority emergencies. By handling non-violent, behavioral health and community service calls, ACS continues to strengthen coordinated public safety efforts while delivering compassionate, prevention-focused care.



Quarterly Report: FY26-Q3

SEASONS OF NONVIOLENCE HOSTS YOUTH TRACK, AND SKATING EVENTS

As part of the Seasons of Nonviolence initiative, the City of Albuquerque hosted a free indoor Track & Field Camp at the Albuquerque Convention Center in February, engaging more than 260 youth ages 8–18. In partnership with local agencies and community organizations, the event provided coaching, skill-building, and mentorship in a safe, supportive environment. By promoting teamwork, wellness, and positive engagement, the camp offered young people healthy outlets while advancing early, prevention-focused approaches to community safety and youth development.

In March, a free skating night and DJ Camp for high school students, engaging dozens of teens in a safe, creative environment. Participants learned DJ skills, showcased their music during the event, and connected through recreation and mentorship. The event promoted positive self-expression, youth engagement, and prevention-focused community safety efforts.

Key Takeaways – Programmatic Updates

- Department on pace to respond to nearly 50,000 call sin FY2026
- More than 4,300 were transported to care facilities in 2025
- ACS partners with NM MVD to provide free IDs at ACS Connect to Care events
- Department freed up 31,000 public safety hours in 2025
- Seasons of Nonviolence kicks off 2026 with 2 events



Quarterly Report: FY26-Q3

Call Volume

FY26-Q3 total call volume was 13.4% higher compared to FY26-Q2. A significant factor is a 3% increase in 9-1-1 calls, and a 82% increase in 3-1-1 calls (see Figure 3), and the team is continuing to field thousands of 9-1-1 calls.

Figure 2: Q3 CFS Yearly Comparison - FY25 Q3 vs. FY26 Q3

ACS Calls for Service Yearly Comparison

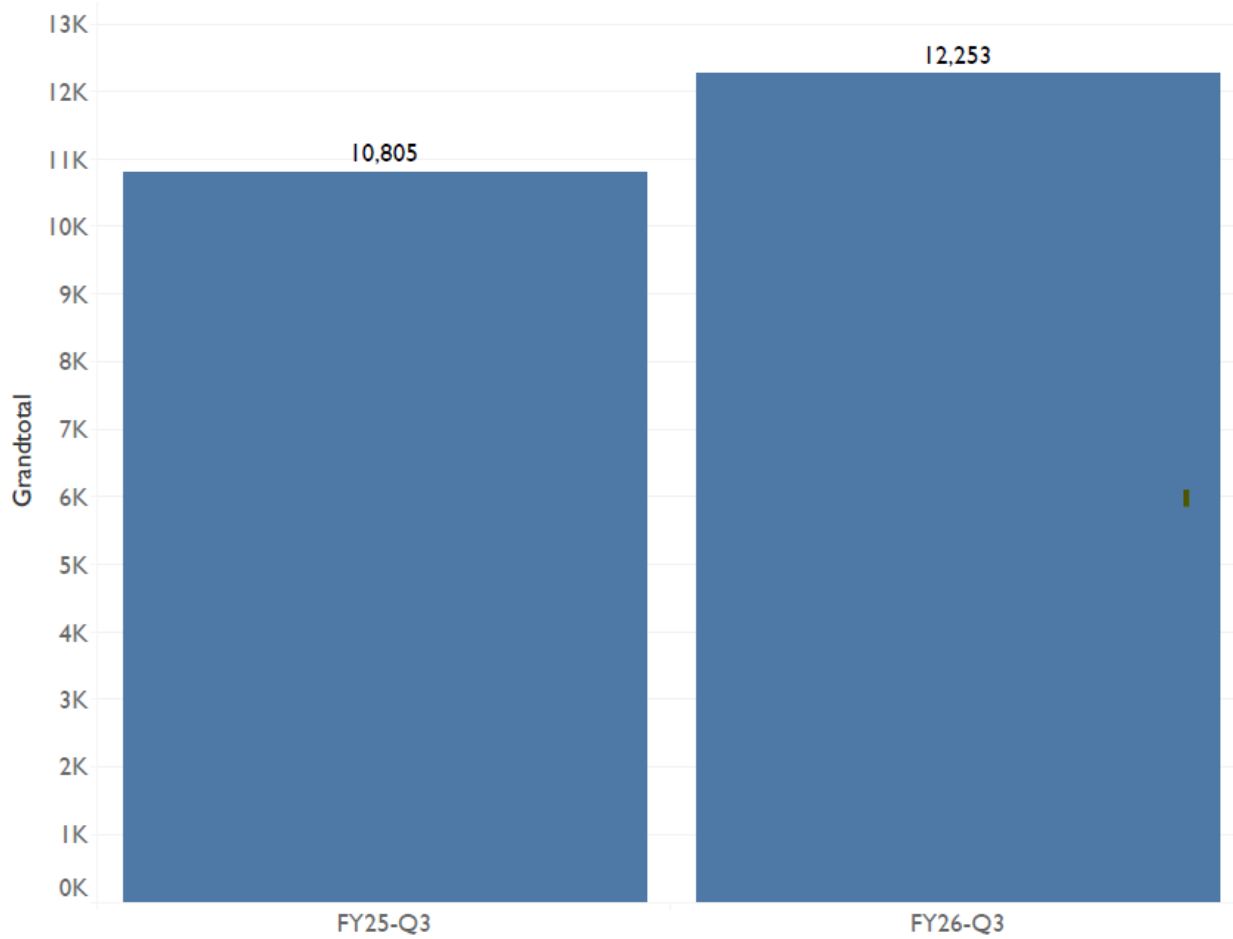
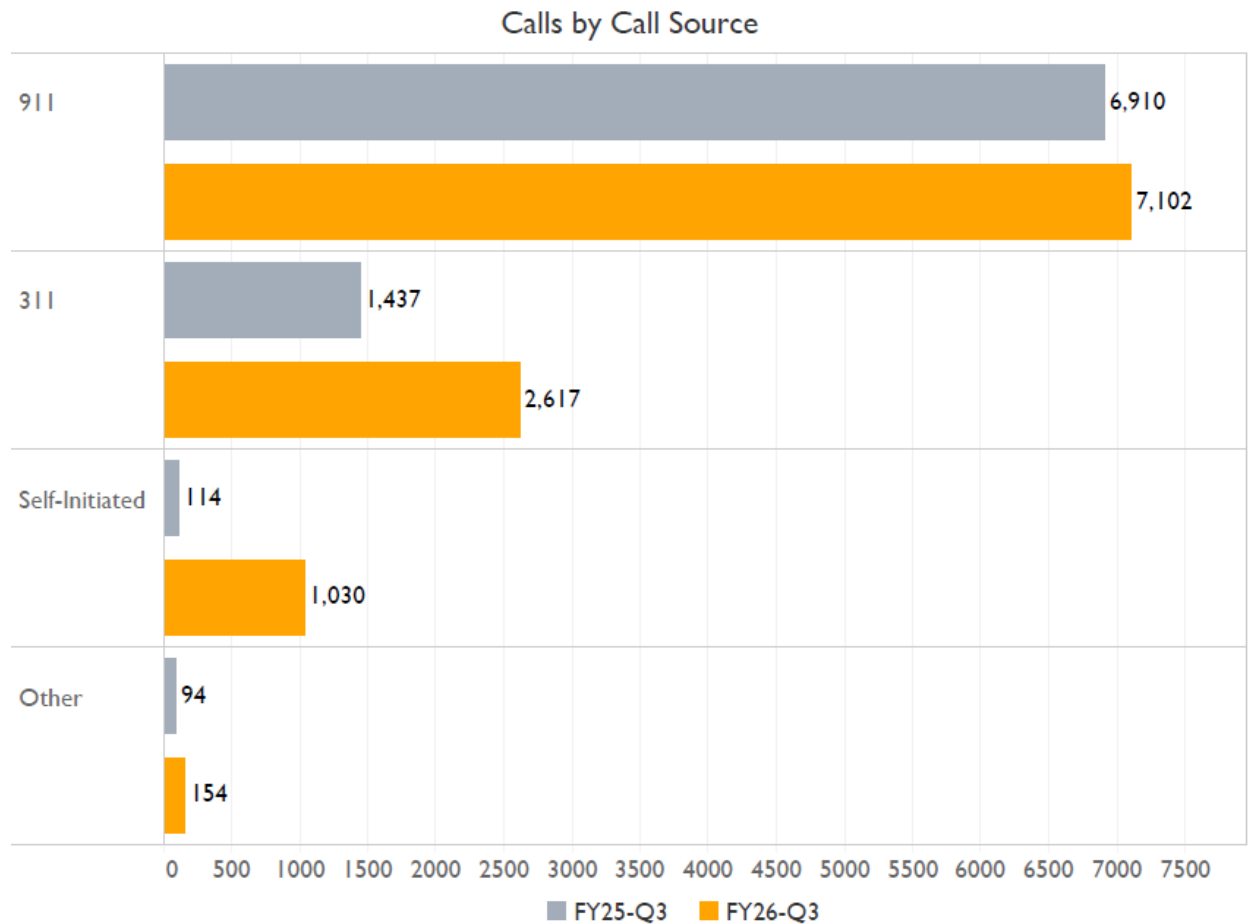


