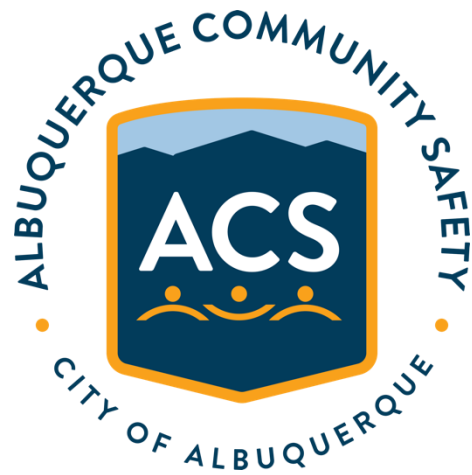# City of Albuquerque
Community Safety Department

FY25 Q2 Report

January 2024

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Contents

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Programmatic Updates and Insights

Two quarters through the 2025 fiscal year, the Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. FYTD, ACS has responded to 10,771 calls for service (CFS), on pace to surpass FY2024 by 9.4%. These are calls primarily focusing on mental health, homelessness, and addiction that do not require a police response. ACS take on a portion of 911 calls that can be handled by trained behavioral health responders instead of police officers. Continuing at this pace, ACS is projected to respond to almost 44,366 CFS.

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

ACS Calls for Service Over the Life of the Deparment

	FY22	FY23	FY24	FY25Q1/2
ACS Calls for Service Over the Life of the Deparment	8997	24977	40191	22813
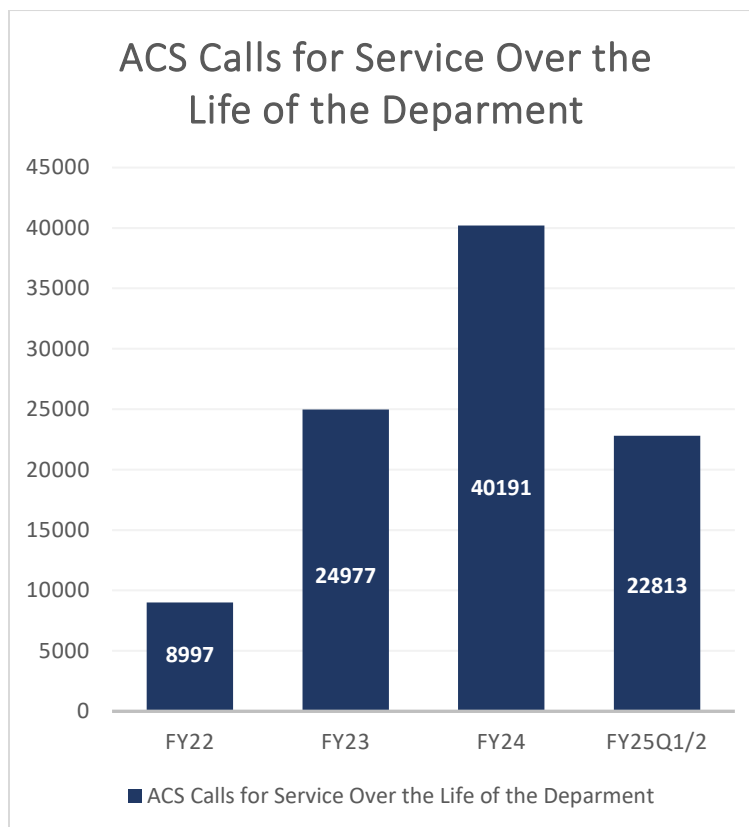
Table 1 and Table 2: Comparison of Call Types by Shift (Created Time and Dispatch Time)

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 96.4% of calls created within a respective shift are dispatched to the call for service during that same shift. The highest call type for ACS is Unsheltered Individual. In FY2025-Q2 there were 3,146 calls for this call type. Respective shifts responded to this call type at the following rates: Day 93.5%, Swing 99.4%, and Grave 97.5%.

Table 1: ACS CAD Events by Call Create Time – FY25 Q2

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind	1449	744	953	3146	42.74%
Wellness	490	280	602	1372	18.64%
Welfare	332	256	529	1117	15.18%
Behavioral Health	244	265	313	822	11.17%
Suicidal Ideation	155	181	229	565	7.68%
Disturbance	83	31	100	214	2.91%
Suspicious Individual	26	23	30	79	1.07%
Panhandling	20	3	9	32	0.43%
Needle Pickup	2	2	3	7	0.10%
Other		1	2	3	0.04%
Com. Eng.	1	1		2	0.03%
Outreach			1	1	0.01%
Total	**2802**	**1787**	**2771**	**7360**	**100%**

Table 2: ACS CAD Events by Call Dispatch Time – FY25 Q2

Call Type	Day	Swing	Grave	Total	Percentage
Beha. Health	1,284	737	916	2,937	41.38%
Com. Eng.	487	276	590	1,353	19.06%
Disturbance	323	254	513	1,090	15.36%
Needle Pickup	242	266	312	820	11.55%
Outreach	153	180	227	560	7.89%
Panhandling	83	32	100	215	3.03%
Suicidal Ideation	26	24	30	80	1.13%
Suspicious Ind.	20	3	9	32	0.45%
Unsheltered Ind.	2	2	2	6	0.08%
Welfare		1	2	3	0.04%
Wellness		1		1	0.01%
Other			1	1	0.01%
Total	**2,620**	**1776**	**2702**	**7,098**	**100%**

ACS FEATURED IN HARVARD BUSINESS SCHOOL CASE STUDY

In October, Harvard Business School released a case study titled "In That Crucible, You Find Innovation: Public Safety Transformation in Albuquerque," which examined the development of ACS. The study explored how ACS provides a non-police response to crises involving behavioral health, homelessness, and substance use, offering a new approach to public safety. It also looked at the leadership of Mayor Tim Keller and City officials in response to the challenges faced during the 2020 social justice protests and their efforts to address systemic issues in policing.

The case study highlights the creation of ACS as an effort to better align public safety responses with community needs. By diverting certain crisis situations away from police and toward trained professionals, Albuquerque aims to improve both immediate outcomes and long-term community well-being. The study provides valuable insights for those interested in exploring alternative models for public safety and community health. It is now available for educators, policymakers, and others interested in these topics The case study is now available for educators and practitioners interested in exploring new paradigms for community safety and well-being: "In That Crucible, You Find Innovation": Public Safety Transformation in Albuquerque | Harvard Business Publishing Education."

HOLIDAY EVENT

With its new headquarters in the heart of the International District, ACS is excited to offer family-friendly events that bring the community together. This December, the department kicked off its inaugural Holiday Community Event, attracting over 500 attendees. The festive gathering featured free food, fun activities for all ages, and a special visit from Santa Claus, who handed out gifts to delighted children.

The event was made possible through a collaboration with Women in Leadership, Albuquerque Fire Rescue, and the Albuquerque Police Department. Thanks to the generous support of local non-profits, businesses, and community members, ACS was able to distribute more than 2,000 pounds of toys to children in need, making the holiday season brighter for many families in the community.

