

Modernizing Public Safety Through Professional Support

The Keller Administration created the Albuquerque Community Safety Department (ACS), a national model where civilians handle non-emergency calls.

ACS has responded to 114,000 calls, 95,000 of which would have gone to APD. APD has also expanded its use of civilian professionals to support officers and improve public safety. There are now 345 civilian staff working in roles that reflect the city's \$100 million investment in tech-driven policing.

Digital analysts help solve homicides, civilians run the Real Time Crime Center, and 12 Shield Unit paralegals support prosecutions. The PSA program has grown to 89 aides who manage minor crashes and assist with recruitment. APD also relies on hundreds more staff in communications, records, and support services.



345 Civilian 

PROFESSIONALS
supporting Albuquerque Police
Department (APD) operations

89 Police 

SERVICE AIDES
respond to non-injury crashes and
assist in field operations

37
staff and analysts power the
Real Time Crime Center

14
digital forensic investigators
on-call to help solve homicides

76
PROFESSIONALS
in the Crime Lab supporting
evidence/scene analysis

\$100M
investment in modern
policing tech under Keller
Administration

APD leads the nation
in solving homicides—including decades-old
cold cases

144 Special Operations
civilian staff, including transit safety, fatal crash team, and
prisoner transport





Modern Policing, Powered by Professional Support

APD's growing team of civilian professionals is reshaping how the department fights crime—freeing up sworn officers to focus on enforcement, while trained specialists tackle everything from digital evidence to real-time surveillance.

Technology & Intelligence

- Real Time Crime Center (RTCC): 37 civilian staff operate Albuquerque's high-tech crime hub, including mobile techs and live operators.
- Digital Intel Team: 14 civilian forensic investigators analyze phone and social media data to assist in homicide and major crimes.

Criminal Investigations

- Civilian investigators assist with cold cases, sex crimes, high-risk victims, and domestic violence—35 roles total.

Crime Lab

- 76 professionals handle evidence, crime scene analysis, ballistic data, digital imagery, and identification.

Special Operations

- 89 Police Service Aides (PSAs) respond to crashes, secure scenes, and assist with transit safety.
- 31 officers manage prisoner transport; 4 investigators work fatal crash scenes.

Internal Oversight

- Civilian-led teams conduct 35

Every Role—sworn or civilian—Helps Build a Safer, Smarter Albuquerque

As APD continues to modernize, professional staff are key to solving crimes, supporting officers, and delivering better outcomes for the community. Want to be part of the team? Learn more about civilian careers with APD at cabq.gov/police.

internal investigations, ensuring accountability through Force Investigations and Professional Standards.

Investigative Support

- Analysts support units tackling gangs, auto theft,

property crime, and pawns—6 roles total.

Shield Unit

- 12 paralegals prepare discovery materials for the District Attorney's Office to support prosecution