Figure 3: FY26 Q2 vs FY26 Q3 Call Sources Quarterly Comparison

Figure 3, 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.



Quarterly Report: FY26-Q3

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 18 minutes of a call being created, an improvement of more than 9 minutes from FY26 Q2, and an average of 19 for them to arrive on scene for these calls.

Table 3: Average Response Times by priority for Behavioral Health Responders – FY26 Q3

Average Response Times FY26-Q3		BHR
Priority 1	Create to Entry	00:03:36
	Entry to Dispatch	00:18:05
	Dispatch to On-Scene	00:19:00
	On-Scene to Clear	01:01:10
	Create to Clear	01:39:10
	Total Calls	512
	% Total Calls	8.38%
Priority 2	Create to Entry	00:03:51
	Entry to Dispatch	00:32:11
	Dispatch to On-Scene	00:17:26
	On-Scene to Clear	00:32:39
	Create to Clear	01:24:31
	Total Calls	1,202
	% Total Calls	19.67%
Priority 3	Create to Entry	00:05:08
	Entry to Dispatch	01:12:36
	Dispatch to On-Scene	00:21:22
	On-Scene to Clear	00:28:22
	Create to Clear	02:04:54
	Total Calls	1,636
	% Total Calls	26.77%
Priority 4	Create to Entry	00:03:55
	Entry to Dispatch	02:00:22
	Dispatch to On-Scene	00:22:38
	On-Scene to Clear	00:19:08
	Create to Clear	02:41:38
	Total Calls	830
	% Total Calls	13.58%
Priority 5	Create to Entry	00:02:11
	Entry to Dispatch	03:46:12
	Dispatch to On-Scene	00:26:48
	On-Scene to Clear	00:20:35
	Create to Clear	03:33:05
	Total Calls	1,932
	% Total Calls	31.61%
Grand Total	Create to Entry	00:03:40
	Entry to Dispatch	01:45:56
	Dispatch to On-Scene	00:21:55
	On-Scene to Clear	00:28:09
	Create to Clear	02:27:39
	Total Calls	6,112
	% Total Calls	100.00%



Quarterly Report: FY26-Q3

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-Q3 was 19 hours and 38 minutes. While the previous quarter, FY2026-Q2, saw 3-1-1 calls closing at an average of 27 hours and 37 minutes, FY26-Q3 saw an 83.4% increase in service requests, or 1,190 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 Q3, about 7.9% calls resulted in transport to a service provider, and 23.8% of calls resulted in no person being found—a 4% improvement from the prior quarter.

