

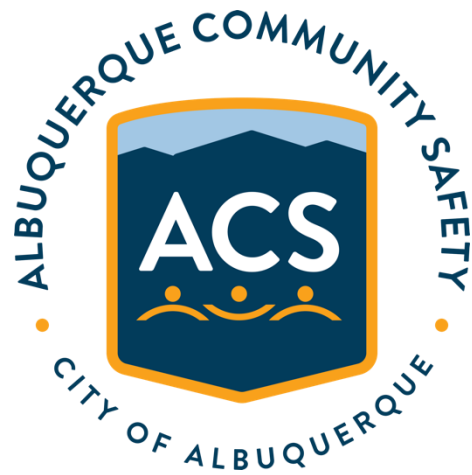


# City of Albuquerque Community Safety Department

## FY26 Q1 Report

October 2025

Jodie Esquibel, Director



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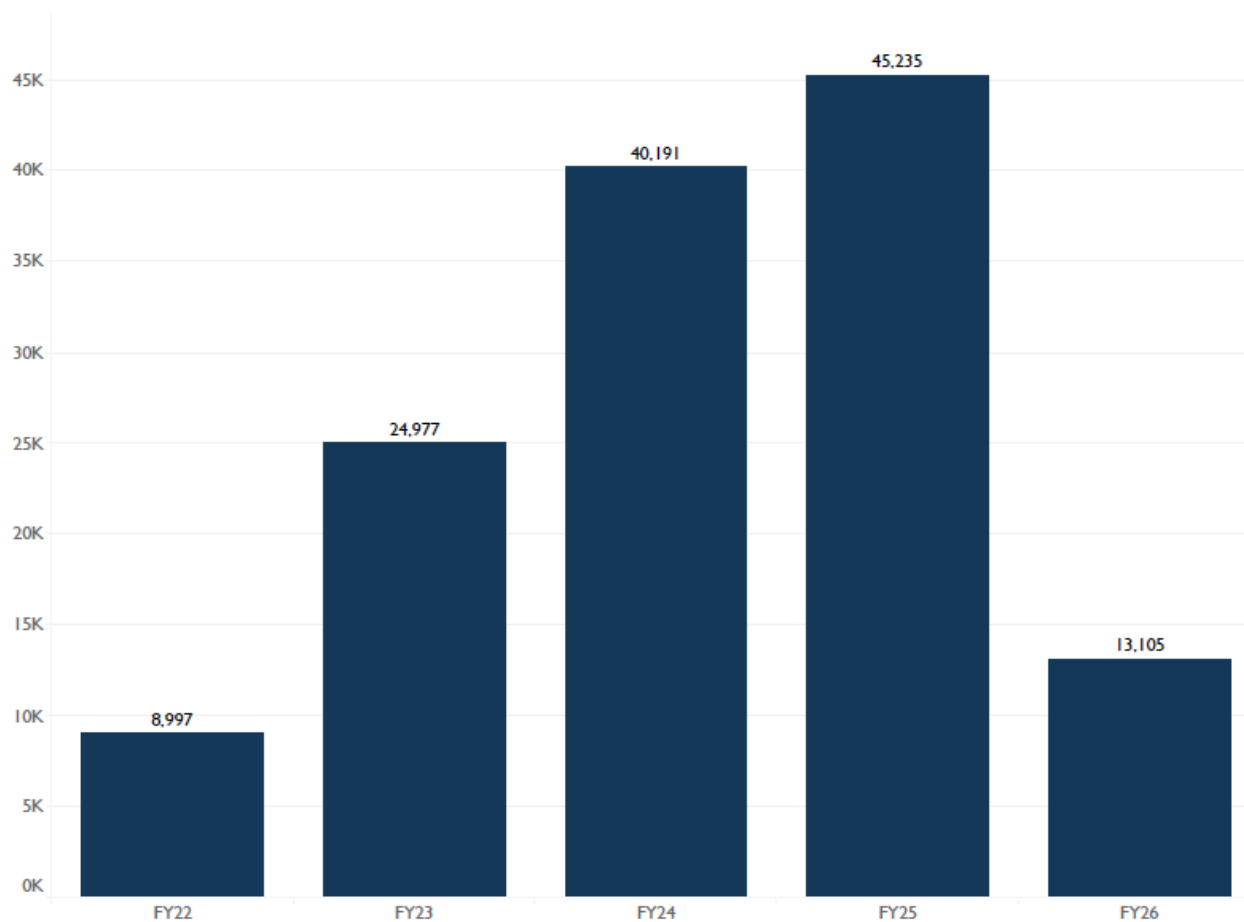
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## Programmatic Updates and Insights

In Fiscal Year 2026 (FY26) Q1 Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. During FY26 Q1, ACS responded to 13,105 calls for service (CFS), a 13.5% increase compared to FY25-Q1, on pace to surpass FY2025 by 15.8% (or 7,185 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 52,420 CFS.

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



Quarterly Report: FY26-Q1

**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 96.3% 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 FY2025-Q4 there were 4,380 calls for this call type.

**Table 1: ACS CAD Events by Call Create Time – FY26 Q1****ACS CAD Events by Call Create Time FY26-Q1**

Call Type	Days	Swing	Graves	Total	Percentage
UNSHELTERED INDIVIDUAL	1,334	1,577	1,397	4,308	46.17%
WELLNESS CHECK	636	940	488	2,064	22.12%
WELFARE CHECK	331	467	224	1,022	10.95%
BEHAVIORAL HEALTH	206	282	273	761	8.16%
SUICIDAL IDEATION	124	249	204	577	6.18%
DISTURBANCE	61	98	55	214	2.29%
ROUTINE PASS-BY	62	64	54	180	1.93%
SUSPICIOUS PERSON	31	47	41	119	1.28%
PANHANDLER	29	31	7	67	0.72%
GOLDEN OPPORTUNITY	1	4	3	8	0.09%
NEEDLES	3	3	1	7	0.08%
COMMUNITY ENGAGEMENT	2			2	0.02%
TARGETED OUTREACH			1	1	0.01%
<b>Grand Total</b>	<b>2,820</b>	<b>3,762</b>	<b>2,748</b>	<b>9,330</b>	<b>100.00%</b>

**Table 2: ACS CAD Events by Call Dispatch Time – FY26 Q1****CAD Events by Dispatch FY26-Q1**

Call Type	Days	Swing	Graves	Total	Percentage
UNSHELTERED INDIVIDUAL	1,281	1,481	1,374	4,136	46.00%
WELLNESS CHECK	632	932	486	2,050	22.80%
WELFARE CHECK	328	461	223	1,012	11.26%
BEHAVIORAL HEALTH	205	280	272	757	8.42%
SUICIDAL IDEATION	124	247	203	574	6.38%
DISTURBANCE	60	98	55	213	2.37%
SUSPICIOUS PERSON	31	47	41	119	0.73%
PANHANDLER	28	31	7	66	1.32%
ROUTINE PASS-BY	19	10	18	47	0.52%
NEEDLES	3	3	1	7	0.08%
COMMUNITY ENGAGEMENT	2			2	0.02%
GOLDEN OPPORTUNITY	1	4	3	8	0.09%
<b>Total</b>	<b>2,714</b>	<b>3,594</b>	<b>2,683</b>	<b>8,991</b>	<b>100.00%</b>



Quarterly Report: FY26-Q1

## ALBUQUERQUE COMMUNITY SAFETY CELEBRATES FOURTH YEAR OF SERVICE

ACS marked its fourth year with continued growth and impact as Albuquerque's third branch of public safety, now having responded to more than 120,000 calls—over 85% of which were diverted from police and fire. This year the department facilitated the opening of New Mexico's first Trauma Recovery Center, offering therapy, peer support, and trauma-informed services for victims of violence. The facility marks the 5<sup>th</sup> ACS building joining: ACS headquarters, the responder hub at Alvarado Transportation Center located downtown, and ACS West located on the city's Westside, and the Southwest Safety Center in southwest Albuquerque.

