City of Albuquerque

Community Safety Department

FY25 Q4 Report

July 2025

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Contents

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Programmatic Updates and Insights

Through the 2025 fiscal year, the Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. In FY2025, ACS responded to 45,235 calls for service (CFS), on pace to surpass FY2024 by 12.5% (or 5,044 calls). These are calls primarily focusing on mental health, homelessness, and addiction that do not require a police response. ACS takes on a portion of 911 calls that can be handled by trained behavioral health responders rather than police or fire. Continuing at this pace, ACS is projected to respond to almost 44,159 CFS.

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

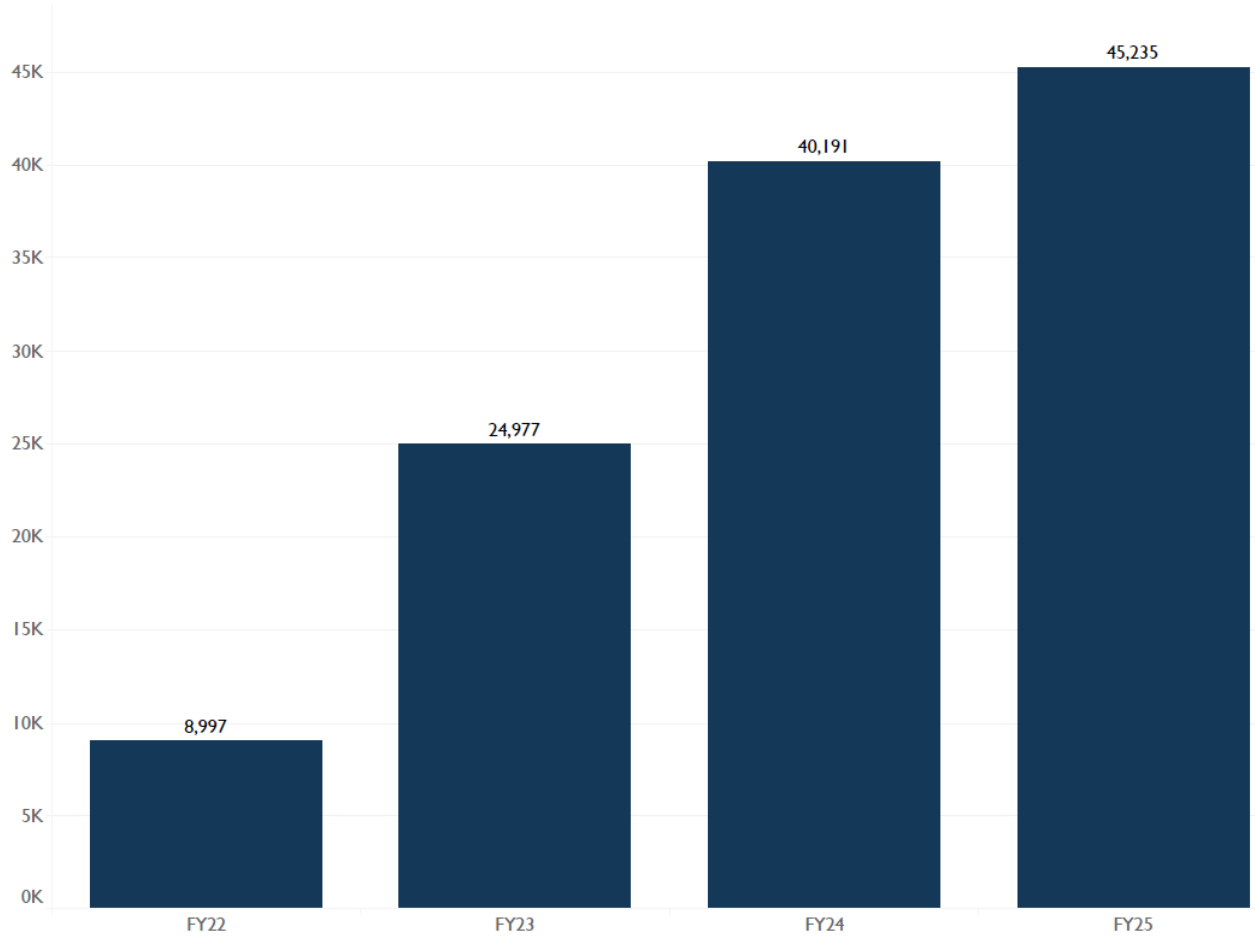


Table 1 and Table 2: Comparison of Call Types by Shift (Created Time and Dispatch Time)

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 97.8% 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 3,330 calls for this call type.

Table 1: ACS CAD Events by Call Create Time – FY25 Q4

ACS CAD Events by Call Create Time FY25-Q4

Call Type	Days	Swing	Graves	Total	Percentage
UNSHELTERED INDIVIDUAL	1,070	1,194	1,066	3,330	43.64%
WELLNESS CHECK	571	720	307	1,598	20.94%
WELFARE CHECK	303	464	211	978	12.82%
BEHAVIORAL HEALTH	215	333	289	837	10.97%
SUICIDAL IDEATION	113	231	182	526	6.89%
DISTURBANCE	74	74	56	204	2.67%
SUSPICIOUS PERSON	35	44	25	104	1.36%
PANHANDLER	18	14	3	35	0.46%
COMMUNITY ENGAGEMENT	7			7	0.09%
GOLDEN OPPORTUNITY	1	3	2	6	0.08%
NEEDLES	3	2		5	0.07%
Grand Total	2,410	3,079	2,141	7,630	100.00%

Table 2: ACS CAD Events by Call Dispatch Time – FY25 Q4

CAD Events by Dispatch FY25-Q4

Call Type	Days	Swing	Graves	Total	Percentage
UNSHELTERED INDIVIDUAL	971	1,158	1,053	3,182	42.64%
WELLNESS CHECK	571	717	309	1,597	21.40%
WELFARE CHECK	299	460	208	967	12.96%
BEHAVIORAL HEALTH	214	334	289	837	11.22%
SUICIDAL IDEATION	112	230	183	525	7.04%
DISTURBANCE	74	74	56	204	2.73%
SUSPICIOUS PERSON	35	44	25	104	1.39%
PANHANDLER	18	14	3	35	0.47%
NEEDLES	3	2		5	0.08%
GOLDEN OPPORTUNITY	1	3	2	6	0.07%
Total	2,298	3,036	2,128	7,462	100.00%

SUMMER OF NONVIOLENCE KICKS OF SECOND YEAR

On June 4, Albuquerque Community Safety and Bernalillo County launched the second annual Summer of Nonviolence campaign, promoting peace and safety among youth. In June, over 200 community members took the nonviolence pledge at the kickoff event, which marked the start of a season filled with free, positive activities.