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 Q3

Frequency of Outcomes All			
Call Outcomes	2025 Q3	2026 Q3	2026 Q3 % of Calls
No Person Found	3,055	3,877	23.8%
Performed Welfare Check	2,241	1,978	12.2%
Provided Information	1,929	2,767	17.0%
Declined Services or Walked Away	1,973	2,673	16.4%
Directly Met Need	1,156	1,584	9.7%
Transported	783	1,291	7.9%
Connected to a Service / Resource	546	981	6.0%
No Action Required	263	311	1.9%
AFR Call-out	201	197	1.2%
Attempted Referral	128	193	1.2%
Other	159	127	0.8%
APD Call-out	138	149	0.9%
Responder Canceled for Safety Concerns	26	20	0.1%
Repeat Consumer - No Additional Action	27	9	0.1%
Canceled En Route	46	97	0.6%
Used Lifesaving Technique	6	12	0.1%
Used Language Access Line	4	6	0.0%



Quarterly Report: FY26-Q3

Table 5: Service Provider Transport Outcomes – FY26 Q3

Service Provider Transports FY26-Q3	
Service Providers	# of Transports to this location
Gateway First Responder Receiving Area (FRRA)	198
Gateway West	169
Presbyterian Kaseman Hospital	125
University of New Mexico (UNM) Adult Psychiatric Center	112
Other	75
Gateway Sobering	64
University of New Mexico Hospital (UNMH)	46
Greyhound Station	37
CARE Campus Detox (Formerly MATS)	36
Presbyterian Hospital	28
Lovelace Medical Center Downtown	28
Albuquerque Community Safety	25
Joy Junction	24
HopeWorks	24
Gateway Women's	15
The Rock at Noon Day	13
Gateway Men's	13
Veterans Affairs (VA) Hospital	10
UNMH Crisis Triage Center	10
Albuquerque Health Care for the Homeless (AHCH)	8
Albuquerque Opportunity Center (AOC)	7
Good Shepard Fresh Start	6
Gateway Shelter Shuttle Pickup Location	5
First Nations Community Healthsource	5
Safehouse	3
Haven House	3
Gateway Recovery	3
University of New Mexico (UNM) Children's Psychiatric Center	2
State of the Heart	2
Lovelace Women's Hospital	2
Wings for Life International	1
Veteran Intergation Center (VIC)	1
University of New Mexico (UNM) Addiction and Substance Abuse Program (...)	1
Transgender Resource Center	1
The Compassion Services Center	1
Steelbridge	1
Gateway Family	1
Family Advocacy Center	1
CABQ Library	1
Barret House	1
Albuquerque Center for Hope and Recovery (ACHR)	1
Abq StreetConnect (Heading Home)	1

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 94.4% success rate of participants not recidivating in further violent crime.



Quarterly Report: FY26-Q3

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: Q3 VIP/HBVIP Custom Notifications Yearly Comparison

VIP/HBVIP	FY25 Q3	FY26 Q3
Candidates for Customs Attempted	29	73
Custom Notifications Delivered	18	56
Clients Engaged in Services	12	49

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 Q3
OEP Referrals	334
Candidates Engaged	183
Candidates Seeking Tx	41
Narcan Doses Given	133
Connections to Transitional Living	113

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.

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 programs has grown tremendously.



Quarterly Report: FY26-Q3

This can be attributed to the increased support of the program at the four Albuquerque-area high schools.

Table 8: FY26 Q3 SBVIP/Youth VIP Insights

SBVIP/YOUTH VIP	FY25 Q3	FY26 Q3
Students Referred based on (intake/referral)	25	88
Actively Engaged (based on case notes)	46	160

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 Q3

VIP Referred Service	FY26-Q3
Resource Navigation	177
Mentorship	148
Other External Service	90
Peer Support	87
Temporary/Emergency Shelter/Housing	84
Basic Needs	76
Other In-House Service	75
Substance Use Treatment/Counseling	59
Transportation	51
Legal Intervention	33
CVRC	30
Behavioral/Mental Health Services	18
Rental/Utility Assistance	16
Family Counseling/Intervention	14
Medicated Assisted Treatment - MAT	9
Medical Services	8
Job Placement	7
Personal Identifying Docs	6
Job Training	5
Trauma Recovery	5
Funeral and burial assistance	3
GED	3
Faith Based Intervention	1
Child Care	0
Higher Education	0



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: Q3 CORA Referrals by Incident Type Yearly Comparison

CORA REFERRED SERVICE	FY25 Q3	FY26 Q3
Resource Navigation	41	106
Temporary/Emergency Shelter/Housing	36	38
Legal Intervention	2	32
Other External Service	26	24
Transportation	7	20
CVRC	8	15
Family Counseling/Intervention	6	11
Basic Needs	6	10
Behavioral/Mental Health Services	12	10
Rental/Utility Assistance	6	8
Medical Services	4	6
Peer Support	4	6
Substance Use Treatment/Counseling	4	6
Personal Identifying Docs		5
Trauma Recovery	3	5
Funeral and burial assistance	5	3
Other In-House Service	2	3
Job Placement	1	2
GED		1
Medicated Assisted Treatment - MAT	1	1
Child Care	3	0
Faith Based Intervention	1	0
Job Training	1	0
Parenting Classes 1.0	1	0