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 April 30, the service provides transportation and refuge during extreme cold weather. In its first two months of operation, the service has transported 1,136 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 **1-505-505-418-6178**.

TRUNK-OR-TREAT

On October 31, Albuquerque Community Safety (ACS) hosted its first-ever Trunk-or-Treat event at its new 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, and more, bringing together local organizations and city departments to foster community connection. Over 500 attendees enjoyed a fun-filled evening of activities and celebrations, supported by partners including the Albuquerque Police and Fire Departments, City transit and parks, and local businesses.

The event was made possible through generous contributions from community partners, and the City of Albuquerque's Transit Department helped ensure all families could attend. ACS is excited to continue engaging with the International District and hopes to make the Trunk-or-Treat an annual tradition that strengthens bonds and creates lasting memories for local families.

Coffee with Community Safety

In an effort to broaden the feedback from the community, ACS partnered with local Starbucks to host Coffee with Community Safety events. The series is a community engagement initiative designed to build communication between our department and the community. These events are open to all and focus on discussing concerns, asking questions, and learning more about the department.

New ACS Homeless Liaison Administrator

In October, ACS brought on Jennifer Martinez to head its Street Outreach team. Martinez comes with well over a decade of experience in working with the unhoused community. Her valuable experience in working for and with non-profits is a tremendous asset to ACS and its ability to be able to continue to build partnerships to help some of the most vulnerable members of our community.

Violence Prevention & Intervention Division

ACS's Violence Prevention & Intervention Division holds four (4) programs that each target violence in the community from different angles: **Community-Oriented Response & Assistance (CORA)**, **Opioid Education and Prevention Program (OEP), Violence Intervention Program (VIP), and School-Based Violence Intervention Program (SBVIP)**.

After finalizing an MOU in FY25 Q1, in August, the VPI division's **School-Based Violence Intervention Program (SBVIP)** began operations at Atrisco Heritage Academy High School, officially making it the second Albuquerque Public School part of the program. This program interrupts violence among youth by setting students on a pathway to success.

Key Takeaways – Programmatic Updates

- ACS featured in Harvard Business School case study
- ACS donated more than 2,000 pounds of presents for their holiday event
- Department re-launches Emergency Overnight Shelter Transportation hotline
- Jennifer Martinez joined ACS to head its Street Outreach team.
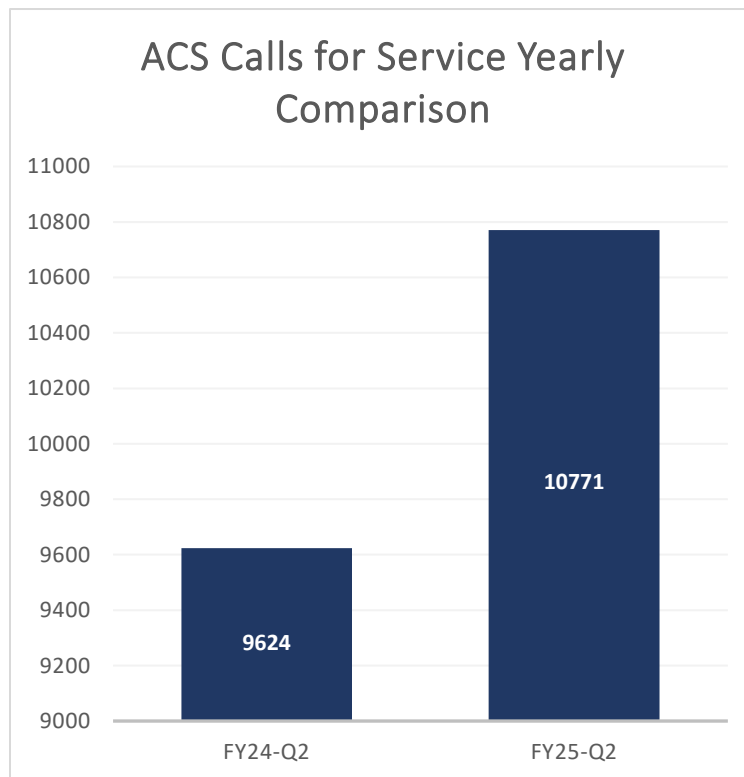- SBVIP expands program to Atrisco Heritage High School.

Quarterly Metrics

Call Volume

FY25 Q2 total call volume was 10.6% higher compared than FY24 Q2. A significant factor is an increase in 9-1-1 calls (see Figure 1) much of this can be attributed to the fact that FY24-Q2 marked the first full quarter that ACS Responders were dispatched by APD. Up until February of 2024, ACS was under the dispatching for Albuquerque Fire Rescue; as a result we've seen more calls from 911.

Responders are also self-initiating less often due the high volume of both 9-1-1 and 3-1-1 calls.

Figure 1: Q2 CFS Yearly Comparison - FY24 Q2 vs. FY25 Q2

Figure 2: FY25 Q1 vs Q2 Call Sources Quarterly Comparison

Call by Call Source
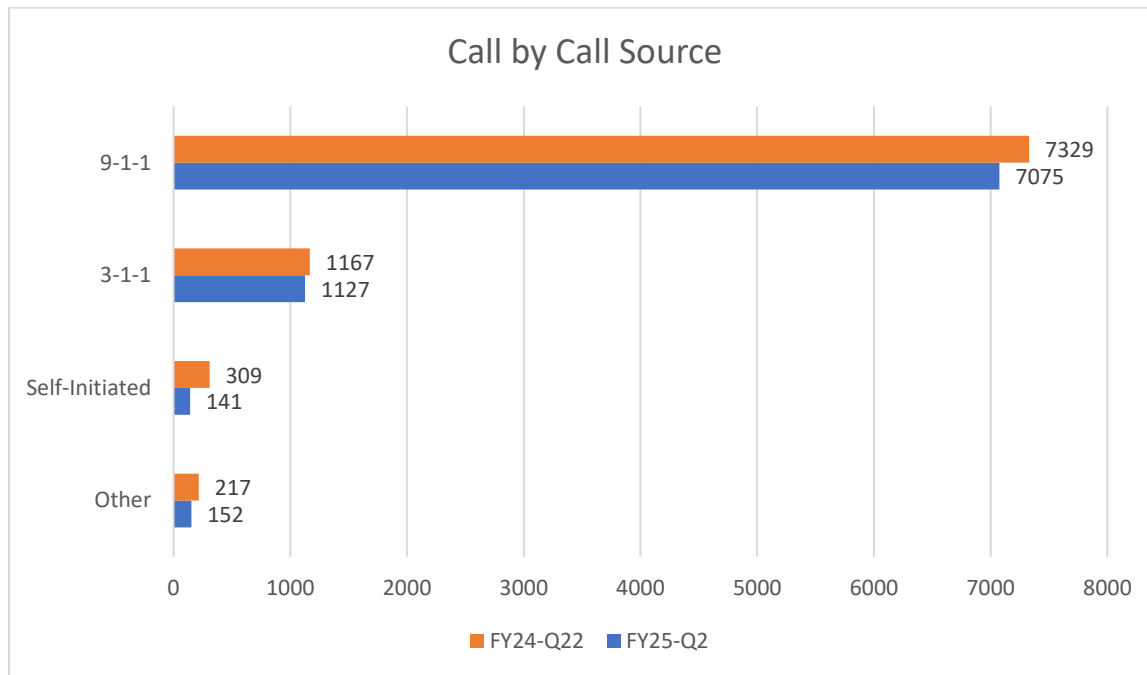
Call Source	FY24-Q22	FY25-Q2
9-1-1	7329	7075
3-1-1	1167	1127
Self-Initiated	309	141
Other	217	152

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 2 being the highest priority on the call while Priority 5 is considered the lowest).