Gen P (Generation Peace), a team of youth ambassadors, will lead outreach and represent the campaign at events and online. Throughout the summer season, the city and county are offering a dozen free sporting, community events, drive-ins and other programming to keep youth engaged and safe. Attendees are also invited to complete a survey to help shape future community safety services learn more or take the pledge at cabq.gov/summer-of-nonviolence.

SCHOOL BASED VIOLENCE INTERVENTION PROGRAM GRADUATION

This quarter, Mayor Tim Keller and Albuquerque Community Safety recognized five high school graduates for their resilience through the School-Based Violence Intervention Program (SBVIP). These students overcame trauma, violence, and systemic challenges to earn their diplomas, with ongoing support from SBVIP-trained specialists who provided mentorship, conflict resolution, and guidance

Held at the Albuquerque Museum, the ceremony brought together leaders from Albuquerque Public Schools, the Albuquerque Police Department, ACS, families, and community partners to celebrate the graduates' achievements. The students shared powerful stories of growth and perseverance, underscoring the transformative impact of connection and support.

SBVIP, part of ACS's larger public safety approach, focuses on care and prevention rather than punishment, and currently operates in four high schools to support youth at high risk of violence or substance use.

ACS SEEKS SUPPORT FOR OEP EXPANSION THROUGH OPIOID SETTLEMENT FUNDS

Albuquerque Community Safety's Opioid Education & Prevention Program (OEP) is a peer-led initiative connecting people struggling with addiction to treatment, housing, employment, and long-term recovery support. With a small team of Certified Peer Support Workers, OEP has already engaged over 200 individuals through compassionate, hands-on care. The program also strengthens community readiness by training businesses and residents in overdose response and naloxone use.

With $80 million in opioid settlement funds coming to Albuquerque, ACS is working closely with City leadership to develop funding proposals that would expand the OEP program. These proposals will be brought before City Council as part of broader efforts to scale up proven, community-based responses to addiction.

Expanding OEP would significantly strengthen the city's response to the opioid crisis, helping more residents access the resources and support needed for recovery. ACS is committed to building a sustainable, public health-focused approach to addiction—one that centers care, connection, and long-term stability.

ACS KICKS OFF 2ND RESPONDER ACADEMY OF 2025

Albuquerque Community Safety (ACS) has launched its second Responder Academy of 2025, training 11 new recruits to address complex challenges like mental health crises, homelessness, and substance use. The rigorous 12-week program includes behavioral health, conflict resolution, crisis intervention, and enhanced modules such as Mental Health First Aid, Deaf cultural sensitivity, defensive driving, and Alzheimer's training. ACS continues to expand its signature 80-hour WE CARE training, using actors to simulate real-life crisis scenarios. This class includes Behavioral Health Responders, Community Responders, and a Street Outreach Responder.

After completing the academy, recruits will undergo 120 hours of on-the-job training, increasing ACS's capacity to respond to more 911 and 311 calls. Mayor Tim Keller emphasized the importance of equipping Responders with the skills and tools needed to support residents compassionately and keep neighborhoods safe.

Key Takeaways – Programmatic Updates

- ACS and Bernalillo County kick off second annual Summer of Nonviolence campaign
- SBVIP ceremony honors 5 recent program enrolled high school graduates
- ACS looks at OEP expansion through opioid settlement funds
- ACS kicks off second responder academy of the year

Quarterly Metrics

Call Volume

FY25-Q4 total call volume was 13.5% higher compared to FY24-Q4. A significant factor is a 69.3% 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: Q4 CFS Yearly Comparison - FY24 Q4 vs. FY25 Q4