Key Takeaways – Quarterly Metrics

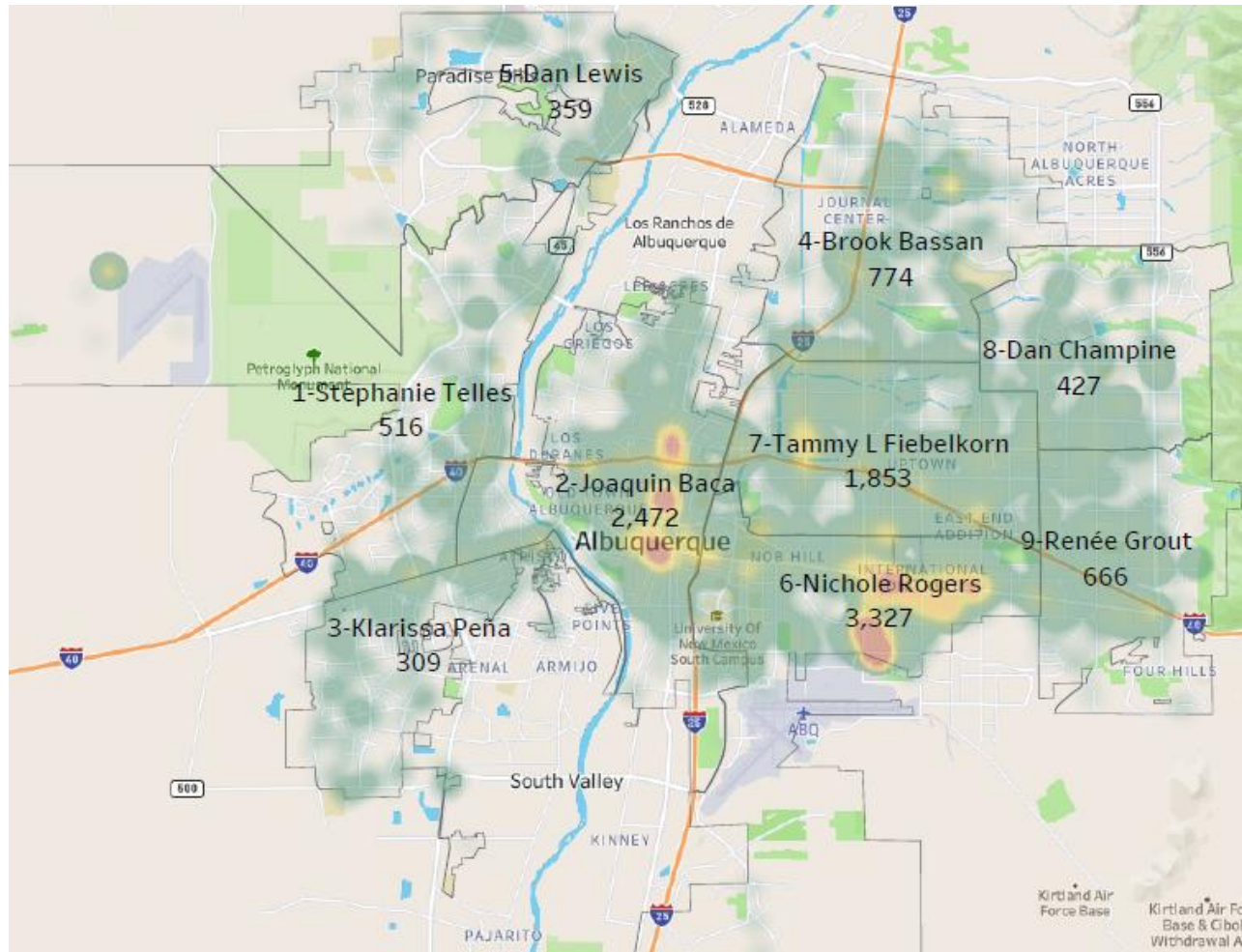
- ACS FY 2026 Q3 surpassed FY 2025 Q3’s calls for service number by 1,190
- 3-1-1 tickets on average closed under a 20-hour window
- A total of 1,100 ACS responses in FY2026 Q3 resulted in a transport to service providers or shelter
- CORA Responders referred 312 individuals to services



Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY26-Q3

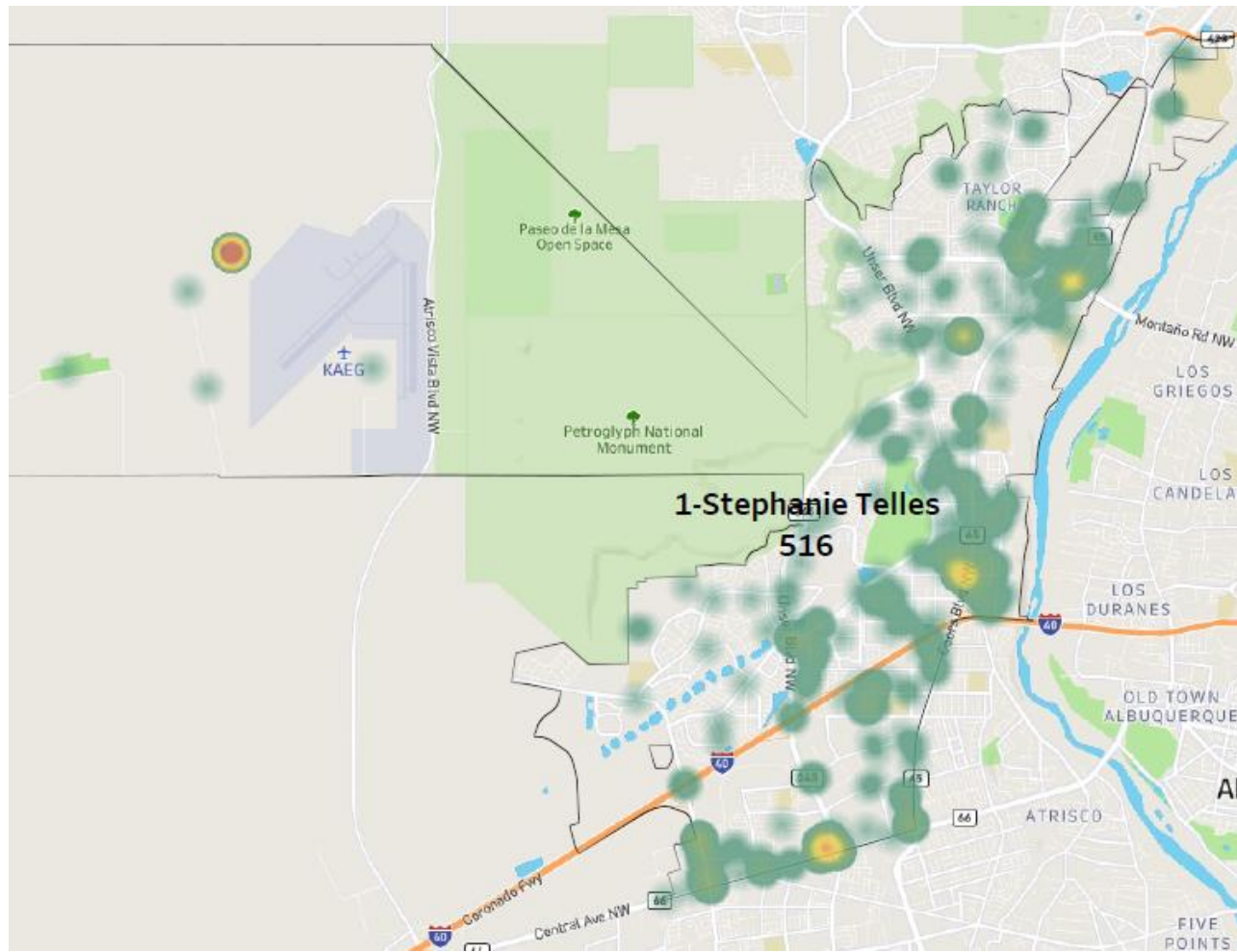
In FY26-Q3, ACS created 10,703 calls for service reports, and increase of 4.1%