The department is redefining alternative response on a national level responding to calls supporting individuals facing behavioral health issues, substance use, and homelessness. Instead of relying on traditional emergency response, ACS deploys trauma-informed professionals with backgrounds in social work, mental health, and community engagement. This approach ensures people in crisis receive care-focused, culturally aware support while freeing police and firefighters to address emergencies that truly require their expertise.

## ACS LAUNCHES BILATERAL OPERATIONAL RESPONSE

In July, ACS introduced a new two-zone response model that separates operations into Eastside and Westside service areas to enhance response times and strengthen neighborhood engagement. This change enables teams to concentrate on the specific priorities of each zone and is reinforced by the opening of the ACS West field office on 98th Street. The updated structure further advances ACS's mission to provide responsive, compassionate, and community-focused public safety services.

## YEAR 2 SUMMER OF NONVIOLENCE A SUCCESS

The 2025 Summer of Nonviolence concluded with unprecedented participation throughout Albuquerque and Bernalillo County. Led jointly by ACS and Bernalillo County, this community-centered initiative united residents through events, outreach, and educational activities aimed at fostering peace, connection, and nonviolent approaches.

From June to September, the campaign attracted over 11,500 participants across 13 events—more than triple last year's attendance—and generated 1,311 nonviolence pledges and 2,386 community surveys, including hundreds of requests for support services. City and county partners praised the effort as a strong example of community-driven change, with ACS actively addressing the needs identified. Building on this success, organizers intend to continue year-round work focused on violence prevention, healing, and expanding support for local residents. Stay tuned for the new initiative: Seasons of Nonviolence.



Quarterly Report: FY26-Q1

### ACS OPENS FIRST TRAUMA RECOVERY CENTER IN NEW MEXICO

ACS celebrated a major milestone with the opening of its first Trauma Recovery Center, a new hub for healing and support services for individuals impacted by violence and trauma. The center brings together peer support, community outreach, therapy, case management, and a wide network of partner services to ensure residents have a trauma-informed, welcoming, place to access coordinated care. The facility also serves as the new home for the Violence Intervention Program (VIP) division of ACS, strengthening the city's ongoing efforts to create safer, more resilient communities.

With six specialized teams under the VIP division housed under one roof, the center provides a comprehensive model of crisis response and trauma-informed care—ranging from school-based and hospital-based intervention to support after a violent incident, community-oriented response, and opioid education. Through close collaboration with local agencies and first responders, the TRC aims to interrupt cycles of violence by offering real-time assistance and individualized, wraparound support to victims and their families impacted by violence, substance abuse, domestic violence, etc. This unified approach fills a long-standing gap in services and represents a significant step forward in ensuring equitable access to recovery-focused care and healing for all Albuquerque residents.





### ACS EXPANDS SBVIP TO 4<sup>TH</sup> HIGH SCHOOL

ACS's School-Based Violence Intervention Program (SBVIP) expanded to Del Norte High School, making it the fourth high school to receive full-time, on-campus support. The program already operates at West Mesa, RFK, and Atrisco Heritage Academy. Trained ACS Intervention Specialists provide students with mentorship, academic support, and access to essential services like housing, food, and job placement. SBVIP is part of the City's broader Teen Connect initiative, which focuses on prevention, safety, and youth opportunity. Since launching in 2022, the program has shown strong results, including higher GPAs, improved graduation rates, and reduced suspensions. The expansion reflects close partnership with Albuquerque Public Schools and ongoing commitment to student success.

### SOUTHWEST SAFETY CENTER

In September, Albuquerque marked the opening of the Southwest Safety Center—its first facility to house Albuquerque Fire Rescue, Albuquerque Community Safety, and the Albuquerque Police Department in one location. The 21,000-square-foot center is designed to improve safety and further strengthen collaboration between public safety departments to help meet the needs of the community. Supported by \$23.9 million in city and state funding, it also represents Albuquerque's first new fire station in two decades.

### VERA RECOGNIZES ACS AS POTENTIAL BLUEPRINT FOR NEW YORK'S NEXT STEPS

The Vera Institute [recently spotlighted ACS](#) as a leading national example of community-centered public safety. As New York City explores creating its own Department of Community Safety, Vera pointed to ACS as a model already proving that non-police responses can strengthen safety and better support people in crisis. The article notes that cities across the country are looking to Albuquerque's approach as they move beyond traditional "tough on crime" strategies. Being highlighted by Vera underscores ACS's growing national influence and the importance of Albuquerque's leadership in redefining public safety. It's a reminder that the work happening here is shaping policy discussions in some of the largest cities in the country.

### Key Takeaways – Programmatic Updates

- ACS responded to 13,105 calls for service, a 13.5% increase compared to FY25-Q1
- ACS celebrated its fourth year of operations
- SBVIP expands to its fourth high school
- City open state's first Trauma Recovery Center
- Southwest Safety Center marks first building to house APD, ACS and AFR under one roof
- Vera Institute suggests New York see ACS's work as new mayoral administration explores community safety department



## Quarterly Metrics

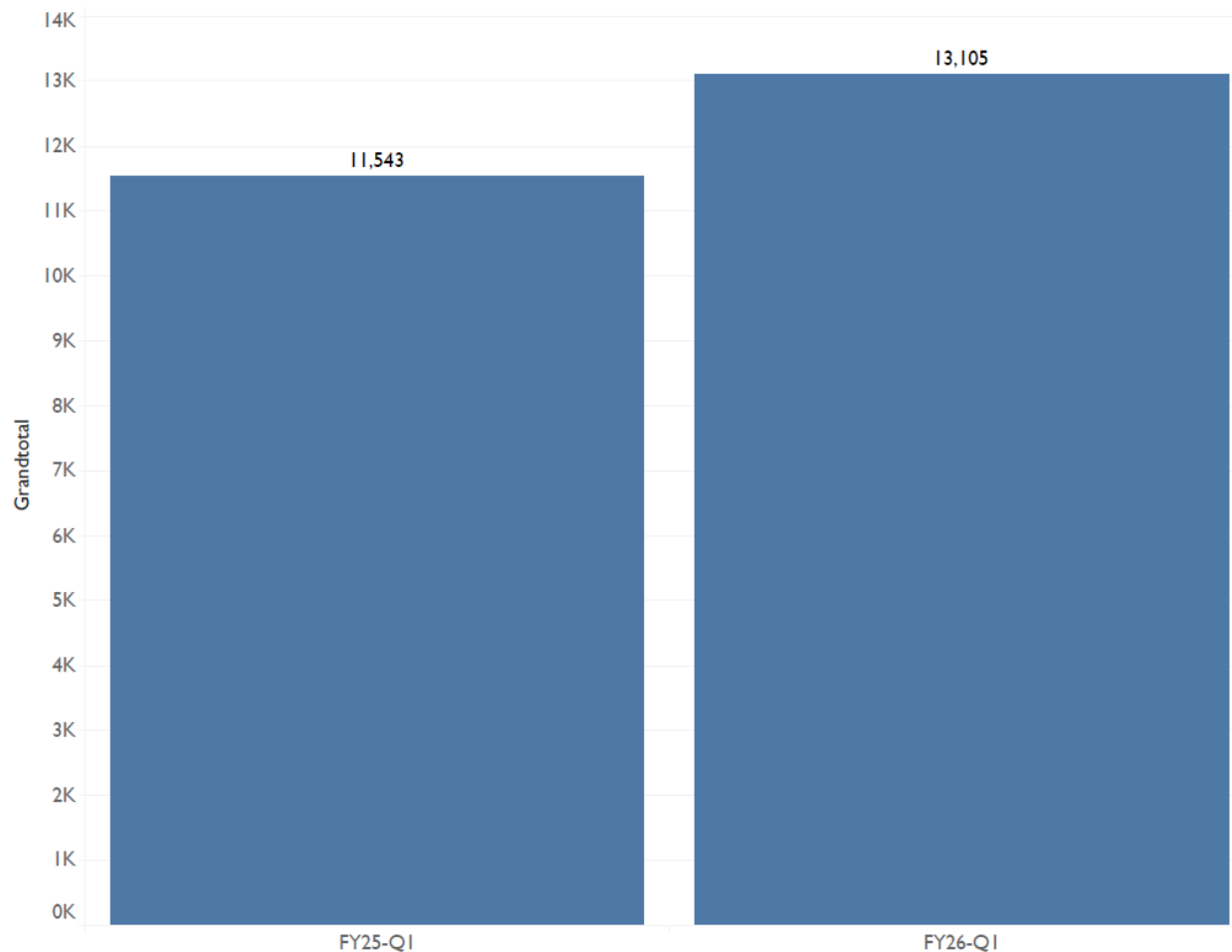
### Call Volume

FY26-Q1 total call volume was 13.5% higher compared to FY25-Q1. A significant factor is a 4.5% increase in 9-1-1 calls, and a 111.2% increase in 3-1-1 calls (see Figure 3), and the team is continuing to field thousands of 9-1-1 calls.