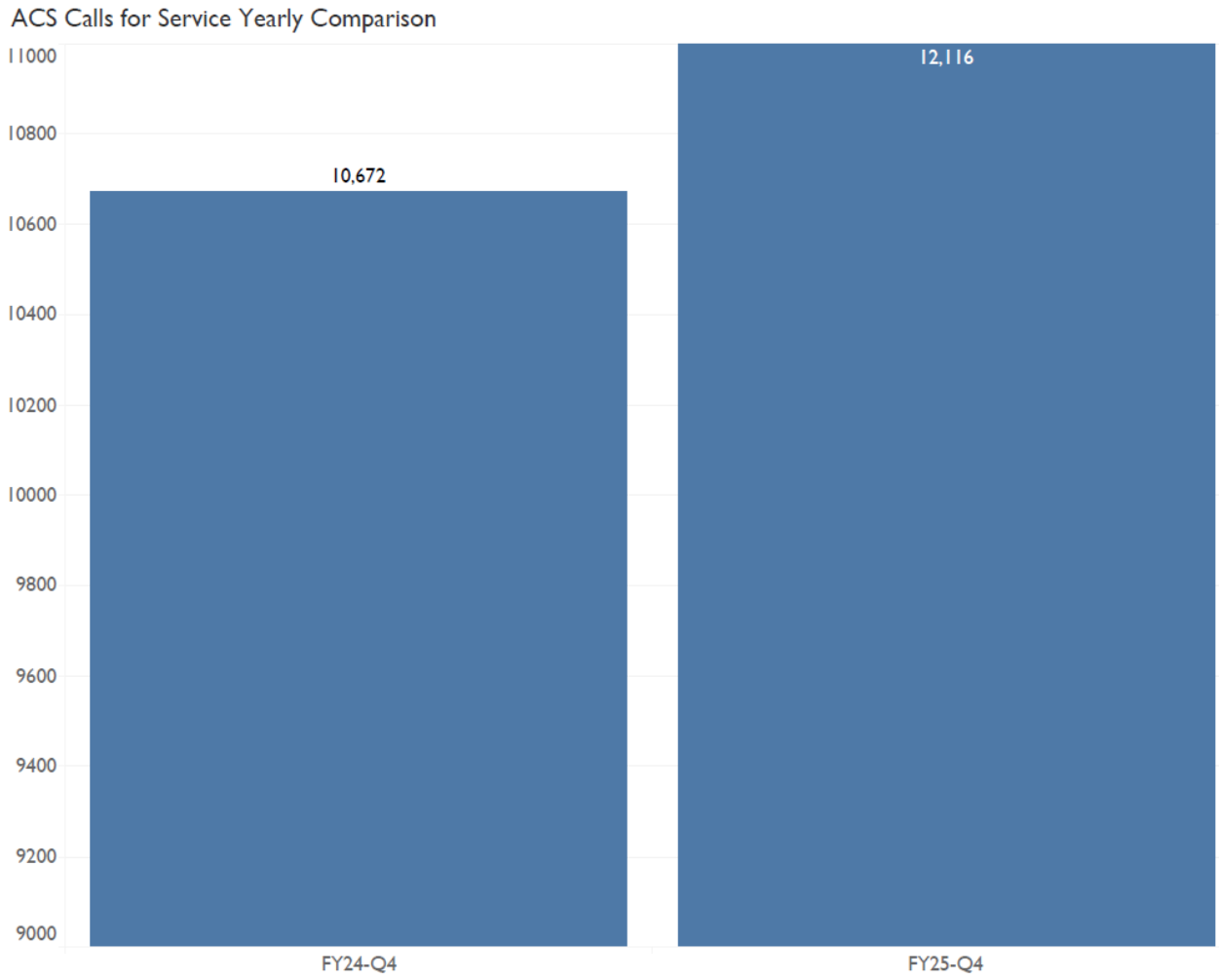
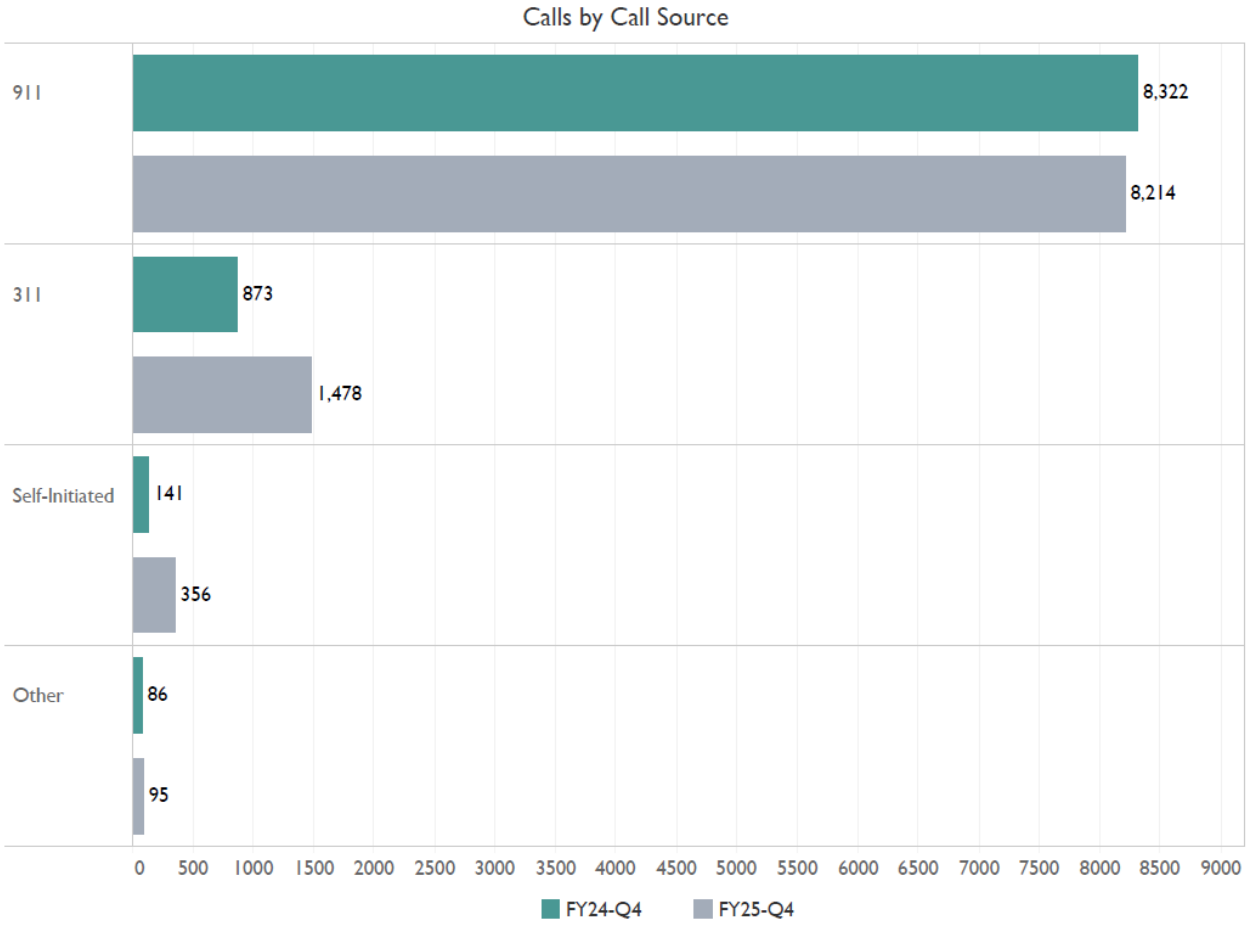


Figure 3: FY24 Q4 vs FY25 Q4 Call Sources Quarterly Comparison



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).

Two notable figures include: Responders are en route to Priority 2 calls within 36 minutes of a call being created, and the average of 18 minutes and 49 second for them to arrive on scene for these calls.

Table 3: Average Response Times by priority for Behavioral Health Responders – FY25 Q4

Average Response Times FY25-Q4

		BHR
Priority 2	Create to Entry	00:03:33
	Entry to Dispatch	00:36:09
	Dispatch to On-Scene	00:18:49
	On-Scene to Clear	00:28:02
	Create to Clear	01:24:24
	Total Calls	2,752
	% Total Calls	26.73%
Priority 3	Create to Entry	00:03:58
	Entry to Dispatch	03:02:00
	Dispatch to On-Scene	00:25:05
	On-Scene to Clear	00:18:46
	Create to Clear	03:49:56
	Total Calls	2,144
	% Total Calls	20.83%
Priority 4	Create to Entry	00:03:21
	Entry to Dispatch	08:07:18
	Dispatch to On-Scene	00:30:49
	On-Scene to Clear	00:13:16
	Create to Clear	08:56:00
	Total Calls	1,132
	% Total Calls	11.00%
Priority 5	Create to Entry	00:03:36
	Entry to Dispatch	11:46:20
	Dispatch to On-Scene	00:28:07
	On-Scene to Clear	00:11:59
	Create to Clear	12:29:22
	Total Calls	131
	% Total Calls	1.27%
Grand Total	Create to Entry	00:03:39
	Entry to Dispatch	03:05:27
	Dispatch to On-Scene	00:23:28
	On-Scene to Clear	00:21:43
	Create to Clear	03:52:14
	Total Calls	6,159
	% Total Calls	59.83%