A notable figure is the 19 minutes and 8 second response that Responders averaged in arriving on scene to Priority 2 calls. This is comparable to the 18 minutes and 52 second average response time to the same priority call in the last quarter

Table 3: Average Response Times by priority for Behavioral Health Responders – FY25 Q2

		Behavioral
Priority 2	Create To Entry	00:03:23
	Entry to Dispatch	00:46:25
	Dispatch to Onscene	00:19:08
	Time On-Scene	00:30:47
	Create to Clear	01:36:11
	Calls	2,579
	% of Total Calls	27.86%
Priority 3	Create To Entry	00:03:47
	Entry to Dispatch	04:16:32
	Dispatch to Onscene	00:26:16
	Time On-Scene	00:18:28
	Create to Clear	05:05:40
	Calls	2,130
	% of Total Calls	23.01%
Priority 4	Create To Entry	00:03:49
	Entry to Dispatch	08:50:13
	Dispatch to Onscene	00:28:26
	Time On-Scene	00:16:58
	Create to Clear	09:41:26
	Calls	743
	% of Total Calls	8.03%
Priority 5	Create To Entry	00:03:43
	Entry to Dispatch	14:03:12
	Dispatch to Onscene	00:39:47
	Time On-Scene	00:13:20
	Create to Clear	14:48:44
	Calls	120
	% of Total Calls	1.30%
Grand Total	Create To Entry	00:03:36
	Entry to Dispatch	03:30:43
	Dispatch to Onscene	00:23:39
	Time On-Scene	00:23:49
	Create to Clear	04:18:06
	Calls	5,572
	% of Total Calls	60.19%

311 Call Outcomes

The average time to close an ACS 3-1-1 service request in FY2025-Q2 was 5 hours and 18 minutes, down from 5 hours and 44 minutes in FY2025-Q2. ACS continues to perform well within the expectations of a 72-hour window for 3-1-1 tickets. The significant decrease can be credited to the swift and effective work of a dedicated specialized team, and the addition of ACS Triage Specialists at the Emergency Communications Center who can quickly route calls and tickets appropriately for ACS. Secondly, department benefitted tremendously in the addition of Responders from ACS's July Academy class. 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, about 5% calls result in transport to a service provider (822 total transports—56% more than this time last year) and 26.4% of calls result in no person being found; this is a improvement of nearly 3% from the previous quarters.

A total of 700 calls in FY25 Q2 resulted in a transport. This is a 14% decrease from FY24 Q2.

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

Table 4: Frequency of Outcomes during ACS Responses – FY25 Q2

Call Outcomes	% of Calls w/this Outcome
No Person Found	26.4%
Performed Welfare Check	17.8%
Provided Information	15.8%
Declined Services or Walked Away	12.8%
Directly Met Need	9.0%
Transported	5.5%
Connected to a Service / Resource	4.0%
No Action Required	2.9%
AFR Call-out	1.5%
Attempted Referral	1.4%
Other	1.0%
APD Call-out	0.9%

Table 5: Service Provider Transport Outcomes – FY25 Q2

Call Outcomes	# of Transfers to this Location
University of New Mexico (UNM) Adult Psychiatric Center	107
Presbyterian Kaseman Hospital	88
Gateway West	78
Gateway Center First Responder Drop Off	51
Other	46
University of New Mexico Hospital (UNMH)	32
Lovelace Medical Center Downtown	27
Joy Junction	20
Presbyterian Hospital	19
CARE Campus Detox (Formerly MATS)	12
HopeWorks	10
UNMH Crisis Triage Center	7
First Nations Community Healthsource	5
Veterans Affairs (VA) Hospital	5
Albuquerque Community Safety	4
God's Warehouse	4
Good Shepard Fresh Start	4
The Rock at Noon Day	4
University of New Mexico (UNM) Children's Psychiatric Center	4
Abq StreetConnect (Heading Home)	3
Haven House	3
Lovelace Women's Hospital	3
Albuquerque Health Care for the Homeless (AHCH)	2
NM Income Support Division	2
The Compassion Services Center	2
Albuquerque Opportunity Center (AOC)	1
Barret House	1
Family Advocacy Center	1
Haven Behavioral Hospital	1
Safehouse	1
UNM Addiction and Substance Abuse Program (ASAP)	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 maintains a 94% two-year running 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 Custom Notifications Yearly Comparison

	FY24 Q2	FY25 Q2
Candidates for Customs Attempted	122	96
Custom Notifications Delivered	74	59
Clients Engaged in Services	19	18

In FY2025 Q2, VIP operated with limited staff, filling its open Division Manager, and working to fill its Program Manager roles. Additionally, during this time, the department's Social Services Manager returned from personal leave. These were factors can be contributed to the differential in custom notifications and engagements.

Table 7 OEP Insights

OEP	FY25 Q2
OEP Referrals	**89**
Candidates Engaged	**67**
Candidates Seeking Tx	**5**

The 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.

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, and Atrisco Heritage 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 amount 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 West Mesa High School, and the implementation of the program at Atrisco Heritage Academy High School.

Table 8 Q2 SBVIP Insights

SBVIP	FY24 Q2	FY25 Q2
Students Referred based on (intake/referral) dt	1	33
Actively Engaged (based on case notes)	6	48

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 – FY25 Q2

Service	FY25-Q2
Peer Support	19
CVRC	9
Resource Navigation	6
Basic Needs	6
Personal Identifying Docs	4
Job Placement	3
Shelter/Housing	3
Rental/Utility Assistance	2
Job Training	1
GED	1
Substance Use Treatment/Counseling	1
Trauma Recovery	1
Medicated Assisted Treatment - MAT	1
Family Counseling/Intervention	1
Transportation	1
Faith Based Interventions	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

Incident Type	FY24 Q2	FY25 Q2
DV/Sexual Assault	32	41
Other	16	29
Homicide	11	13
Gun/Other Violence	7	7
Other Deaths	2	5
Suicide	9	3

This quarter, CORA assisted 98 individuals.