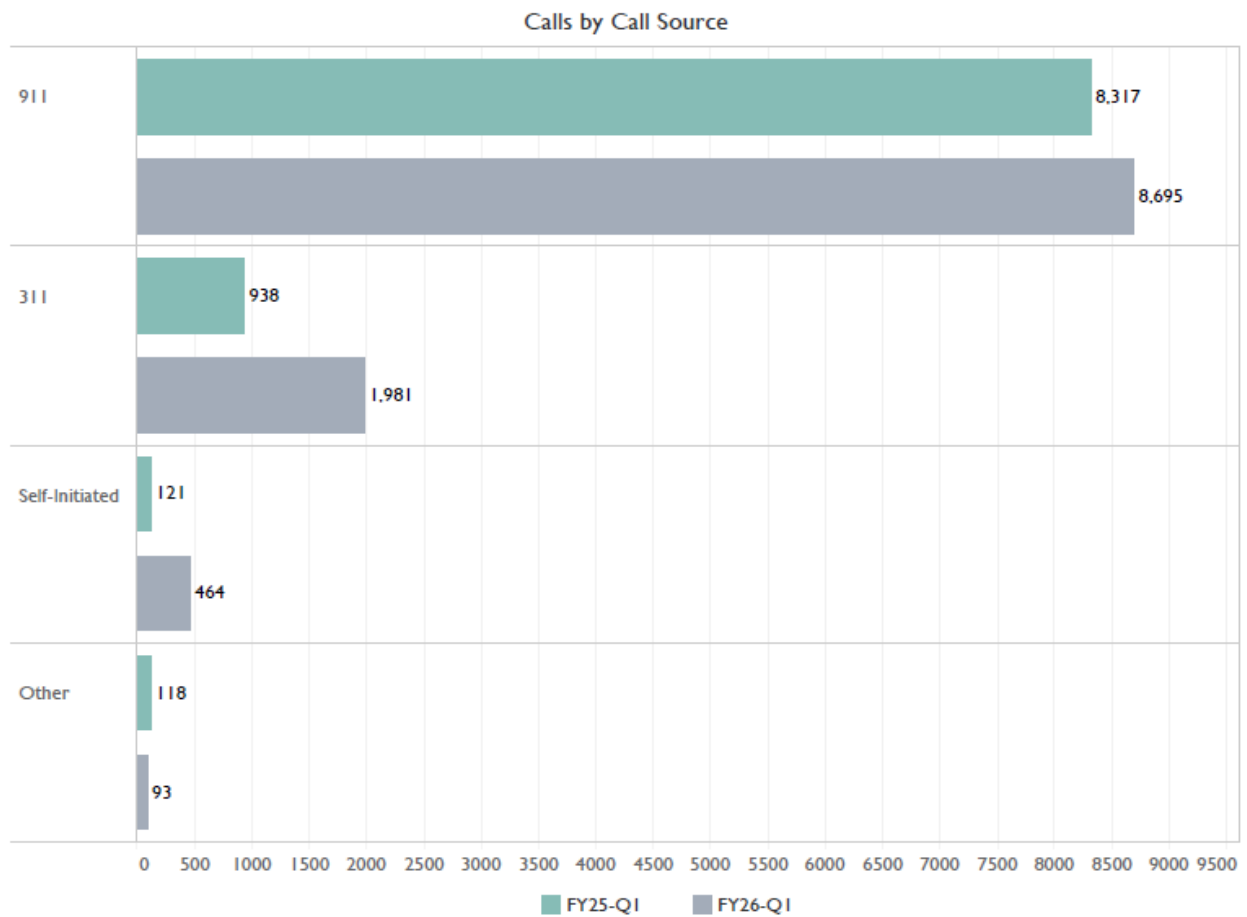
Responders are also self-initiating less often due the high volume of both 9-1-1, and 3-1-1 calls for which the ACS has a dedicated team of responders assigned to in order to respond to as quickly as possible.

**Figure 2: Q1 CFS Yearly Comparison - FY25 Q1 vs. FY26 Q1**

ACS Calls for Service Yearly Comparison



Quarterly Report: FY26-Q1

**Figure 3: FY25 Q1 vs FY26 Q1 Call Sources Quarterly Comparison**

## Quarterly Report: FY26-Q1

**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 less than 23 minutes of a call being created, and the average of 19 minutes and 15 seconds for them to arrive on scene for these calls.

**Table 3: Average Response Times by priority for Behavioral Health Responders – FY26 Q1**

Average Response Times FY26-Q1		
		BHR
Priority 1	Create to Entry	00:04:25
	Entry to Dispatch	00:22:21
	Dispatch to On-Scene	00:19:15
	On-Scene to Clear	00:55:06
	Create to Clear	01:38:24
	Total Calls	89
	% Total Calls	0.83%
Priority 2	Create to Entry	00:03:37
	Entry to Dispatch	00:45:45
	Dispatch to On-Scene	00:18:18
	On-Scene to Clear	00:30:04
	Create to Clear	01:34:47
	Total Calls	1,204
	% Total Calls	11.26%
Priority 3	Create to Entry	00:05:18
	Entry to Dispatch	02:18:06
	Dispatch to On-Scene	00:23:11
	On-Scene to Clear	00:22:19
	Create to Clear	03:07:46
	Total Calls	978
	% Total Calls	9.15%
Priority 4	Create to Entry	00:03:13
	Entry to Dispatch	05:38:20
	Dispatch to On-Scene	00:35:47
	On-Scene to Clear	00:15:24
	Create to Clear	06:28:07
	Total Calls	429
	% Total Calls	4.01%
Priority 5	Create to Entry	00:03:06
	Entry to Dispatch	07:29:48
	Dispatch to On-Scene	00:16:59
	On-Scene to Clear	00:26:54
	Create to Clear	07:46:59
	Total Calls	255
	% Total Calls	2.38%
Grand Total	Create to Entry	00:04:06
	Entry to Dispatch	02:32:27
	Dispatch to On-Scene	00:22:27
	On-Scene to Clear	00:25:48
	Create to Clear	03:20:25
	Total Calls	2,955
	% Total Calls	27.63%



## Quarterly Report: FY26-Q1

**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-Q1 was 27 hours and 58 minutes. While the previous quarter, FY2025-Q3, saw 3-1-1 calls closing at an average of 23 hours and 48 minutes, FY26Q1 saw a 111.2% increase in service requests, or 1,043 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 Q1, about 6.5% calls resulted in transport to a service provider and 29.4% 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 Q1**