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 FY2025-Q4 was 23 hours and 48 minutes. While the previous quarter, FY2025-Q3, saw 3-1-1 calls closing at an average of 21 hours and 15 minutes, FY25Q4 saw a 69.3% increase in service requests, or 605 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 FY24 Q4, about 6.9% calls resulted in transport to a service provider and 27.7% 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 – FY25 Q4

Call Outcomes	2025 Q4	2025 Q4 % of Calls
No Person Found	4,100	27.7%
Performed Welfare Check	2,670	18.0%
Provided Information	2,221	15.0%
Declined Services or Walked Away	2,021	13.6%
Directly Met Need	1,275	8.6%
Transported	1,028	6.9%
Connected to a Service / Resource	497	3.4%
No Action Required	265	1.8%
AFR Call-out	195	1.3%
Attempted Referral	127	0.9%
Other	182	1.2%
APD Call-out	140	0.9%
Responder Canceled for Safety Concerns	17	0.1%
Repeat Consumer - No Additional Action	18	0.1%
Canceled En Route	55	0.4%
Used Lifesaving Technique	5	0.0%
Used Language Access Line	3	0.0%

Table 5: Service Provider Transport Outcomes – FY25 Q4

Service Provider Transports FY25-Q4

Service Providers	# of Transports to this location
Gateway Center First Responder Drop Off	199
Gateway West	182
Presbyterian Kaseman Hospital	125
University of New Mexico (UNM) Adult Psychiatric Center	123
Other	58
University of New Mexico Hospital (UNMH)	36
Lovelace Medical Center Downtown	31
CARE Campus Detox (Formerly MATS)	26
Presbyterian Hospital	23
HopeWorks	15
UNMH Crisis Triage Center	11
Lovelace Women's Hospital	11
Albuquerque Community Safety	9
Veterans Affairs (VA) Hospital	5
Joy Junction	5
God's Warehouse	5
First Nations Community Healthsource	5
Albuquerque Opportunity Center (AOC)	4
Gateway Women's	3
The Rock at Noon Day	2
The Peer Living Room (Bernalillo County)	2
Albuquerque Health Care for the Homeless (AHCH)	2
University of New Mexico (UNM) Children's Psychiatric Center	1
The Compassion Services Center	1
TenderLove Community Center	1
Safehouse	1
NM Income Support Division	1
New Mexico Legal Aid	1
New Day Youth & Family Services	1
Haven House	1
Goodwill	1
Courageous Transformations	1
Albuquerque Sexual Assault Nurse Examiners (SANE)	1
AFR Heart Program	1
Adult Protective Services (APS)	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: Q4 VIP/HBVIP Custom Notifications Yearly Comparison

	FY24 Q4	FY25 Q4
Candidates for Customs Attempted	110	197
Custom Notifications Delivered	71	61
Clients Engaged in Services	9	34

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	FY25 Q4
OEP Referrals	183
Candidates Engaged	69
Candidates Seeking Tx	14

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

Table 8: Q4 SBVIP Insights

SBVIP	FY24 Q4	FY25 Q4
Students Referred based on (intake/referral)	1	25
Actively Engaged (based on case notes)	17	73

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 Q4

Service	FY25-Q4
Peer Support	71
CVRC	15
Other	9
Substance Use Treatment/Counseling	4
Shelter/Housing	4
Family Counseling/Intervention	4
Behavioral/Mental Health Services	3
Job Placement	2
GED	2
Rental/Utility Assistance	2
Basic Needs	1
Medicated Assisted Treatment - MAT	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 Q4	FY25 Q4
Peer Support	13	71
CVRC	6	15
Other		9
Family Counseling/Intervention	1	4
Shelter/Housing	5	4
Substance Use Treatment/Counseling	0	4
Behavioral/Mental Health Services	5	3
GED	2	2
Job Placement	0	2
Rental/Utility Assistance	0	2
Basic Needs	3	1
Medicated Assisted Treatment - MAT	0	1
Personal Identifying Docs	0	1
Transportation	0	1
Job Training	1	0
Legal Interventions	3	0
Medical Services	1	0
Relocation	1	0
Resource Navigation	2	0
Trauma Recovery	5	0