Table 11: Q4 CORA Impact Metrics Yearly Comparison

Impact Metric	FY24 Q2	FY25 Q2
Adults assisted	219	111
Referred Incidents	266	102
Referrals Made	326	58
Outreach operations	178	53
Children assisted	62	22
Community Engagements	1	4
Adults assisted	219	111

Key Takeaways – Quarterly Metrics

- ACS is on pace in FY 2025 to surpass FY 2024's call for service number by 9.4%.
- 26-minute improvement in closing 3-1-1 tickets, less than 6 hours to close.
- Response times to Priority 2 calls are comparable to the previous quarter.
- A total of 700 ACS responses in FY2025 Q2 resulted in a transport to service providers or shelter.
- The Violence Intervention Program (VIP) is holding a 94% success rate.
- CORA Responders assisted 98 individuals.

Appendix A: Citywide Map of ACS Responses

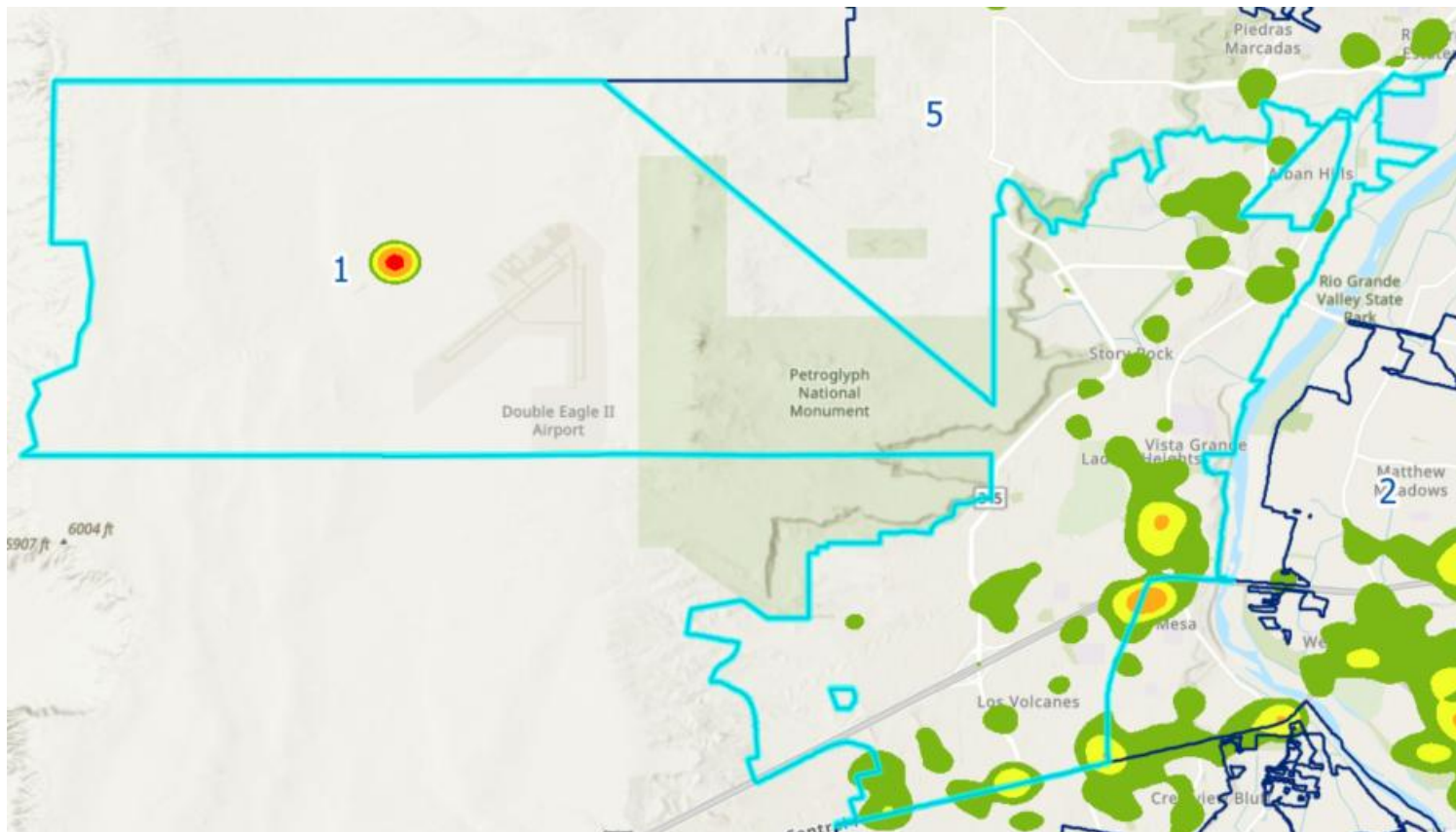**Figure 3: Citywide ACS Responses during FY25-Q2**

In FY25-Q2, ACS created 8,422 reports citywide, a 10.6% decrease from FY25-Q1.
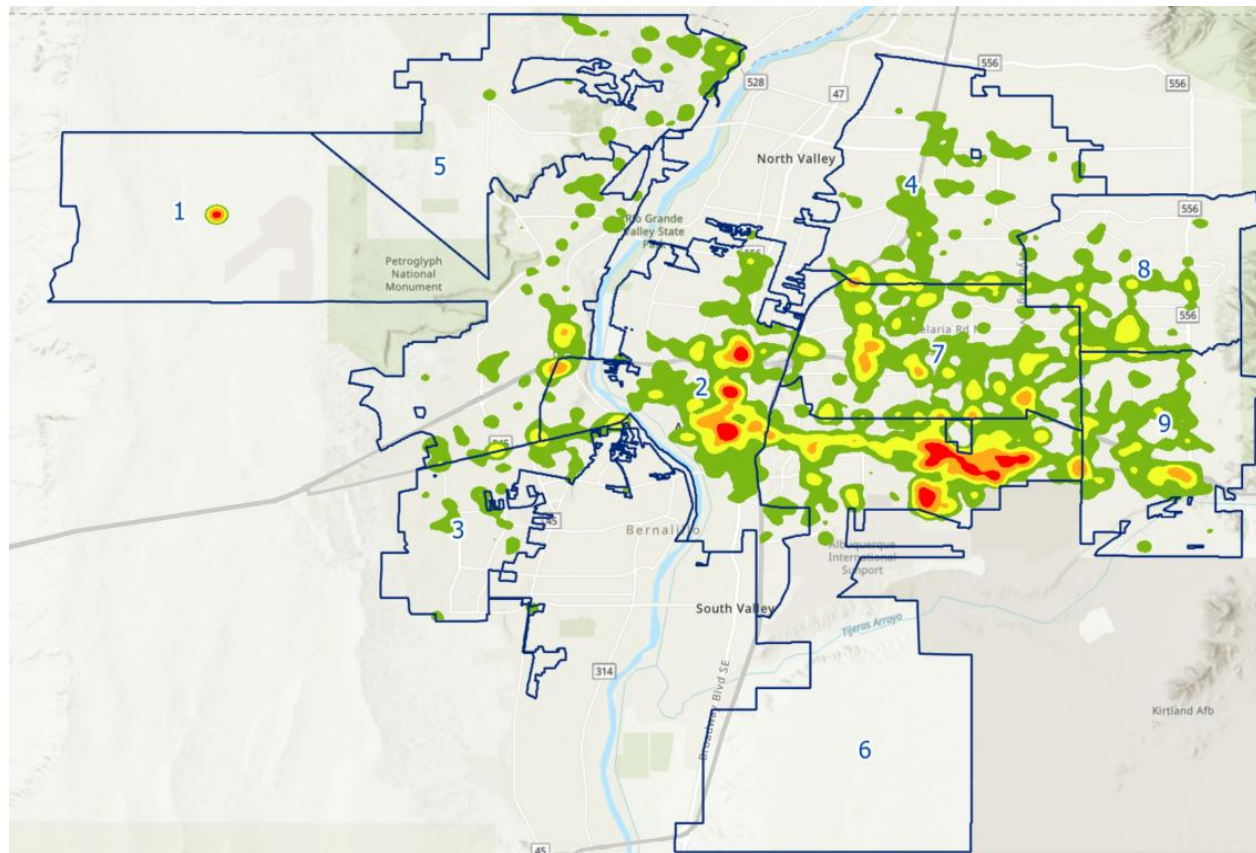
Appendix B: Council District 1 CFS Map