## Frequency of Outcomes All

Call Outcomes	2025 Q1	2026 Q1	2026 Q1 % of Calls
No Person Found	3,854	4,767	29.4%
Performed Welfare Check	2,560	2,498	15.4%
Provided Information	2,036	2,498	15.4%
Declined Services or Walked Away	1,728	2,319	14.3%
Directly Met Need	1,279	1,410	8.7%
Transported	807	1,051	6.5%
Connected to a Service / Resource	448	565	3.5%
No Action Required	435	284	1.7%
AFR Call-out	216	223	1.4%
Attempted Referral	152	165	1.0%
Other	157	199	1.2%
APD Call-out	130	133	0.8%
Responder Canceled for Safety Concerns	126	20	0.1%
Repeat Consumer - No Additional Action	41	17	0.1%
Canceled En Route	33	75	0.5%
Used Lifesaving Technique	5	8	0.0%
Used Language Access Line	10	4	0.0%



Quarterly Report: FY26-Q1

**Table 5: Service Provider Transport Outcomes – FY26 Q1**

## Service Provider Transports FY26-Q1

Service Providers	# of Transports to this location
Gateway Center First Responder Drop Off	194
Gateway West	179
University of New Mexico (UNM) Adult Psychiatric Center	119
Presbyterian Kaseman Hospital	111
Other	58
University of New Mexico Hospital (UNMH)	46
Presbyterian Hospital	23
CARE Campus Detox (Formerly MATS)	22
Lovelace Medical Center Downtown	18
Joy Junction	13
UNMH Crisis Triage Center	12
Lovelace Women's Hospital	12
Veterans Affairs (VA) Hospital	9
HopeWorks	9
Albuquerque Opportunity Center (AOC)	7
The Rock at Noon Day	6
God's Warehouse	6
Albuquerque Health Care for the Homeless (AHCH)	5
Albuquerque Community Safety	5
Gateway Women's	4
First Nations Community Healthsource	4
Haven House	3
Veteran Intergation Center (VIC)	2
University of New Mexico (UNM) Children's Psychiatric Center	2
Haven Behavioral Hospital	2
Adult Protective Services (APS)	2
Valencia Shelter for Domestic Violence	1
University of New Mexico (UNM) Milagro Program	1
University of New Mexico (UNM) Addiction and Substance Abuse Program (ASAP)	1
Steelbridge	1
State of the Heart	1
Safehouse	1
New Day Youth & Family Services	1
Bernalillo County Metropolitan Court	1
APD Crisis Intervention Unit	1



## Quarterly Report: FY26-Q1

**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 92.3% 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: Q4 VIP/HBVIP Custom Notifications Yearly Comparison**

VIP/HBVIP	FY25 Q1	FY26 Q1
Candidates for Customs Attempted	72	76
Custom Notifications Delivered	37	39
Clients Engaged in Services	6	36

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 Q1
OEP Referrals	259
Candidates Engaged	239
Candidates Seeking Tx	24
Narcan Doses Given	492
OEP Referrals	258

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.



## Quarterly Report: FY26-Q1

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: FY25 Q1 SBVIP/Youth VIP Insights**

SBVIP	FY25 Q1	FY26 Q1
Students Referred based on (intake/referral)	16	71
Actively Engaged (based on case notes)	22	127

**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 Q1**

VIP Referred Service	FY26-Q1
Peer Support	185
Resource Navigation	120
Mentorship	105
Basic Needs	99
Other In-House Service	82
Temporary/Emergency Shelter/Housing	67
Other External Service	50
Transportation	44
Rental/Utility Assistance	25
Behavioral/Mental Health Services	25
CVRC	22
Substance Use Treatment/Counseling	21
Medical Services	13
Family Counseling/Intervention	13
Medicated Assisted Treatment - MAT	12
Legal Intervention	11
Personal Identifying Docs	8





## Quarterly Report: FY26-Q1

Job Placement	8
GED	7
Trauma Recovery	5
Job Training	4
Higher Education	3
Funeral and burial assistance	3
Faith Based Intervention	2
Parenting Classes	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: Q4 CORA Referrals by Incident Type Yearly Comparison**

CORA REFERRED SERVICE	FY25 Q1	FY26 Q1
Peer Support	22	185
Resource Navigation	10	120
Mentorship	8	105
Basic Needs	16	99
Other In-House Service	0	82
Temporary/Emergency Shelter/Housing	18	67
Other External Service	3	50
Transportation	6	44
Behavioral/Mental Health Services	2	25
Rental/Utility Assistance	4	25
CVRC	2	22
Substance Use Treatment/Counseling	7	21
Family Counseling/Intervention	2	13
Medical Services	0	13
Medicated Assisted Treatment - MAT	3	12
Legal Intervention	3	11
Job Placement	7	8
Personal Identifying Docs	2	8
GED	0	7
Trauma Recovery	1	5
Job Training	0	4
Funeral and burial assistance	1	3
Higher Education	1	3
Faith Based Intervention	1	2
Parenting Classes	0	1



Quarterly Report: FY26-Q1

**Key Takeaways – Quarterly Metrics**

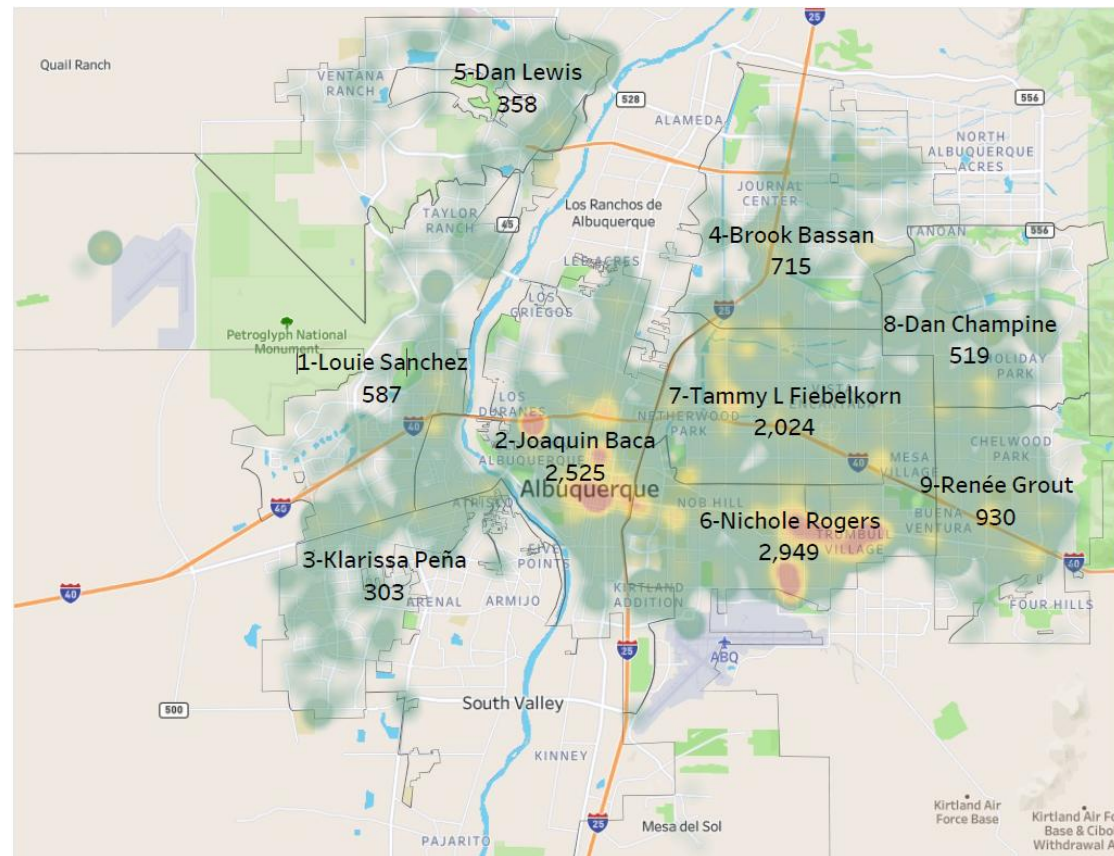
- ACS FY 2026 Q1 surpassed FY 2025 Q1's call for service number by 13.5%
- 3-1-1 tickets on average closed under a 28-hour window
- A total of 1,051 ACS responses in FY2026 Q1 resulted in a transport to service providers or shelter
- CORA Responders assisted 223 individuals