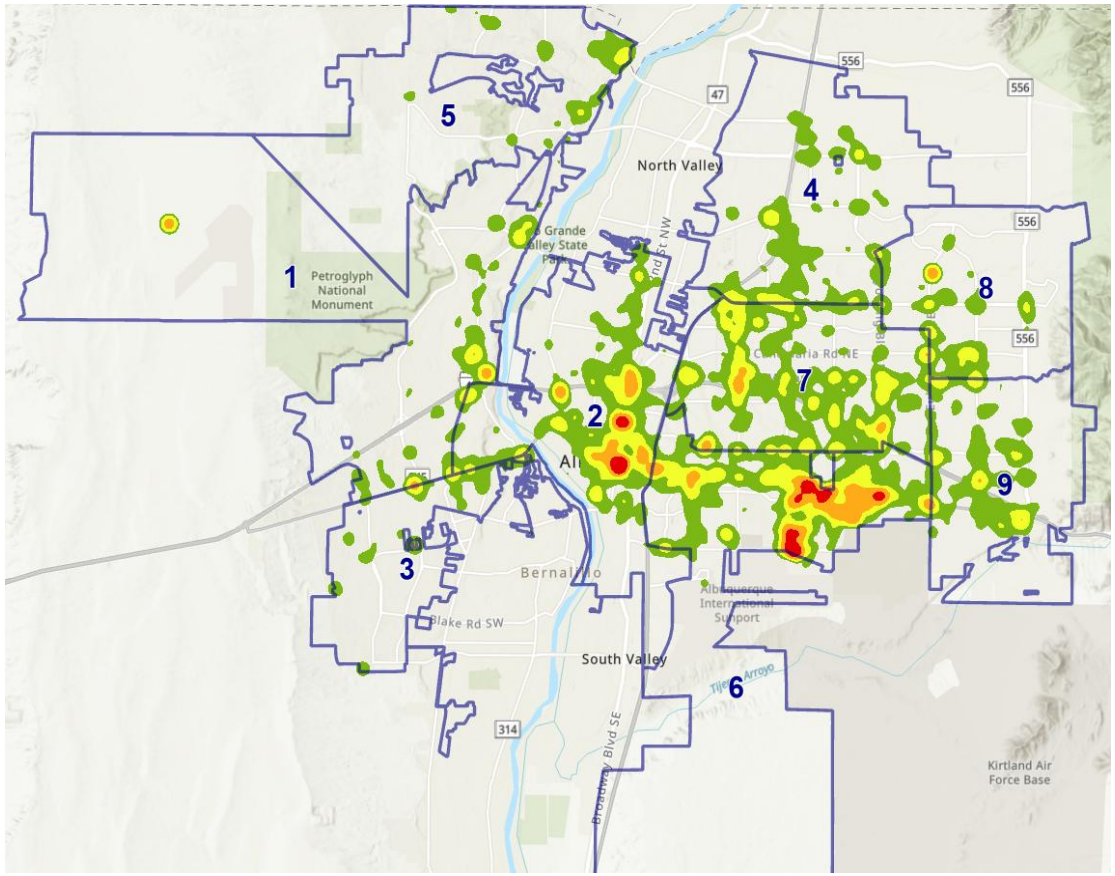
Key Takeaways – Quarterly Metrics

- ACS is on pace in FY 2025 surpassed FY 2024's call for service number 12.5%.
- 3-1-1 tickets continue to close well within 24-hour window.
- Response times to Priority 2 calls are comparable to previous quarter.
- A total of 895 ACS responses in FY2025 Q4 resulted in a transport to service providers or shelter.
- CORA Responders assisted 120 individuals.

Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY25-Q4

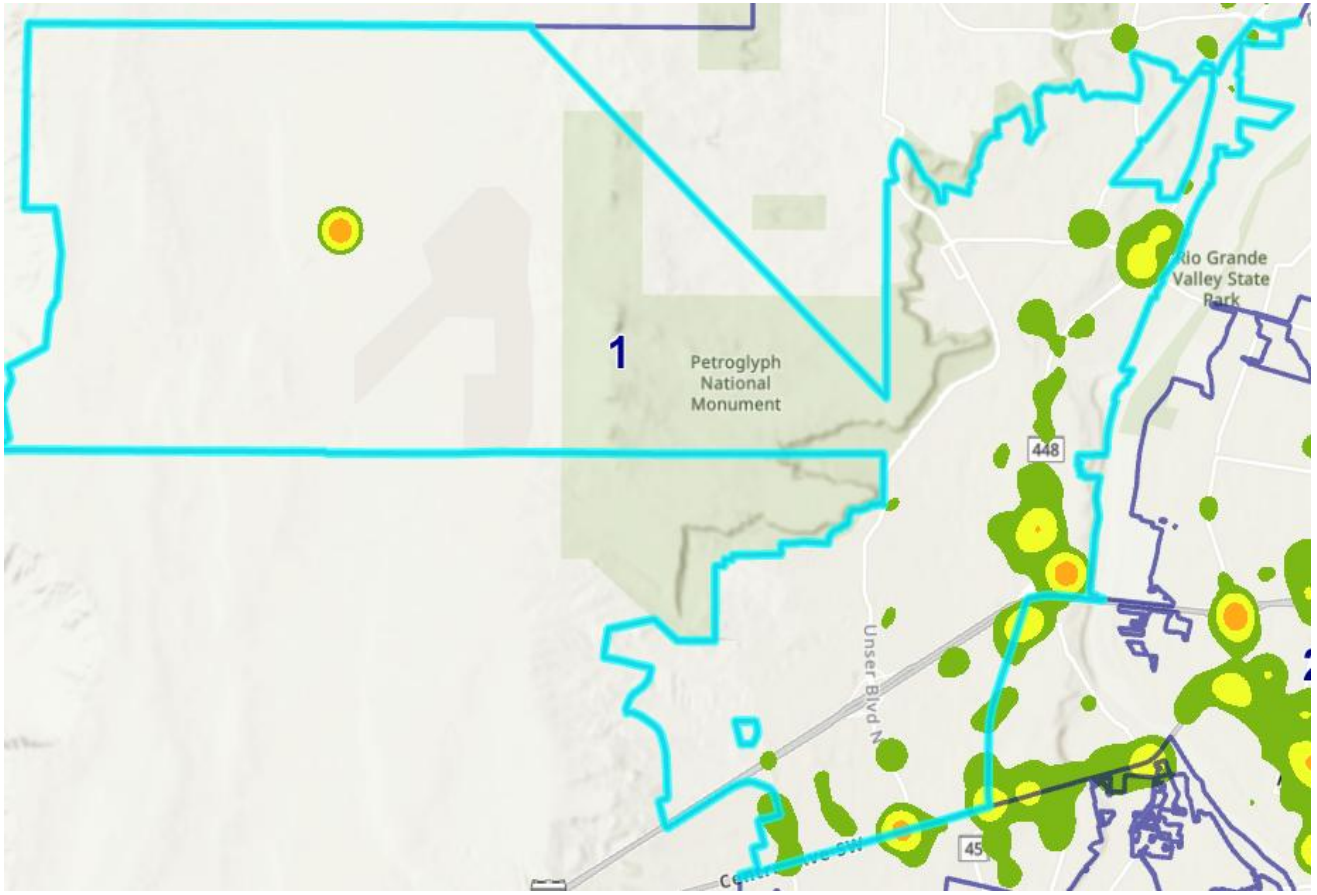
In FY25-Q4, ACS created 10,041 reports citywide, a 18.6% increase from FY25-Q3.