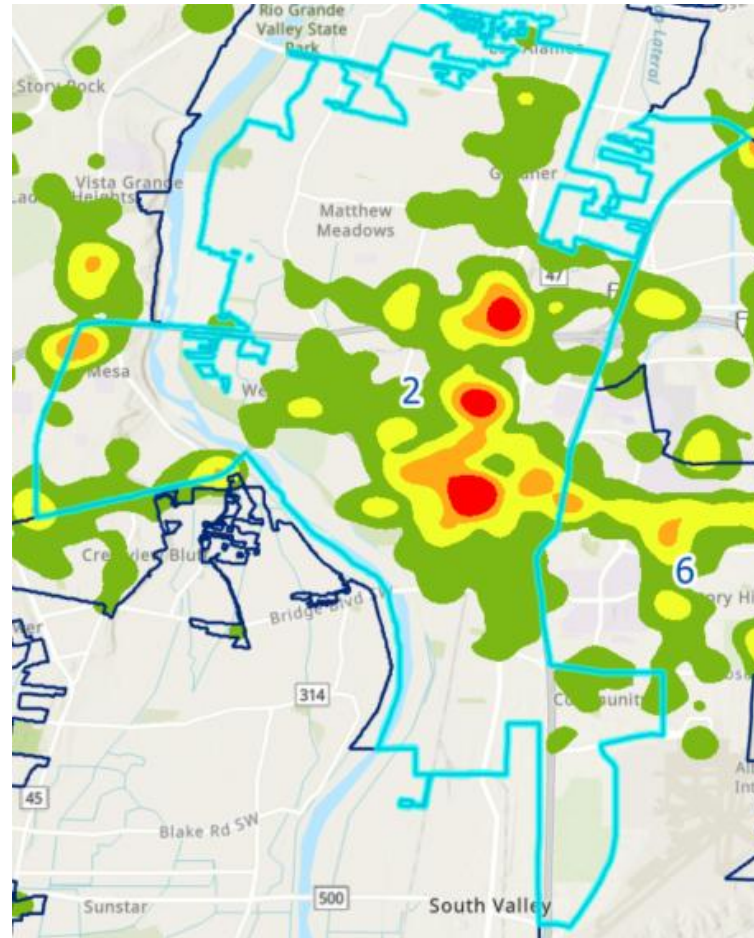**Figure 4: ACS Responses in CD1 during FY25-Q2**

In FY25-Q2, ACS created 537 reports within Council District 1, a 14.1% decrease from FY25-Q1.