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 during FY26-Q3

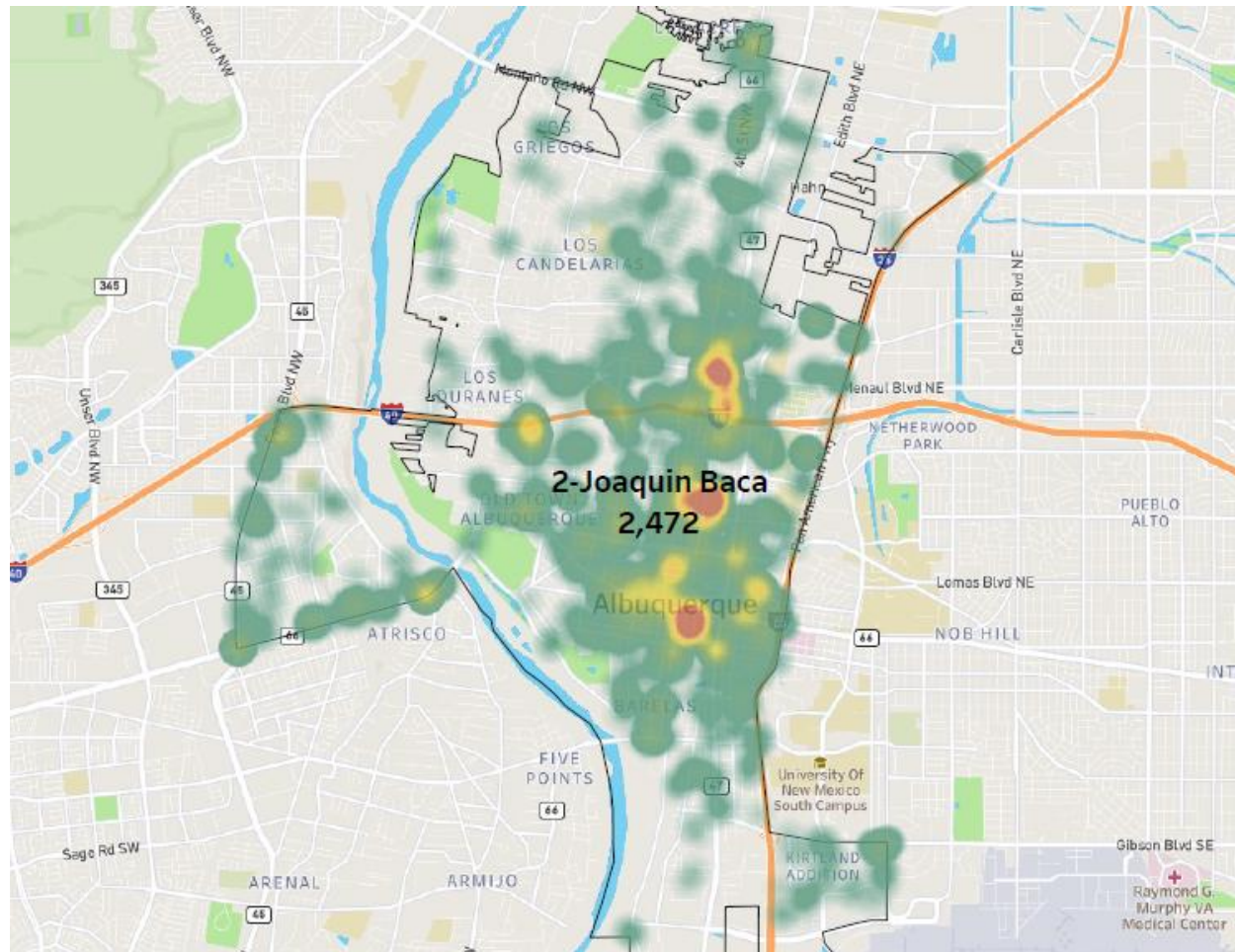
In FY26-Q3, ACS created 516 reports in Council District 1, a 13.9% decrease from FY26-Q2.