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 during FY25-Q4

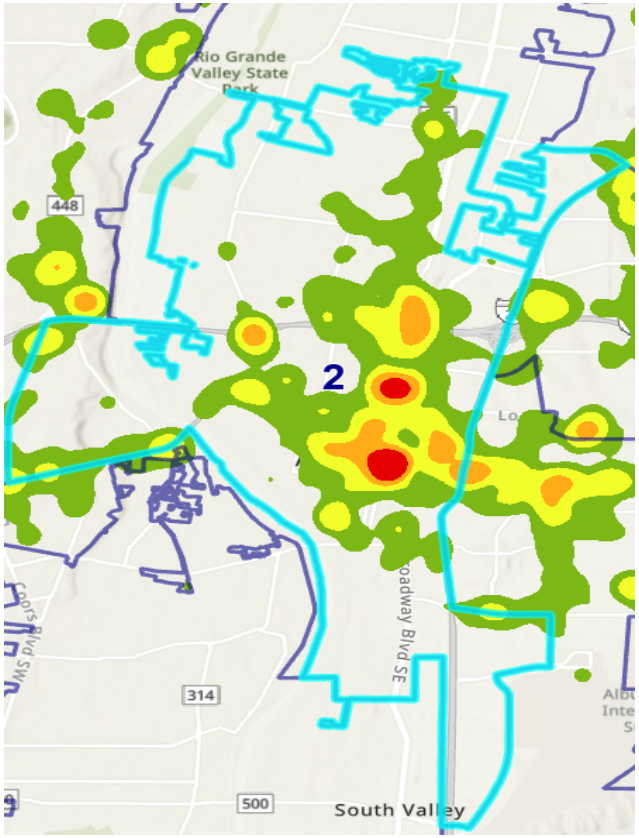
In FY25-Q4, ACS created 659 reports in Council District 1, a 9.2% increase from FY25-Q3.



Appendix C: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 during FY25-Q4

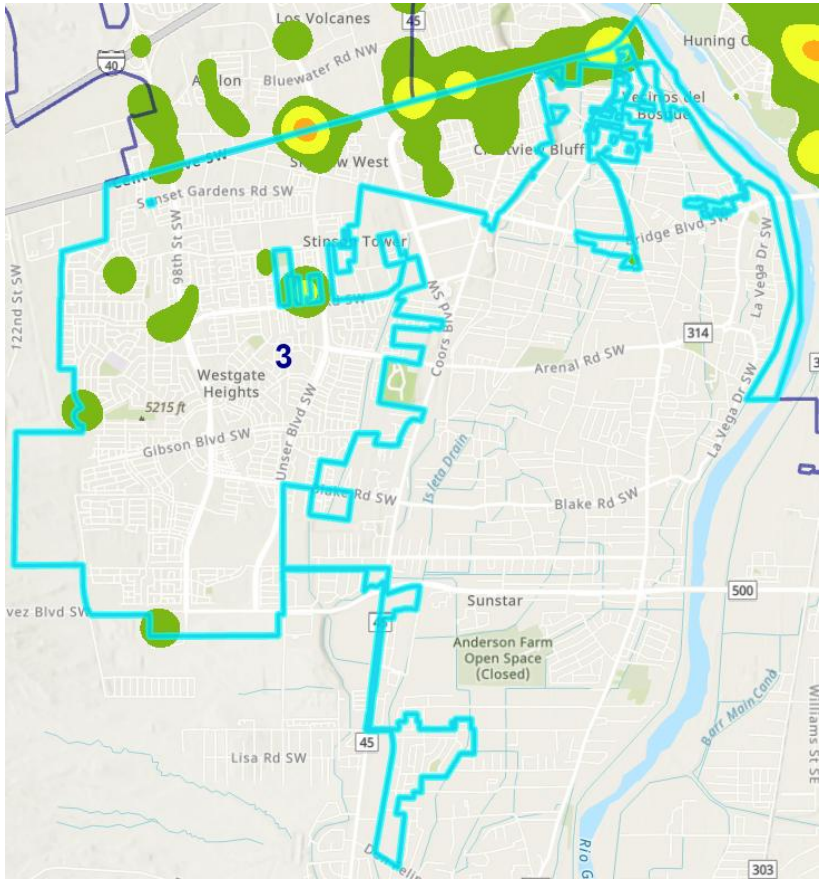
In FY25-Q4, ACS created 2,082 reports in Council District 2, a 22.9% increase from FY25-Q3.



Appendix D: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 during FY25-Q4

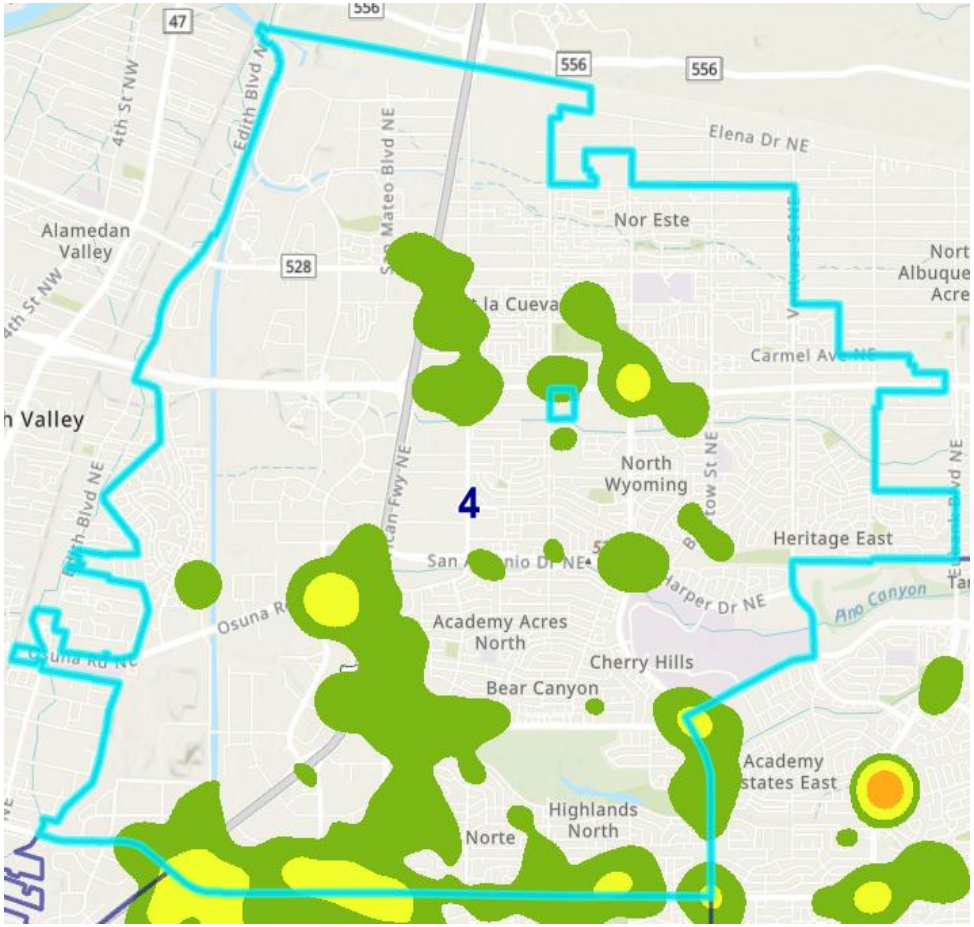
In FY25-Q4, ACS created 291 reports in Council District 3, a 37.2% increase from FY25-Q3.