Appendix C: Council District 2 CFS Map
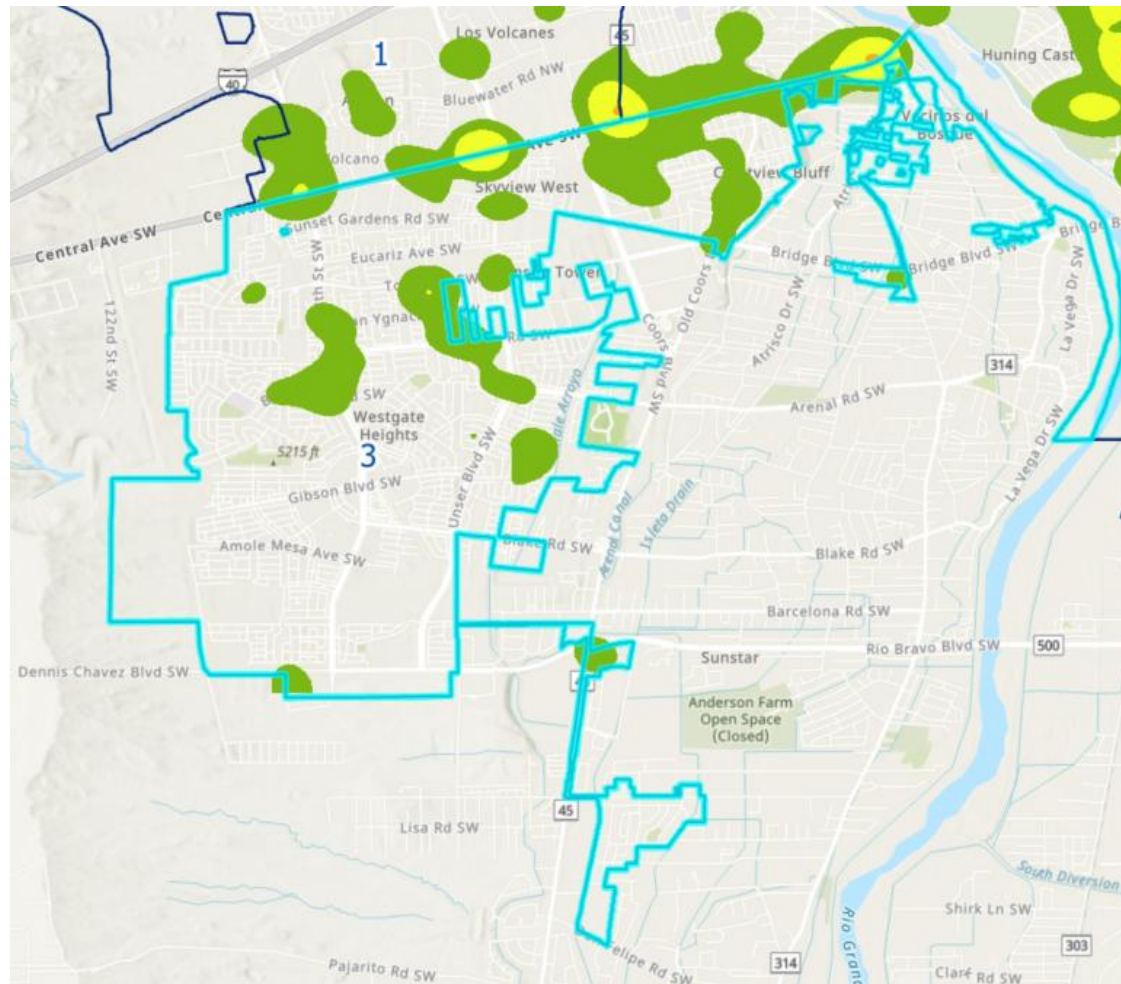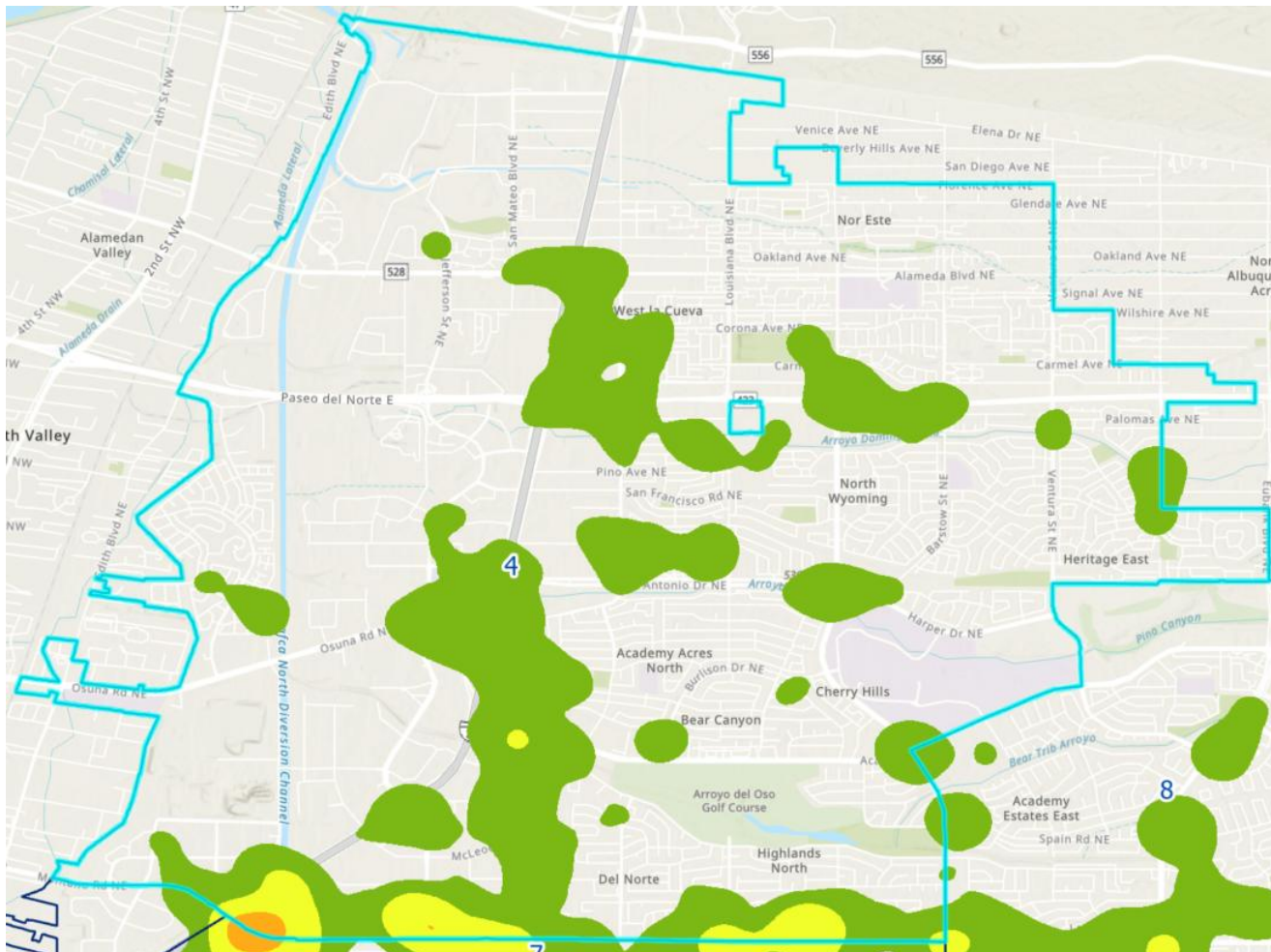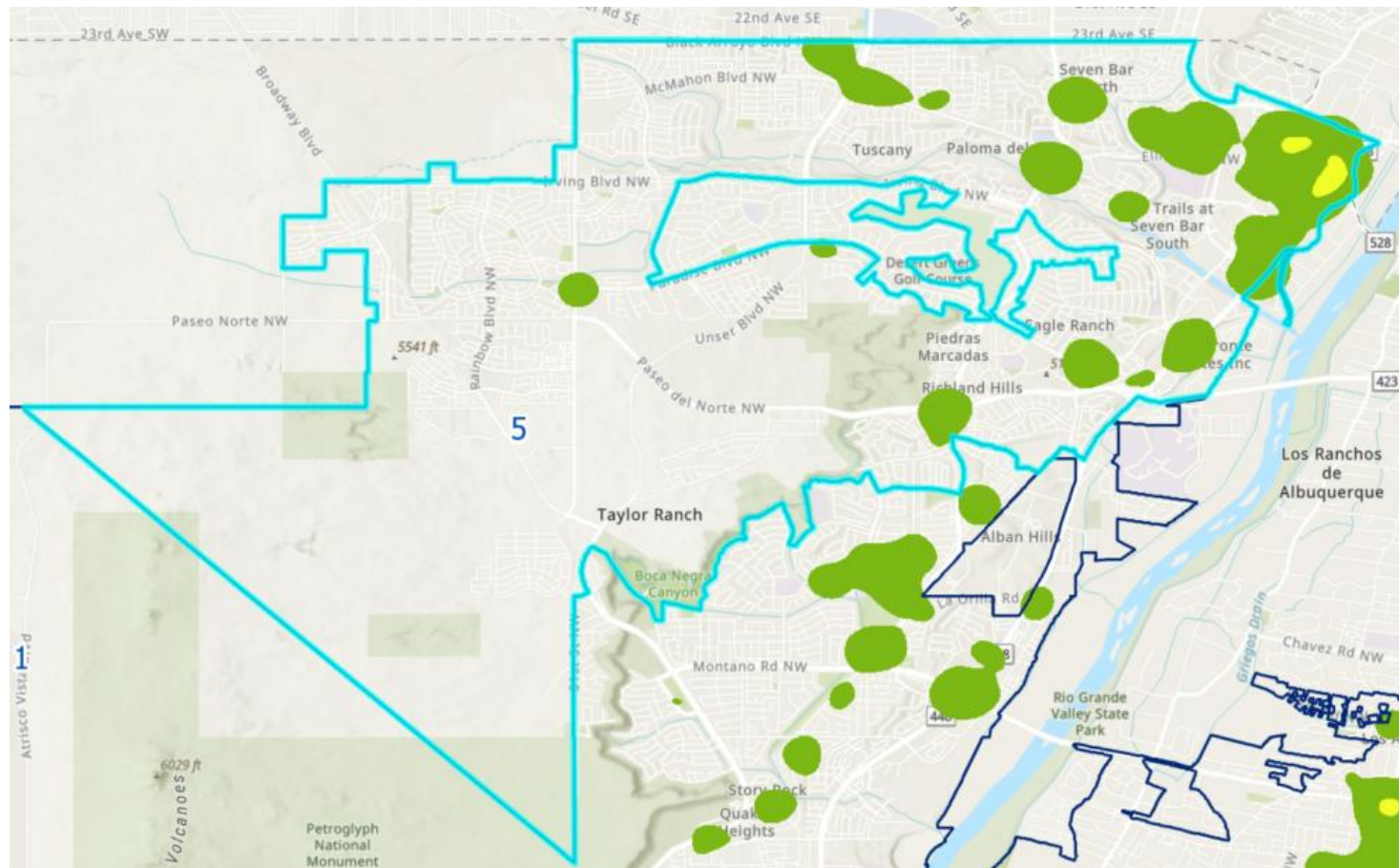
Figure 5: ACS Responses in CD2 during FY25-Q2