Appendix C: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 during FY26-Q3

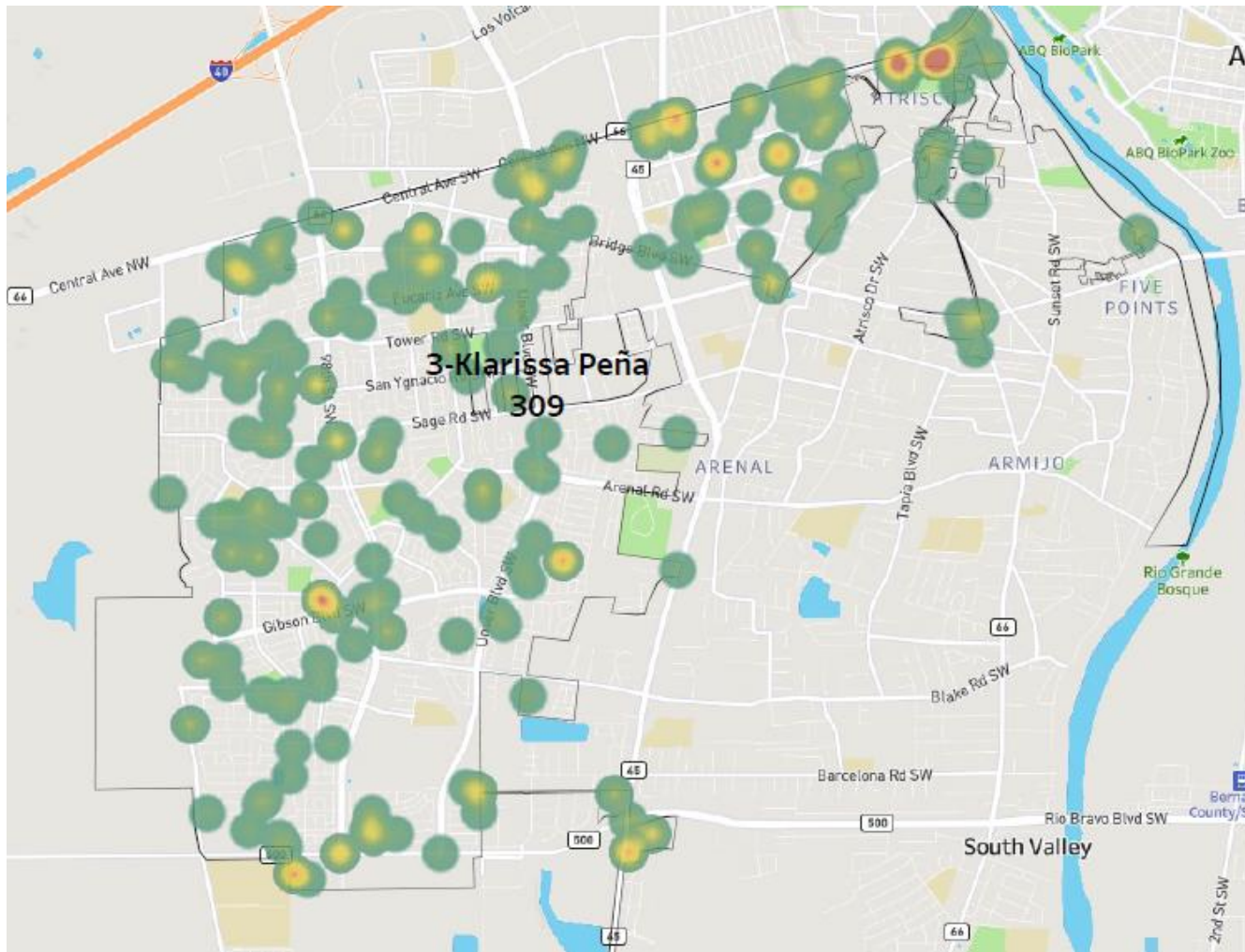
In FY26-Q3, ACS created 2,472 reports in Council District 2, a 2.3% increase from FY26-Q2.



Appendix D: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 during FY26-Q3

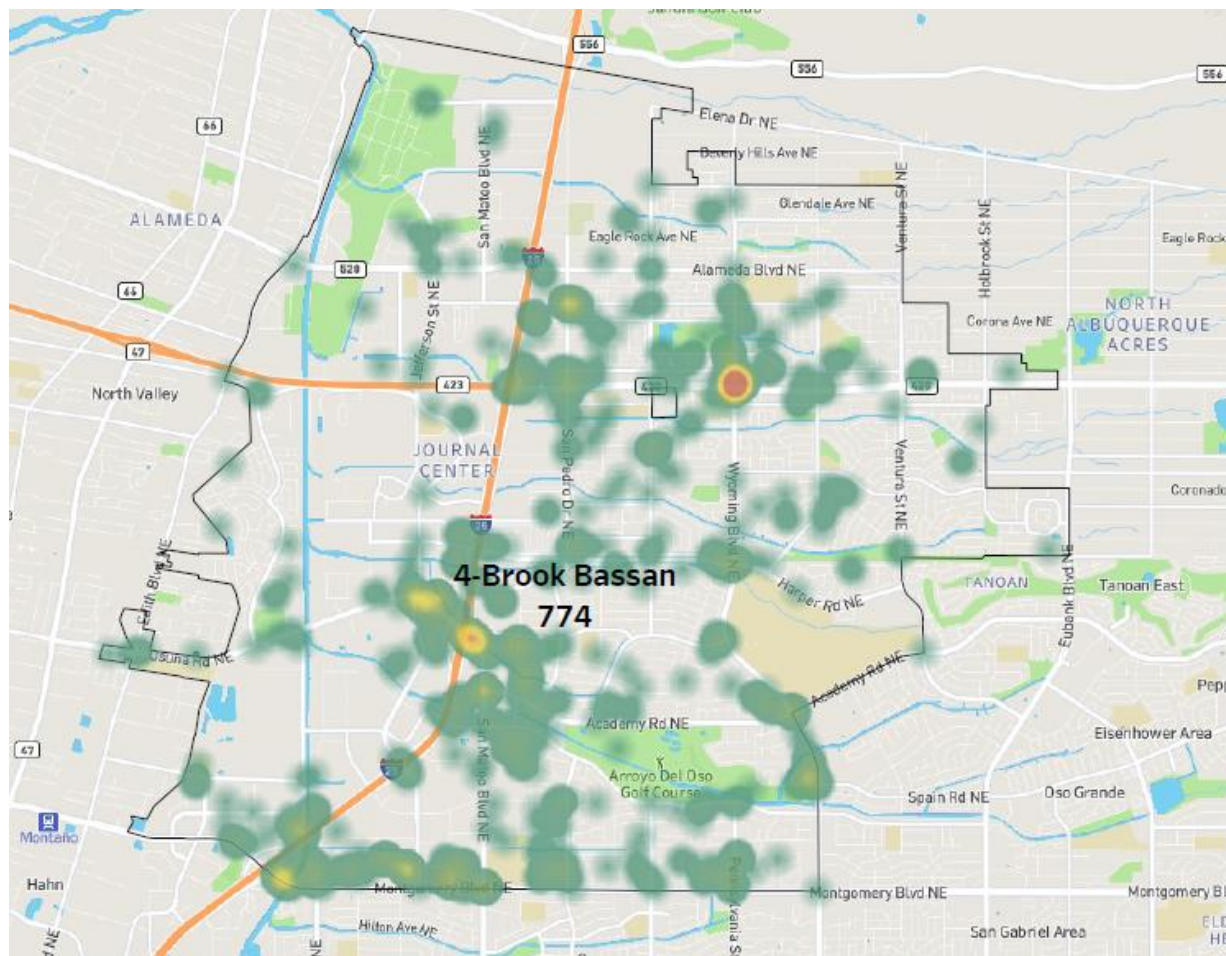
In FY26-Q3, ACS created 309 reports in Council District 3, a 20.7% increase from FY26-Q2.