Appendix E: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 during FY25-Q4

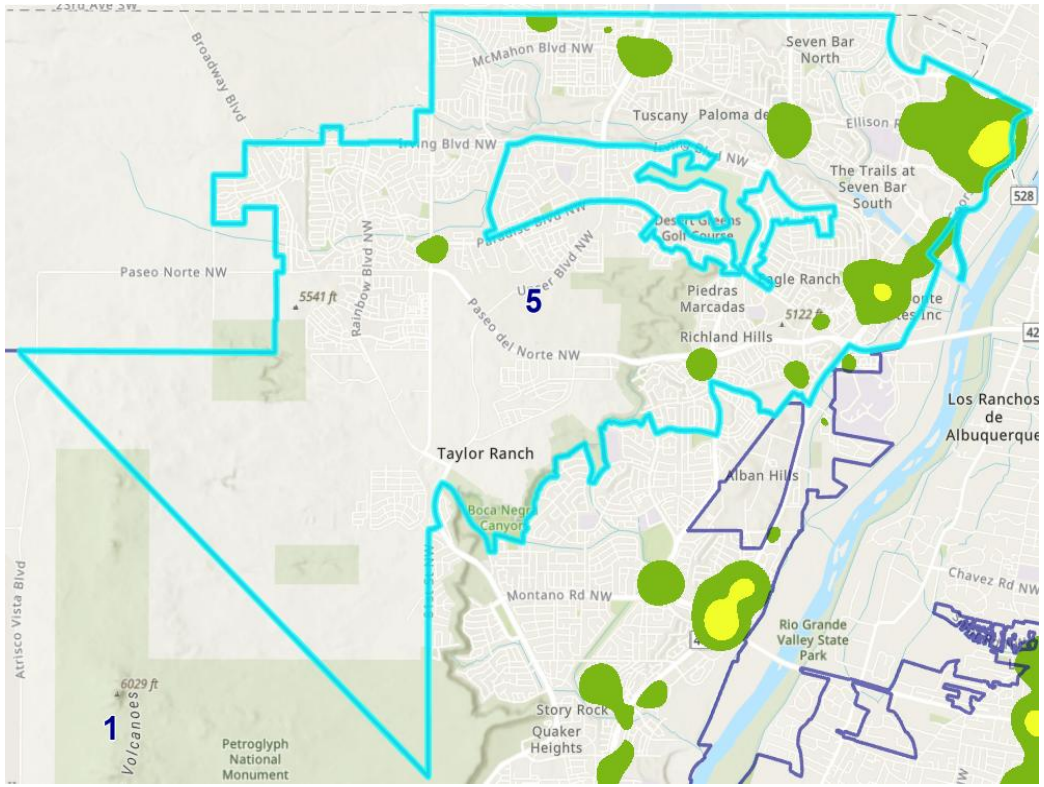
In FY25-Q4, ACS created 678 reports in Council District 4, a 34.2% increase from FY25-Q3.



Appendix F: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 during FY25-Q4

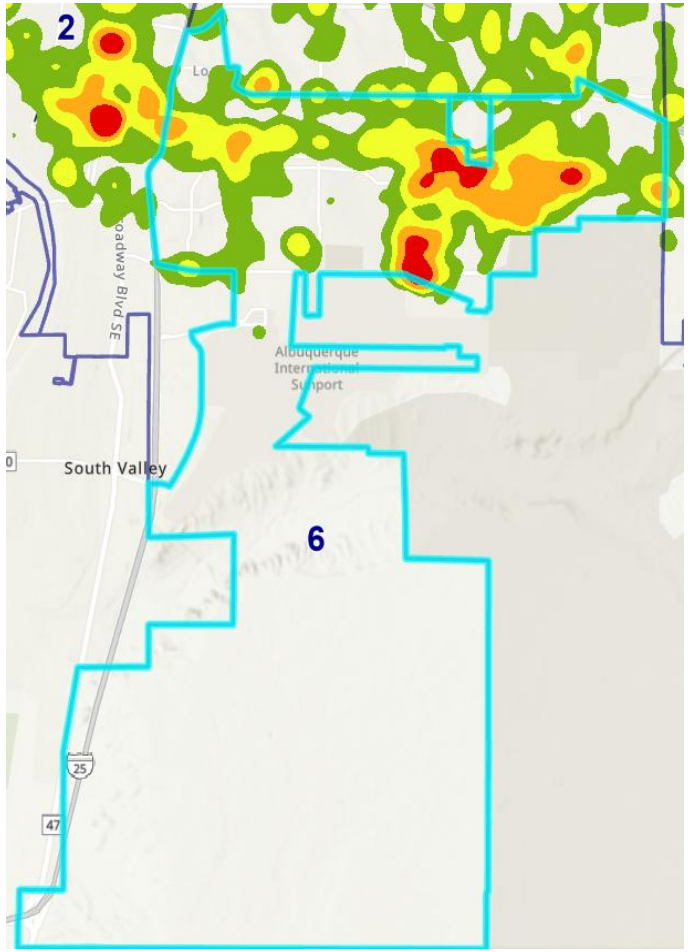
In FY25-Q4, ACS created 341 reports in Council District 5, a 2.7% increase from FY25-Q3.