In FY25-Q2, ACS created 1,789 reports within Council District 2, a **13.8% decrease from FY25-Q1.**

Appendix D: Council District 3 CFS Map

Figure 6: ACS Responses in CD3 during FY25-Q2

In FY25-Q2, ACS created 235 reports within Council District 3, a 27.9% decrease from FY25-Q1.

Appendix E: Council District 4 CFS Map

Figure 7: ACS Responses in CD4 during FY25-Q2

In FY25-Q2, ACS created 522 reports within Council District 4, an 8.7% decrease from FY25-Q1.

Appendix F: Council District 5 CFS Map
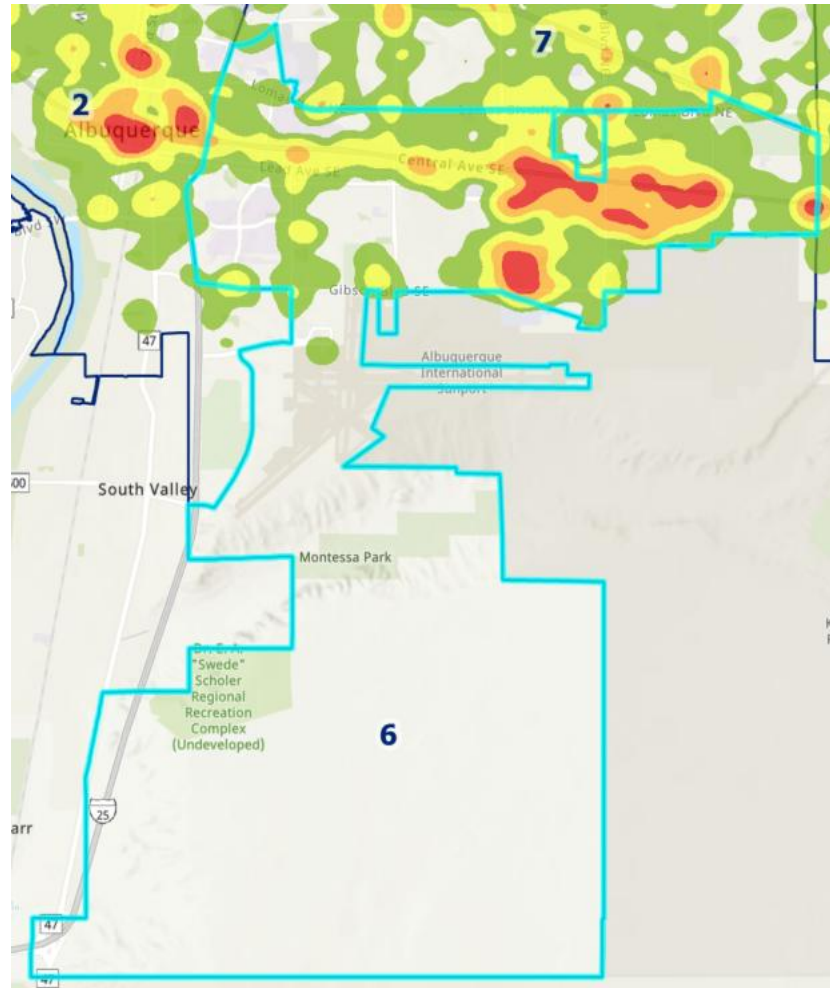
Figure 8: ACS Responses in CD5 during FY25-Q2

In FY25-Q2, ACS created 282 reports within Council District 5, an 11.9% decrease from FY25-Q1.