## Appendix A: Citywide Map of ACS Responses

**Figure 4: Citywide ACS Responses during FY26-Q1**

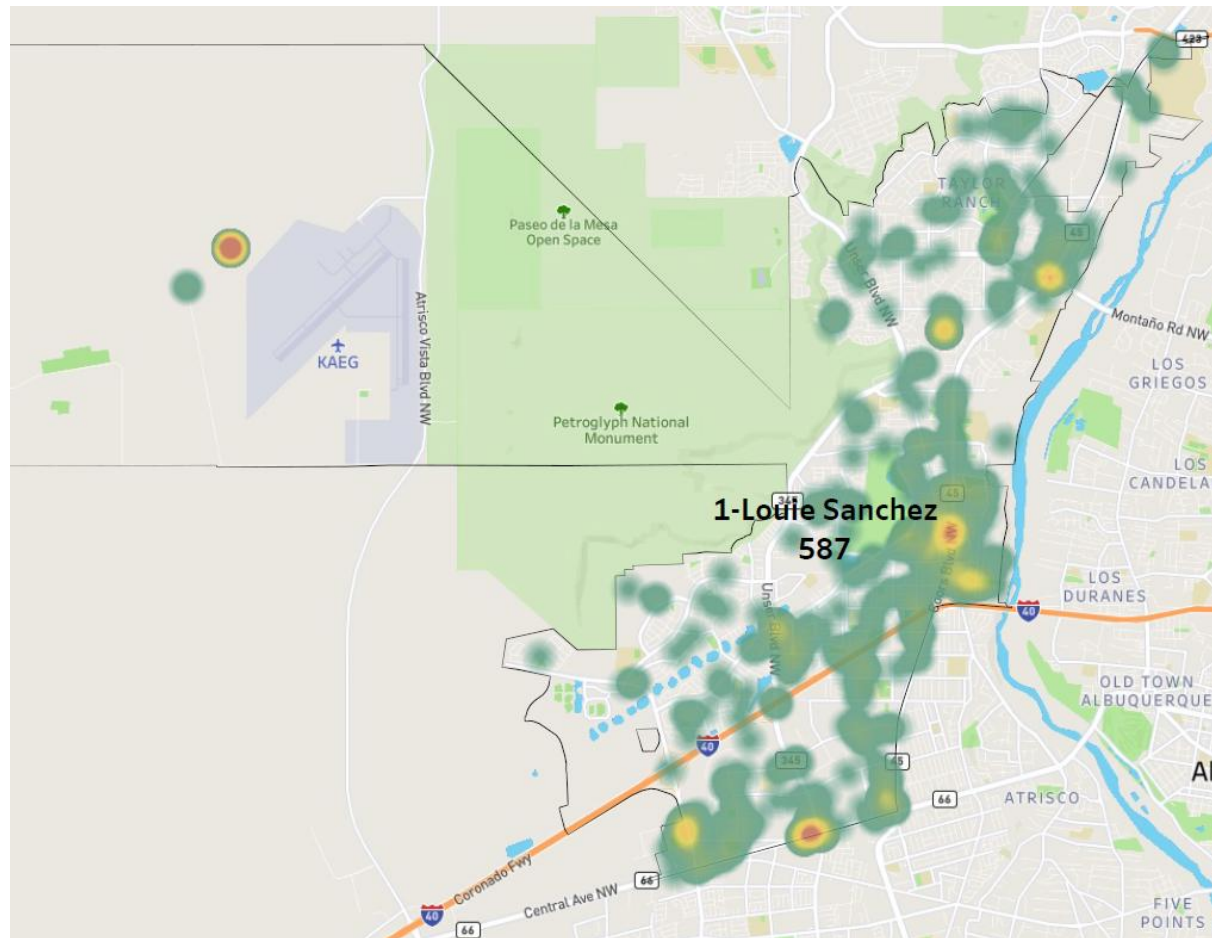
In FY26-Q1, ACS created 13,105 calls for service reports, a 30.5% **increase** from FY26-Q1.



## Appendix B: Council District 1 CFS Map

**Figure 5: ACS Responses in CD1 during FY26-Q1**

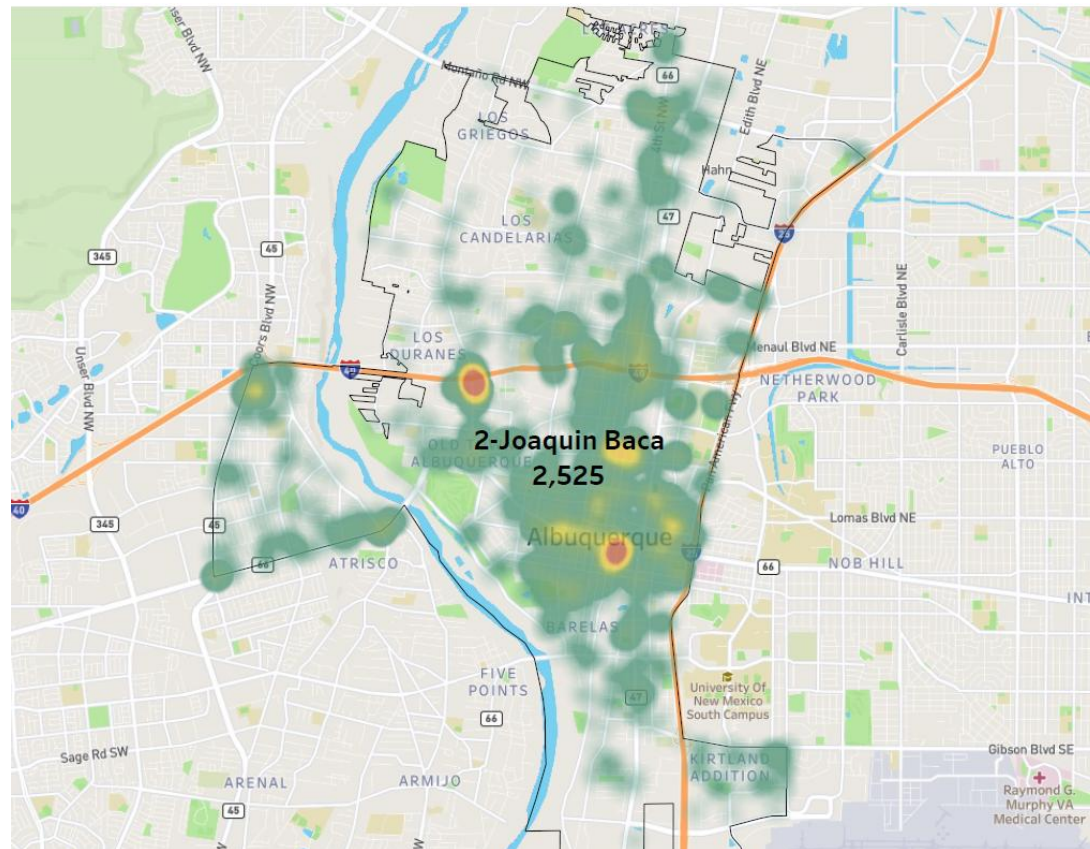
In FY26-Q1, ACS created 587 reports in Council District 1, a 10.9% **increase** from FY26-Q1.



## Appendix C: Council District 2 CFS Map

**Figure 6: ACS Responses in CD2 during FY26-Q1**

In FY26-Q1, ACS created 2,525 reports in Council District 2, a 21% increase from FY26-Q4.