Appendix G: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 during FY25-Q4

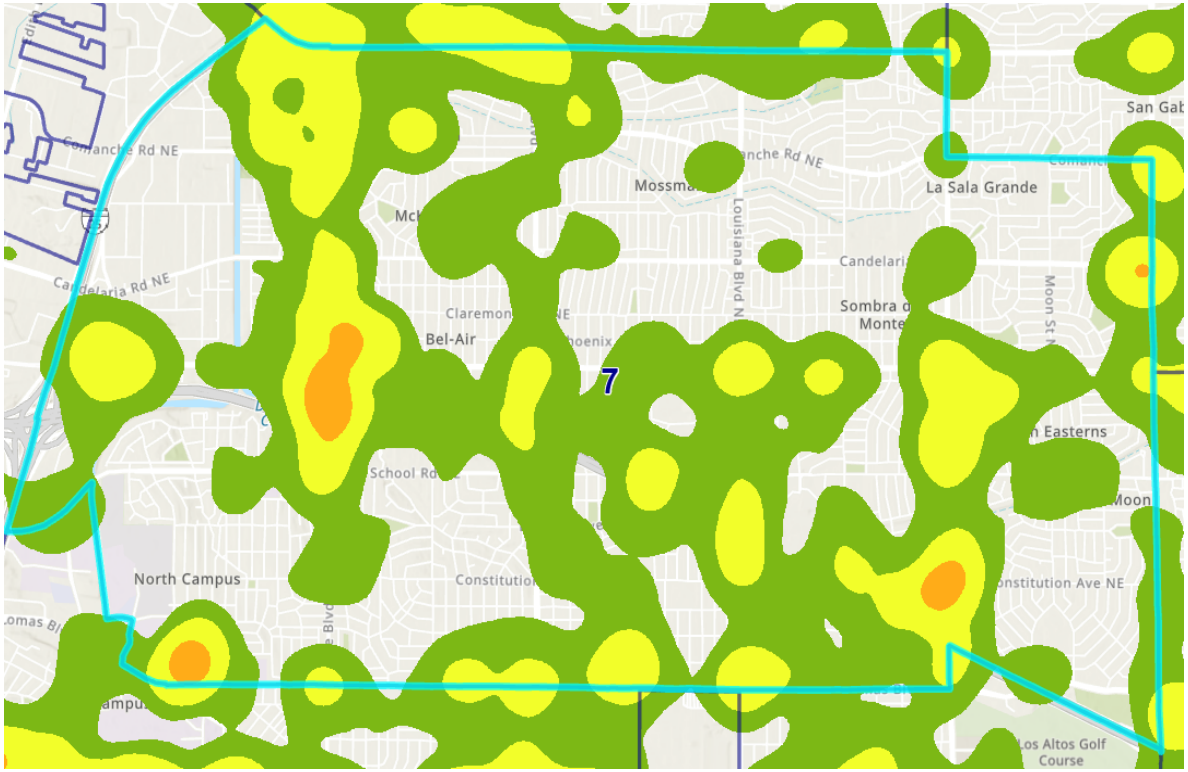
In FY25-Q4, ACS created 2,937 reports in Council District 6, a 18.1% increase from FY25-Q3.



Appendix H: Council District 7 CFS Map

Figure 11: ACS Responses in CD7 during FY25-Q4

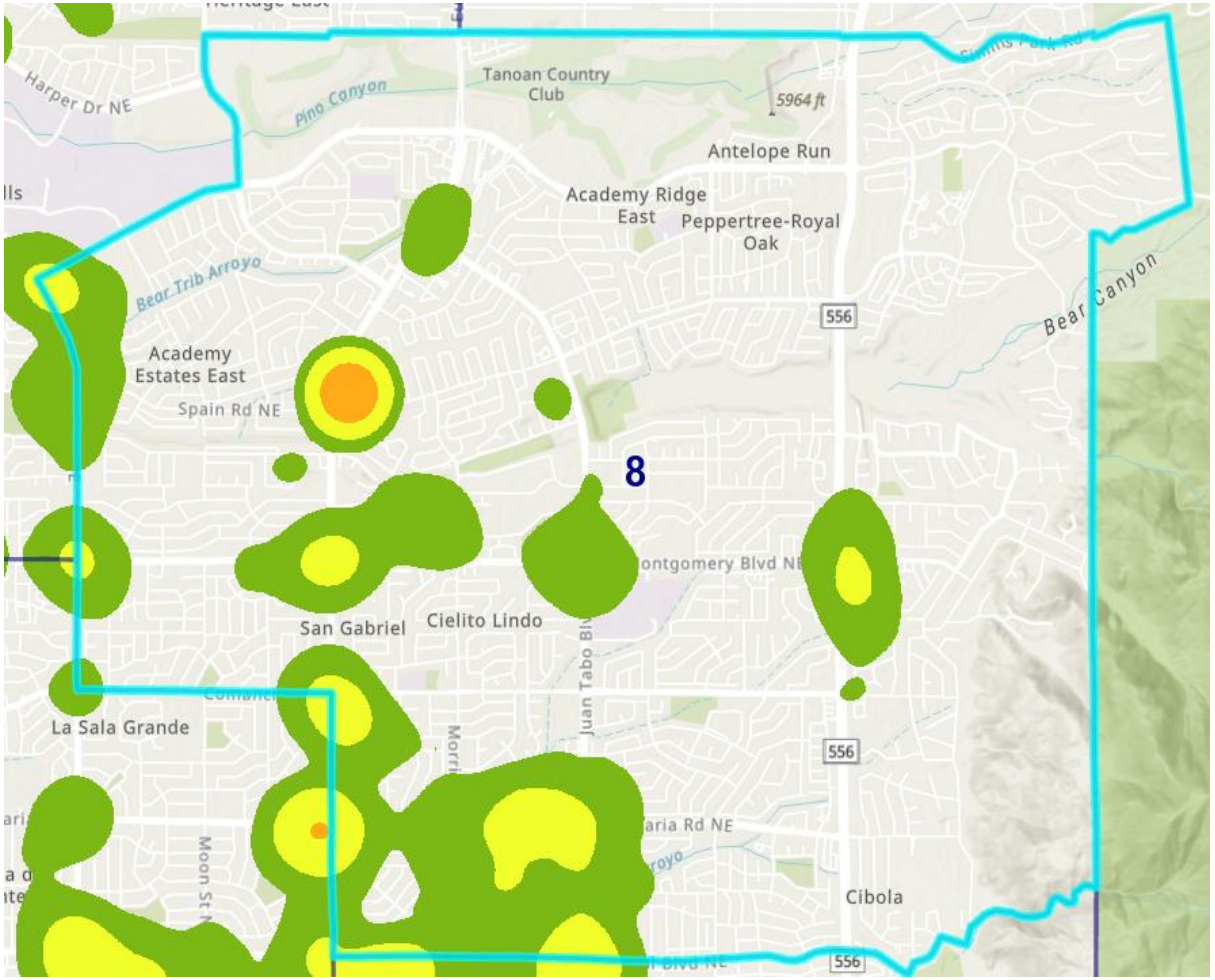
In FY25-Q4, ACS created 1,788 reports in Council District 7, a 17.7% increase from FY25-Q3.



Appendix I: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 during FY25-Q4

In FY25-Q4, ACS created 500 reports in Council District 8, a 5% increase from FY25-Q3.



Appendix J: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 during FY25-Q4

In FY25-Q4, ACS created 728 reports in Council District 9, an 8.3% increase from FY25-Q3.