Appendix G: Council District 6 CFS Map

Figure 9: ACS Responses in CD6 during FY25-Q2

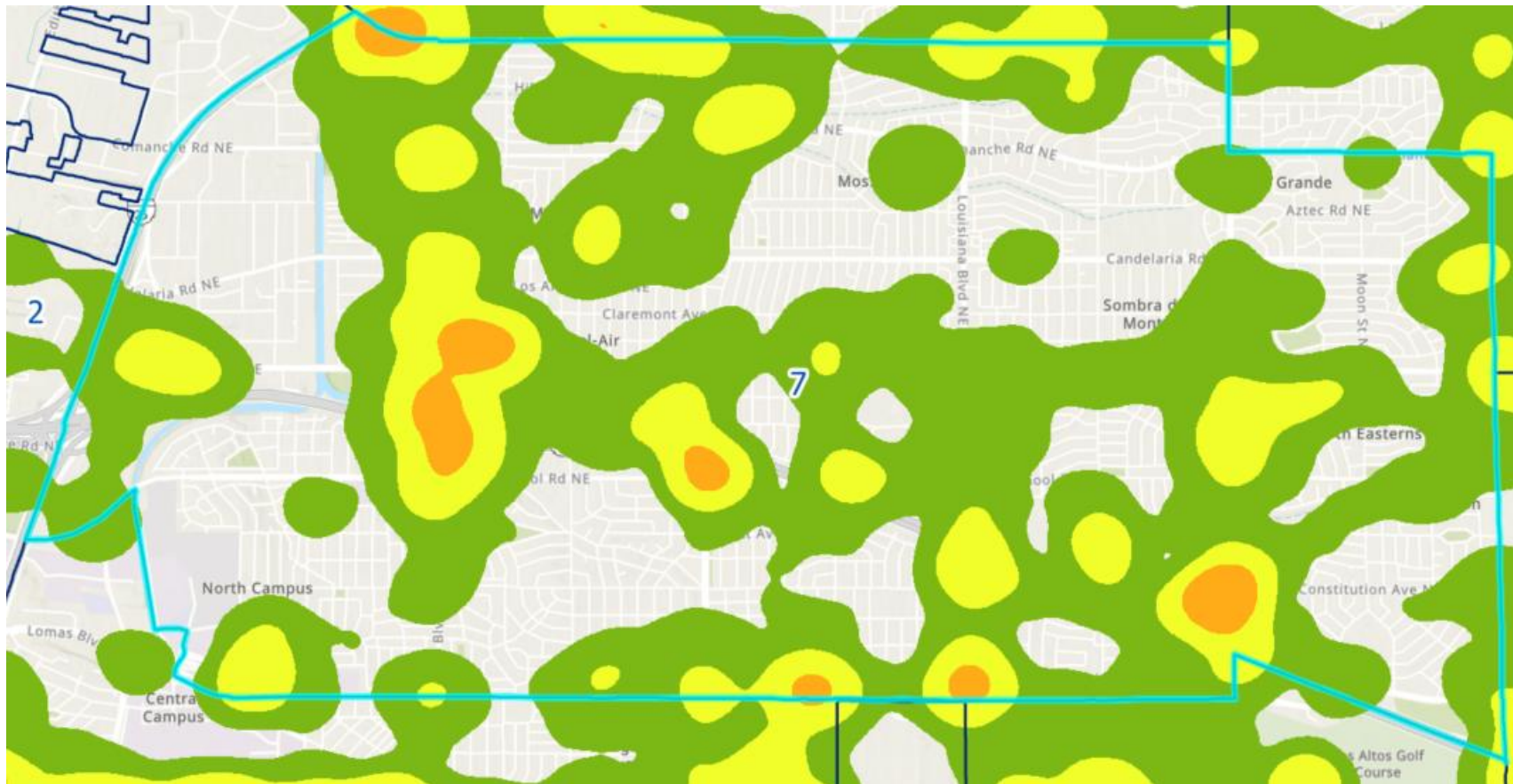In FY25-Q2, ACS created 2,400 reports within Council District 6, a 2.9% increase from FY25-Q1.

Appendix H: Council District 7 CFS Map
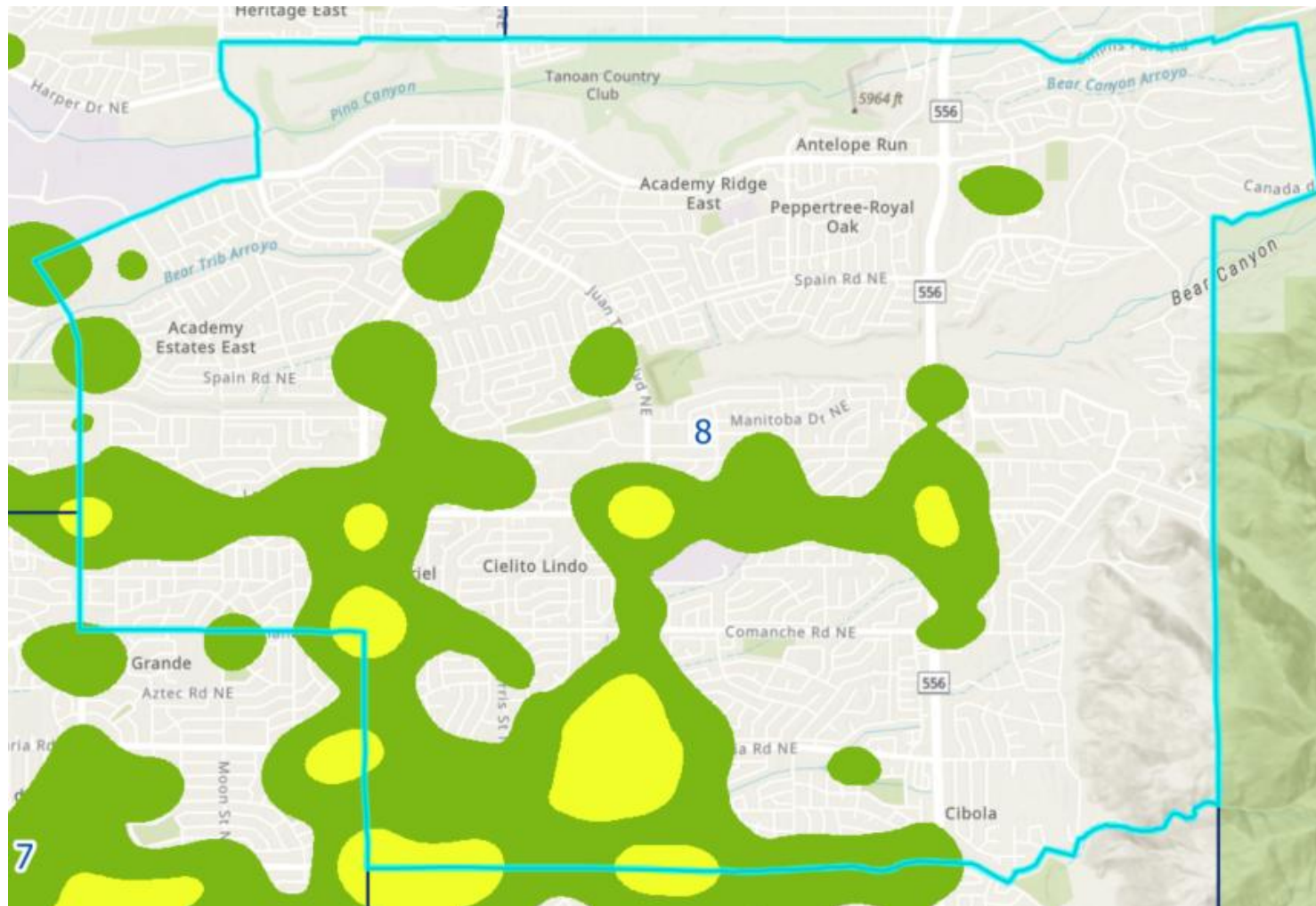
Figure 10: ACS Responses in CD7 during FY25-Q2

In FY25-Q2, ACS created 1,489 reports within Council District 7, a 18.9% increase from FY25-Q1.

Appendix I: Council District 8 CFS Map

Figure 11: ACS Responses in CD8 during FY25-Q2

In FY25-Q2 ACS created 470 reports within Council District 8, a 1.7% increase from FY25-Q1.

Appendix J: Council District 9 CFS Map

Figure 12: ACS Responses in CD9 during FY25-Q2

In FY25-Q2, ACS created 698 reports within Council District 9, a 6.4% decrease from FY24-Q4.