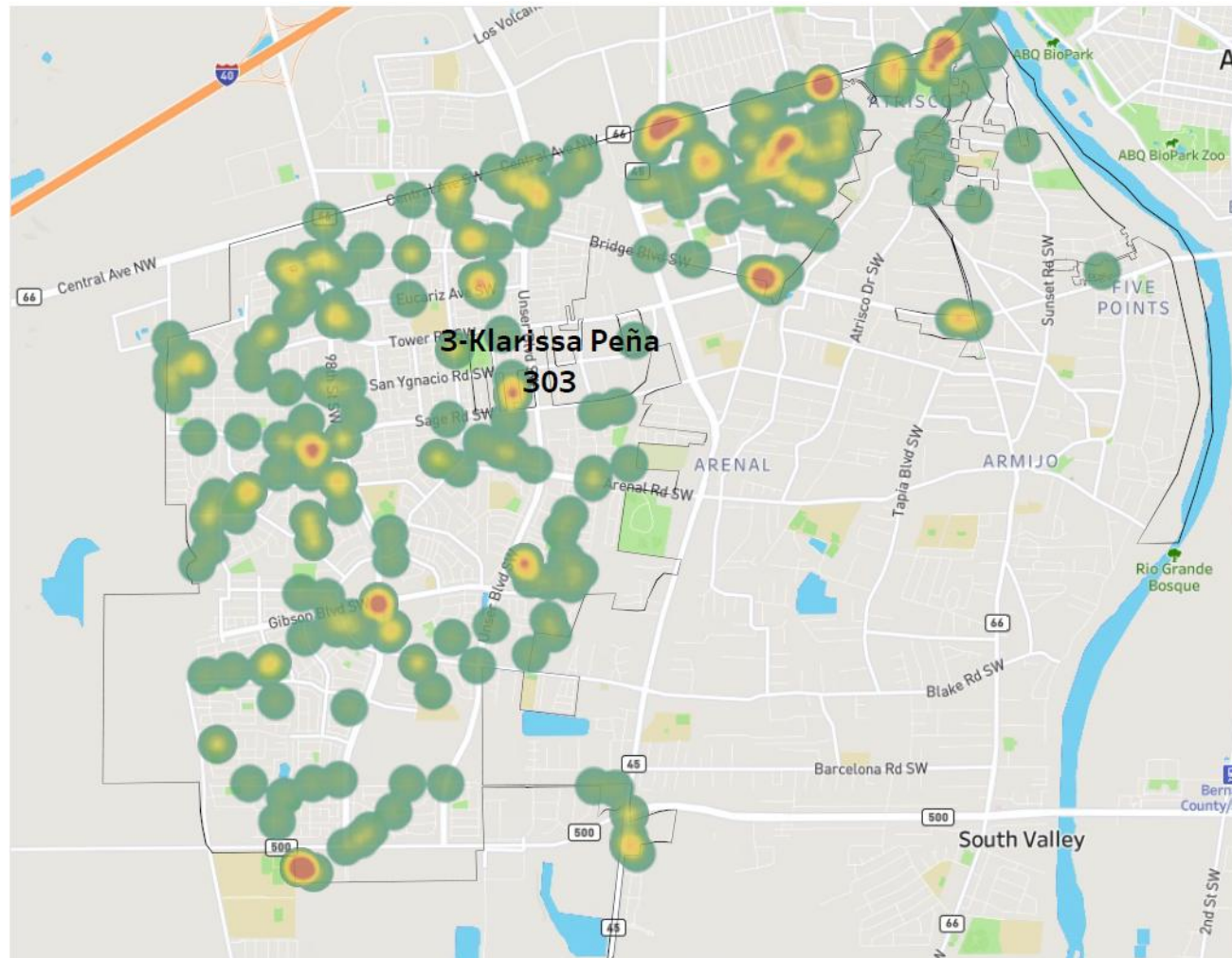




## Appendix D: Council District 3 CFS Map

**Figure 7: ACS Responses in CD3 during FY26-Q1**

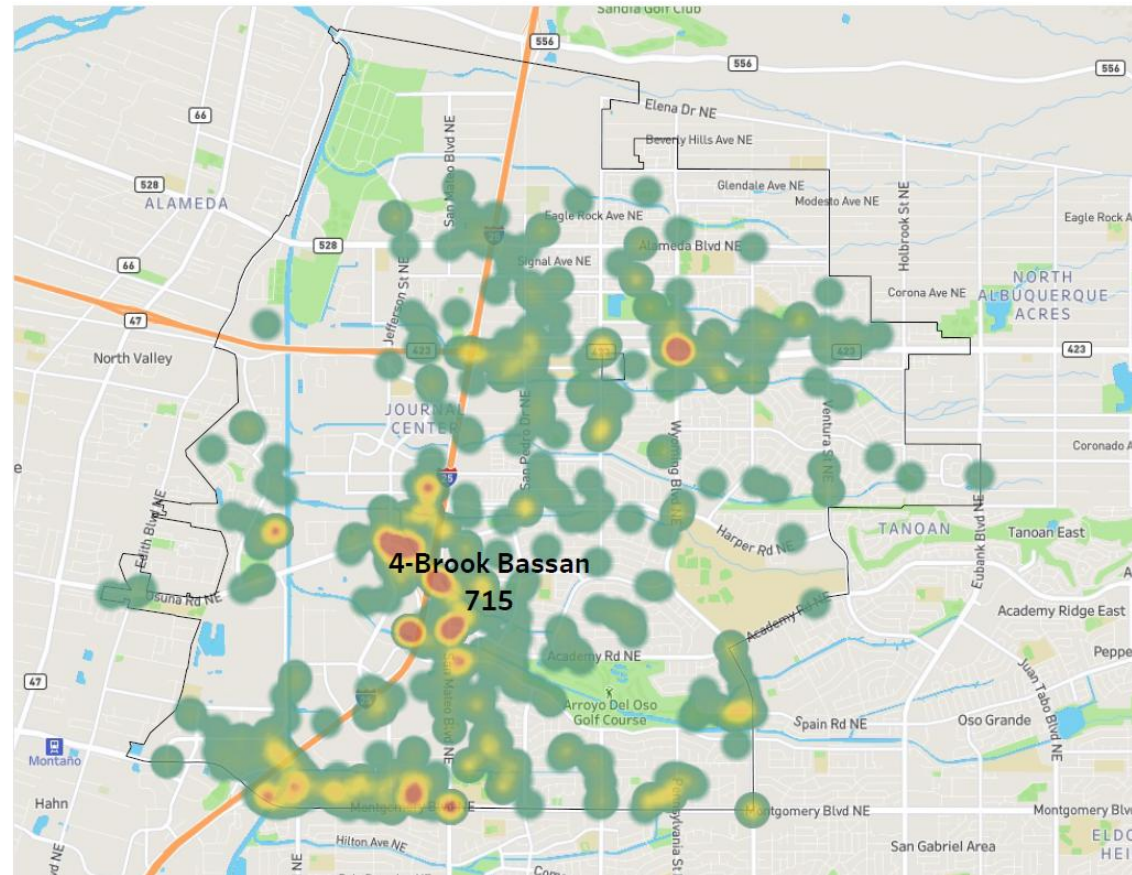
In FY26-Q1, ACS created 303 reports in Council District 3, a 4.1% increase from FY25-Q4.



