

# Two years of service from Community Safety first responders

September 2023



“Through the hard work of ACS First Responders, leadership, and staff, this growing department is successfully and safely taking thousands of 911 calls for service, allowing our police officers to focus on violent crime. ACS is transforming public safety into a nationally recognized system that works for everyone.”

— Mayor Tim Keller

## ACS' IMPACT SO FAR

The Albuquerque Community Safety Department (ACS) diverted its first call from APD in September 2021. **Two years later, we have responded to nearly 50,000 calls for service**, over half of which were directly diverted from APD.

**46,482**

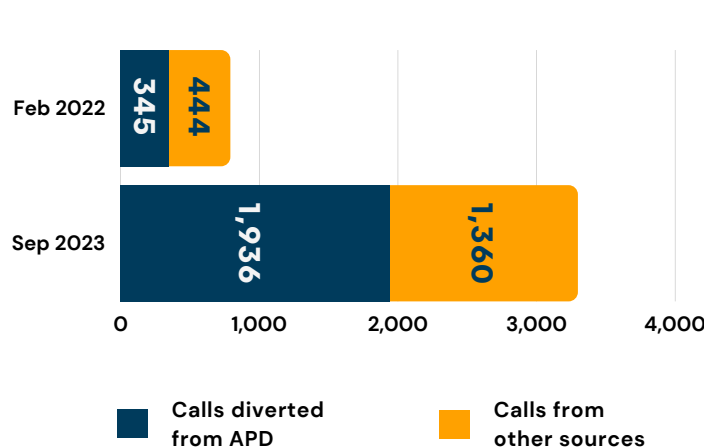
TOTAL CALLS FOR SERVICE

**28,322**

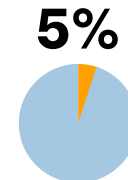
CALLS DIVERTED FROM APD

## ACS' CAPACITY IS GROWING

Programs are not fully formed overnight; they have to build capacity over time. In February 2022, six months into implementation, ACS responded to 789 calls for service. In September 2023, two years into implementation, ACS responded to 3,296 calls for service — that is **four times as many calls**. This also means more calls that police do not have to respond to. ACS is currently **diverting 5% of APD's call volume** compared to 3% this time last year.



**4x**  
as many  
calls per  
month



**5%**  
of APD's call  
volume is being  
diverted to ACS

## TIGHTENING OUR FOCUS

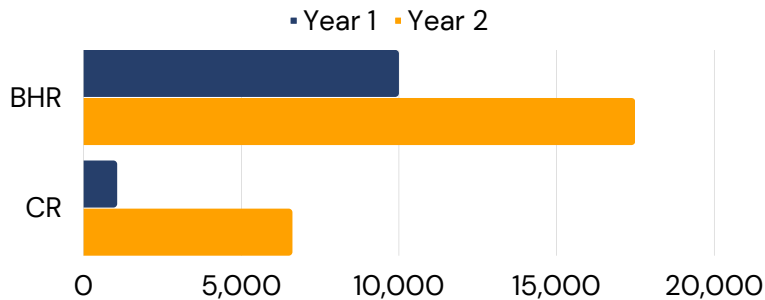
In Year 1, ACS' **Behavioral Health Responders (BHRs)** proved they could safely and effectively respond to low-priority 9-1-1 calls. In Year 2, they have been able to focus on higher priority calls for service which include **welfare checks, suicidal ideation, behavioral health issues, and disturbances.**



# 57%

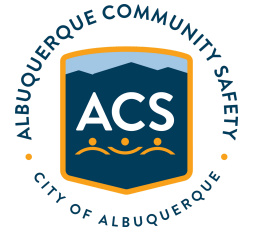
more of BHR's calls are now **high-priority**

This shift in focus is due to both APD's increased trust in our responses and the introduction of our **Community Responder (CR)** program which focuses on low-priority calls such as unsheltered individuals and wellness checks.



## ACS IS NOW 24/7

ACS is the third branch of public safety alongside police and fire. The goal from the beginning was to be a 24/7 emergency response service. To get there, we had to staff up and ensure the safety of Responders at night.



On August 26, 2023, **ACS dispatched its first graveyard units.** After four weeks of successfully providing continuous service, ACS responded to 1,247 calls for service during the graveyard shift, saving police officers nearly 2,500 hours of response time. This means further **meeting community needs when no one else is available** and relieving pressure on graveyard officers.

# 4

weeks of active graveyard shifts



# 4

units assigned to graveyard



# 1,247

responses to calls for service



# 2,494

est. hours of officer time saved