Appendix E: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 during FY26-Q3

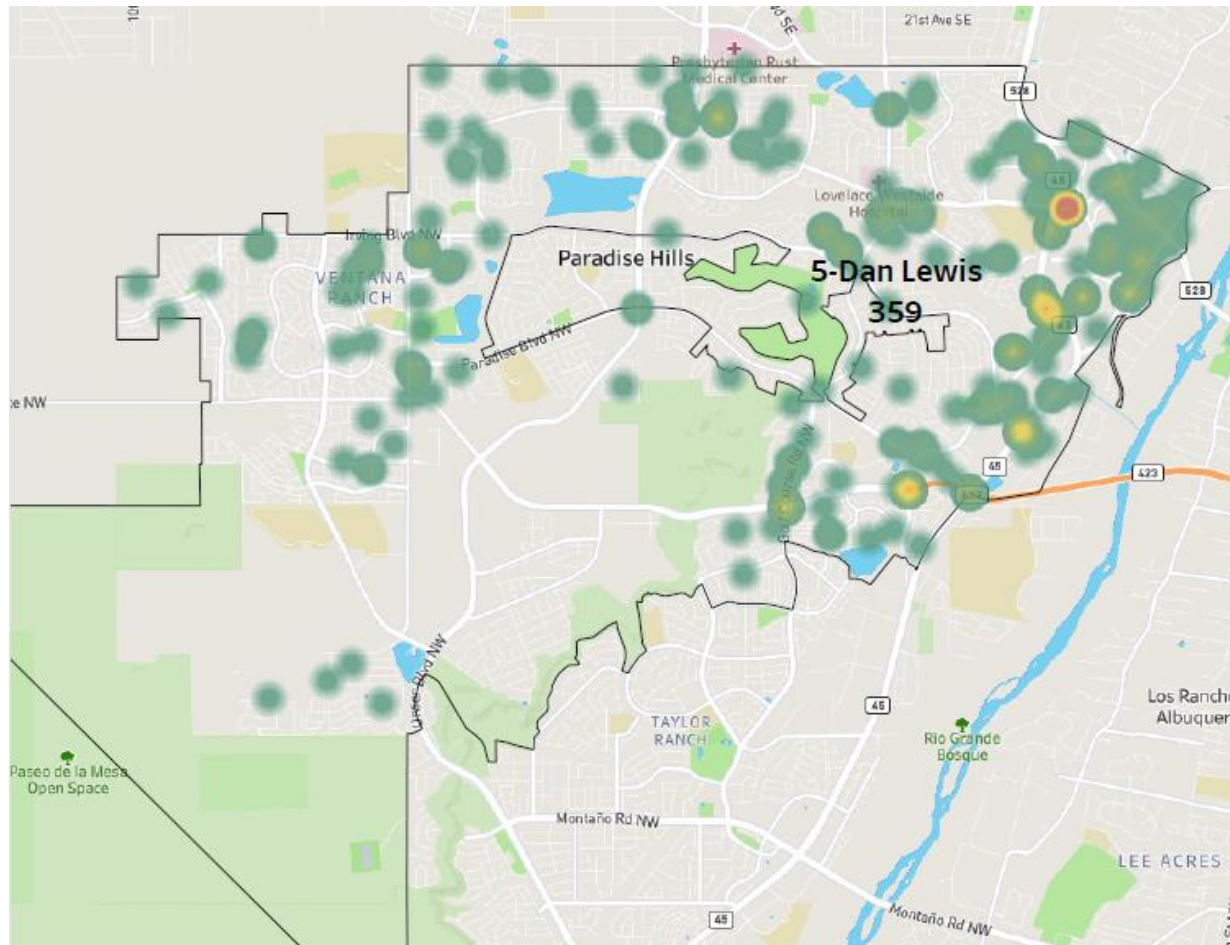
In FY26-Q3, ACS created 774 reports in Council District 4, a 3.6% increase from FY26-Q2.



Appendix F: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 during FY26-Q3

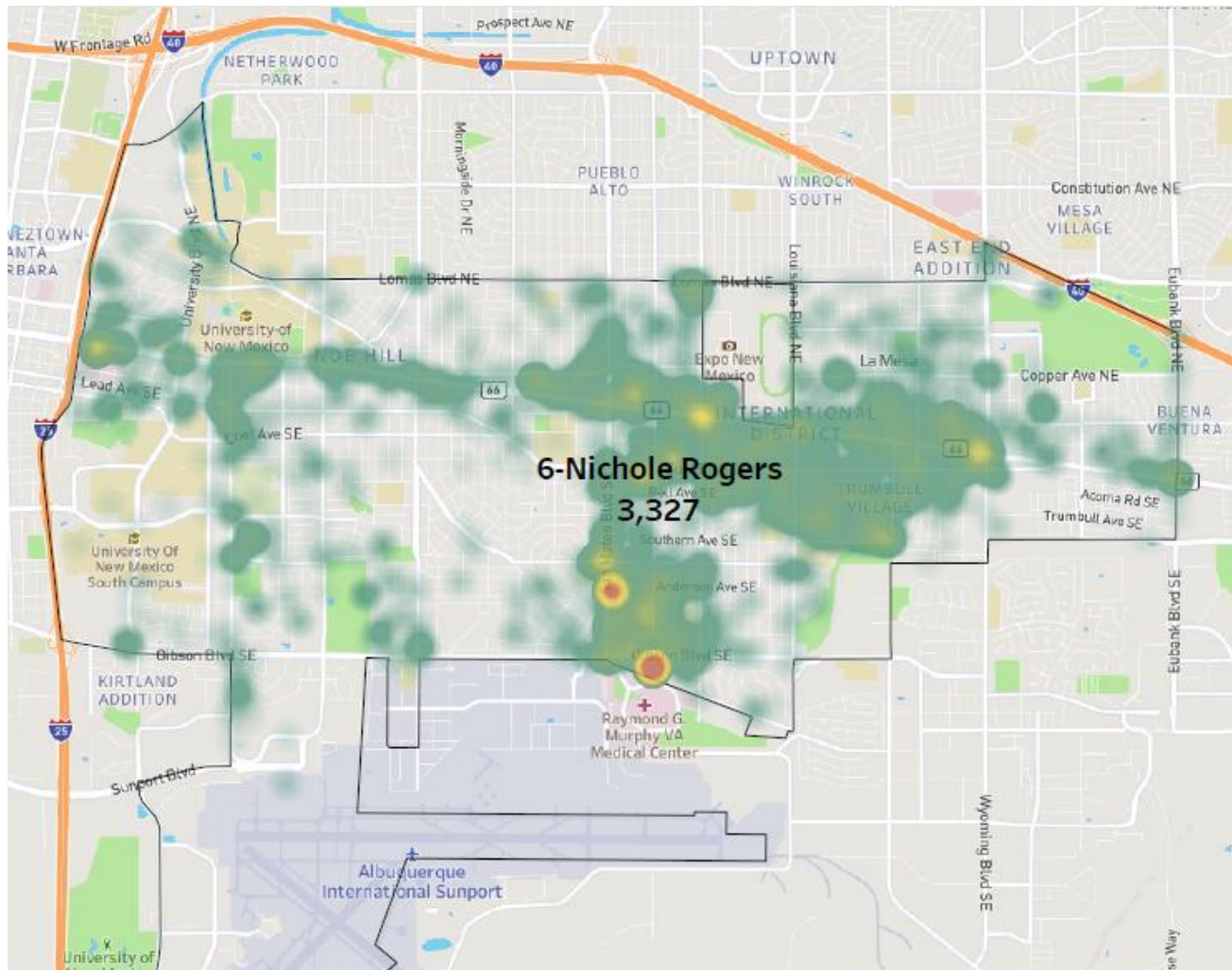
In FY26-Q3, ACS created 359 reports in Council District 5, a 34.4% increase from FY26-Q2.