## Appendix E: Council District 4 CFS Map

**Figure 8: ACS Responses in CD4 during FY26-Q1**

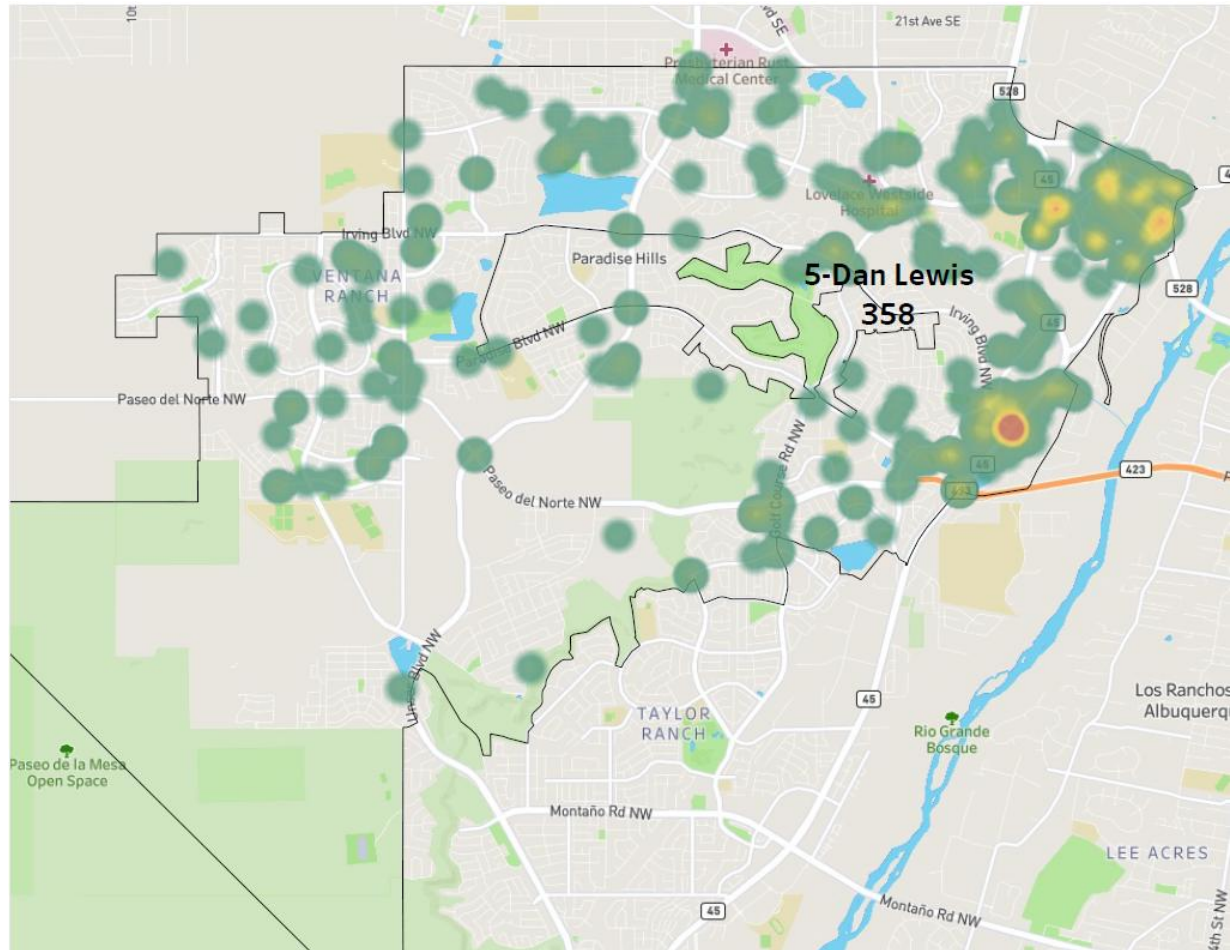
In FY26-Q1, ACS created 715 reports in Council District 4, a 5.5% increase from FY25-Q4.



## Appendix F: Council District 5 CFS Map

**Figure 9: ACS Responses in CD5 during FY26-Q1**

In FY26-Q1, ACS created 358 reports in Council District 5, a 5% increase from FY25-Q4.



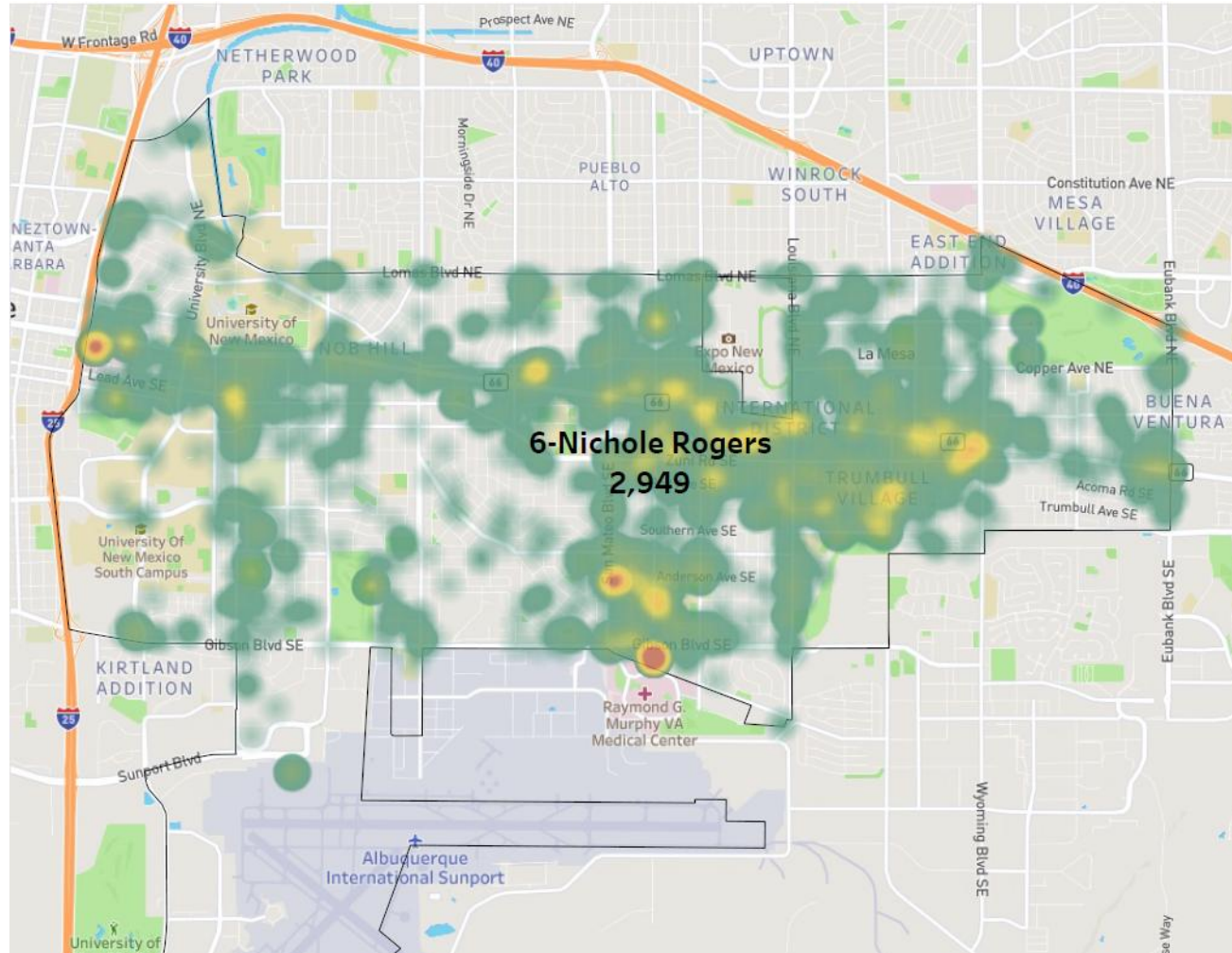


Quarterly Report: FY26-Q1

## Appendix G: Council District 6 CFS Map

**Figure 10: ACS Responses in CD6 during FY26-Q1**

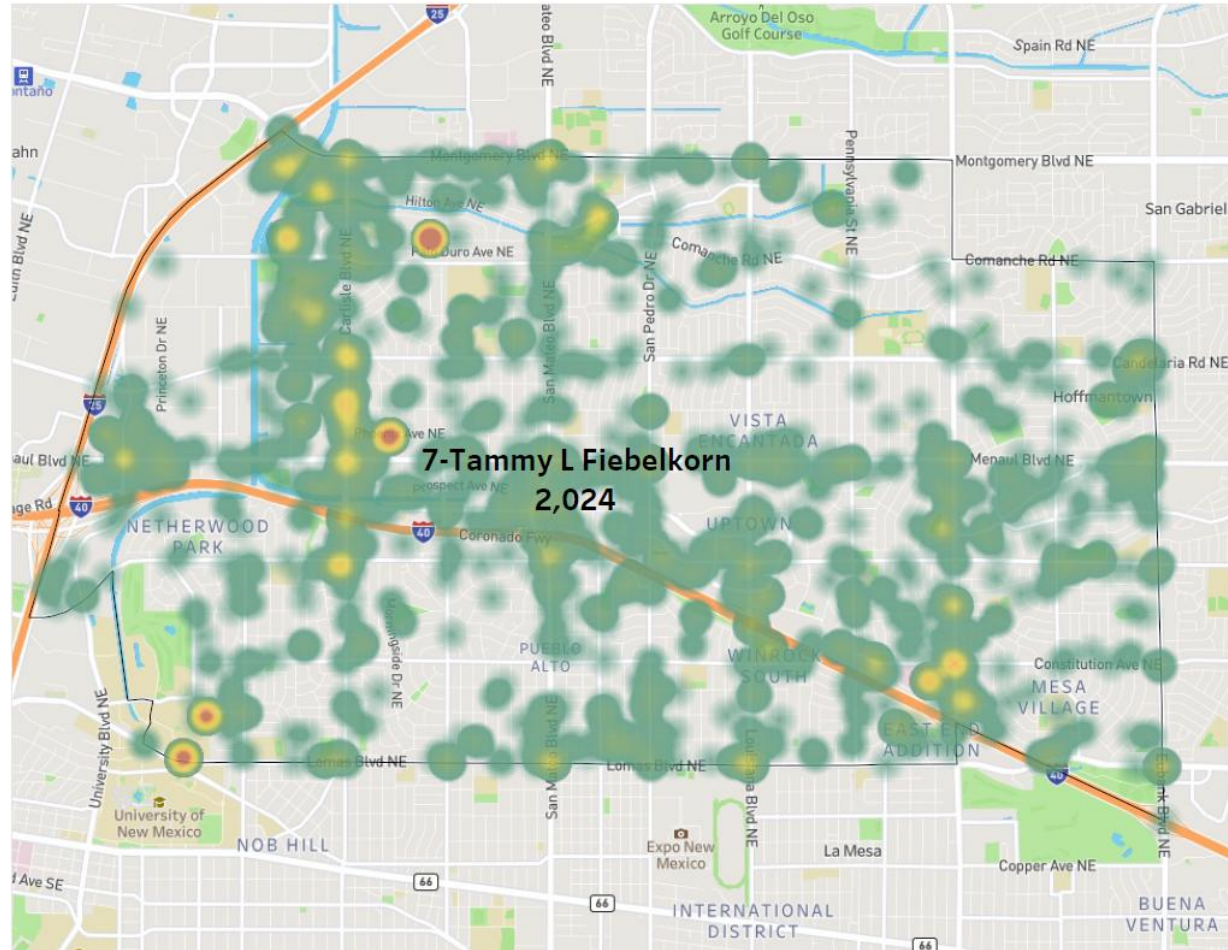
In FY26-Q1, ACS created 2,949 reports in Council District 6, a 0.4% increase from FY25-Q4.



## Appendix H: Council District 7 CFS Map

**Figure 11: ACS Responses in CD7 during FY26-Q1**

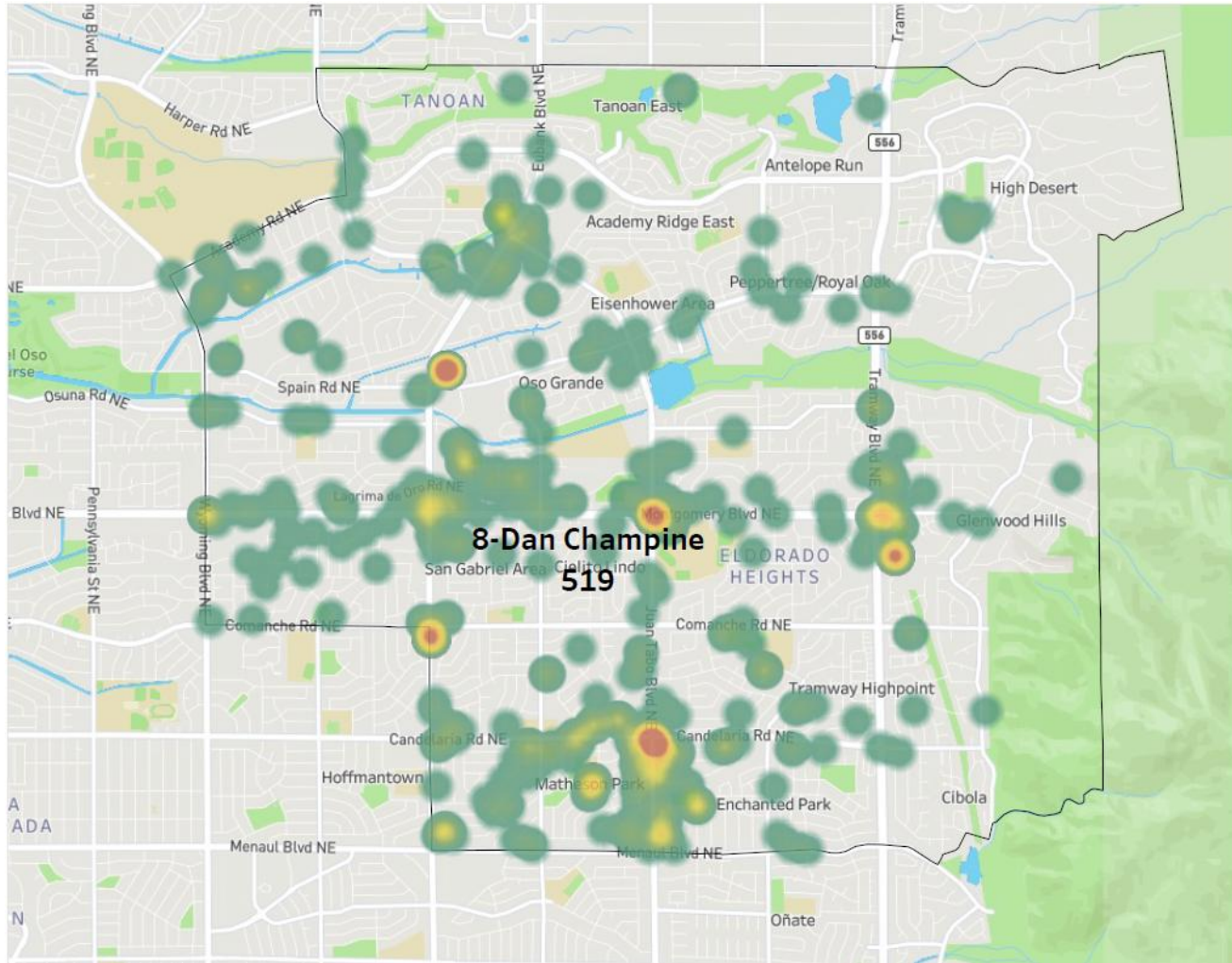
In FY26-Q1, ACS created 2,024 reports in Council District 7, a 13.2% increase from FY25-Q4.



## Appendix I: Council District 8 CFS Map

**Figure 12: ACS Responses in CD8 during FY26-Q1**

In FY26-Q1, ACS created 519 reports in Council District 8, a 3.8% increase from FY25-Q4.





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## Appendix J: Council District 9 CFS Map

**Figure 13: ACS Responses in CD9 during FY26-Q1**

In FY26-Q1, ACS created 930 reports in Council District 9, an 27.7% increase from FY25-Q4.