Appendix G: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 during FY26-Q3

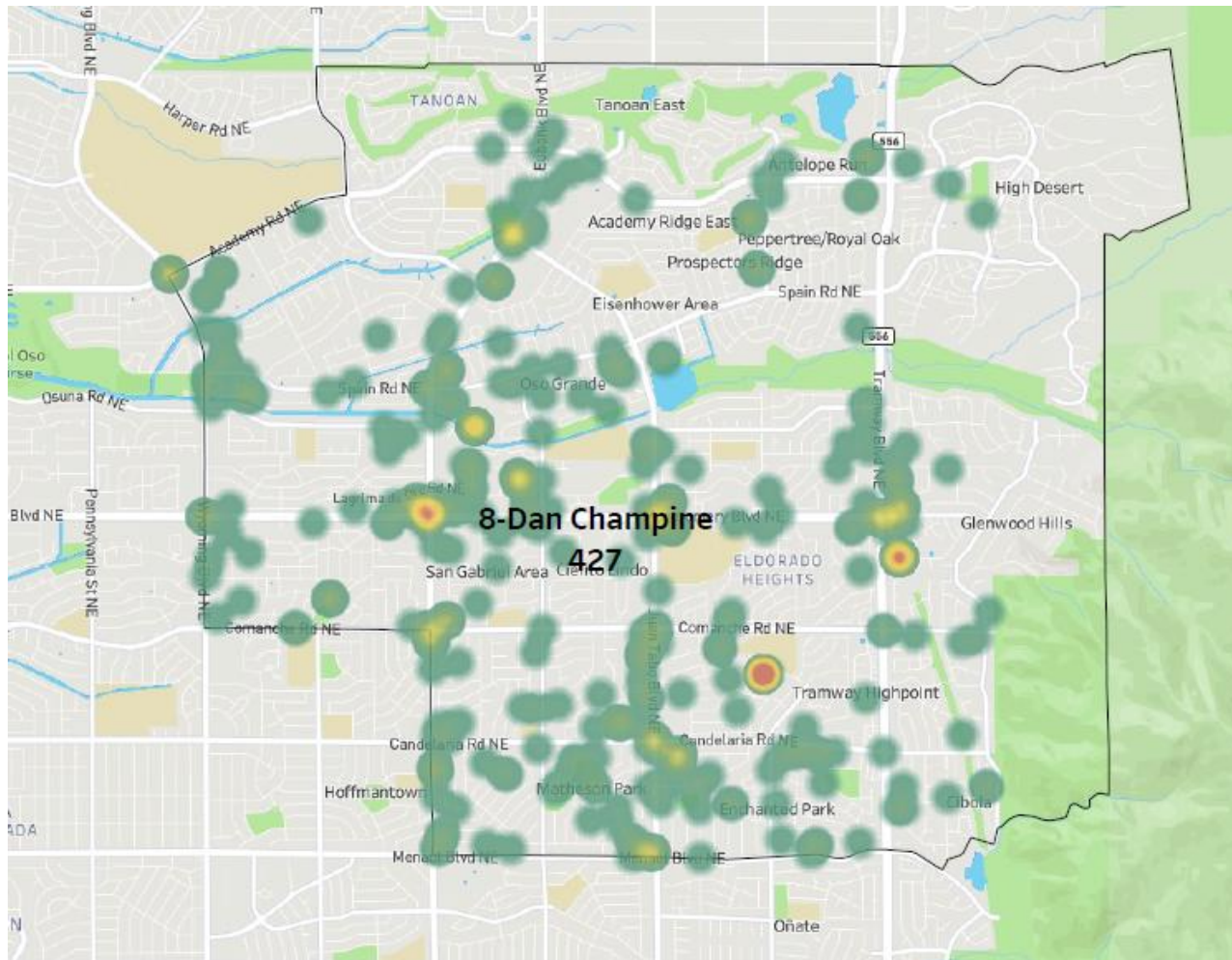
In FY26-Q3, ACS created 3,171 reports in Council District 6, a 4.9% increase from FY26-Q2.



Appendix I: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 during FY26-Q3

In FY26-Q3, ACS created 427 reports in Council District 8, a 5.4% increase from FY26-Q2.



Appendix J: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 during FY26-Q3

In FY26-Q3, ACS created 664 reports in Council District 9, an 0.3% increase from FY26-Q2.

