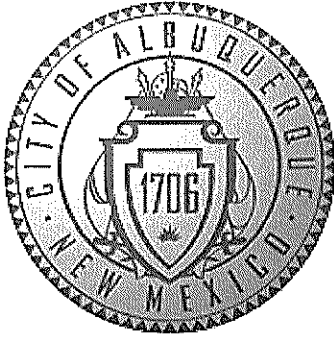




CITY OF ALBUQUERQUE

Albuquerque, New Mexico

Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

July 31, 2026

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor



SUBJECT: Q4 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

The Transit Department is submitting an executive communication containing security data from multiple security entities starting in July of 2024 for Q4 FY24. This report presents data from ABQ RIDE, Albuquerque Police Department (APD), Albuquerque Community Safety (ACS), and Albuquerque Metro Security. Report information includes Q4 FY26 statistics on calls for security service. Calls are categorized and documented by location (such as on the bus, at bus stops, on bus routes, and at transit facilities when available), by reporting entity and by incident type. All data has been verified by each department prior to submission.

Please note that in these reports, of ABQ RIDE's three safety partners, Metro Security is the only agency that provides 'by-route' data. In this quarterly report, due to a new data collection method, Metro Security cannot provide 'by-route' or 'by-location' data for this report. Therefore, in this report, there is no 'by-route' or 'by-location' data included. The reason for the difficulty in collecting 'by-route' data for the agencies is that their data collection methods include corridors and parts of the city, but not bus routes. Per the Albuquerque Long-Range Transit Security plan by Parametrix, future data will be collected 'by-corridor.' With 'by-corridor' data, APD will be able to more strategically deploy its mobile units across Albuquerque with a proactive safety presence where the data shows a higher concentration of incidents.

The Transit Department is currently working with a consultant (Parametrix) to streamline and improve data collection across all security reporting departments and establish key performance indicators for security data that will inform decisions for safety and security resource deployment. This plan includes Transit Safety Officers as ABQ RIDE's primary safety partner. ABQ RIDE is continuing forth its multi-layered approach to transit safety with several partners contributing to ensure the system is safeguarded with appropriate staffing with a combination of support from APD, ACS, Metro Security, and contracted security.

Transit Safety Roles

APD is ABQ RIDE's primary partner in transit safety. They provide Transit Safety Officer (TSO) and Police Service Aide (PSA) personnel across the transit system. TSO mobile units are dedicated to transit and meet incidents that arise across the entire transit system as well as provide proactive patrols. PSAs provide observe and report services on City buses. Both TSOs and PSAs have direct access to APD sworn officers. APD also conducts undercover operations in transit corridors to monitor safety and provides Crime Prevention Through Environmental Design analyses for transit facilities to improve rider and staff safety. APD does not have the ability to identify incidents as specific to transit or report on bus or by route data because geographic data is based on address and bus incidents, which on route data does not provide. The Transit Department is continuing to work with APD to increase the number of full-time TSO positions in accordance with the recommendations of the Long-Range Transit Security Plan.

Metro Security provides on-demand mobile support if there are no mobile TSOs available.

ACS plays a supportive role in the overall public safety framework by responding to non-emergency calls related to behavioral health, suicidal ideation, welfare checks, wellness checks, homelessness, and related concerns. These calls for service are received through 911 or 311, much like calls for service at other locations throughout the city. While ACS may respond to incidents at bus stops and transit locations, the department does not provide security or enforcement, nor does it assign personnel specifically to provide transit security.

Lastly, contracted security ambassadors from GardaWorld, National Protection Personnel, and Shimmel Security support the transit system to fill in gaps as needed. They are primarily stationed as security at select ART platforms, the Alvarado Transportation Center, and to monitor the Ken Sanchez Transit Facility from theft.

ABQ RIDE Analysis of Transit Safety Data from Q4 FY26

Quarterly Security Report Insights from Q4 FY26 (April, May, June 2026)			
Data	Q4 FY 25	Q4 FY 26	% Change from Q4 FY25 to Q4 FY26
Average Monthly Calls	1,380	1,721	25%
Average Monthly Class A Calls	17	18	6%
Average Monthly Reactive Calls	235	236	0%
Average Monthly Proactive Calls	1,145	1,485	30%
Total Class A Calls	50	61	22%
Total Reactive Calls	706	708	0%
Total Proactive Calls	3,435	4,456	33%
Total Security Calls	4,141	5,164	25%
Total Number of Passenger Boardings	1,925,325	2,038,814	6%
Class A per 100,000 Passenger Boardings	3	3	0%
Total Calls APD	3,403	4,852	43%
Total Calls ACS	159	269	69%
Total Calls Metro	579	43	-93%
Bus Stops	3,314	4,437	34%
Transit Centers	792	684	-14%
Percentage of Class A Calls	1%	1%	
Percentage of Proactive Calls	83%	86%	
Percentage of Reactive Calls	17%	14%	

Data Insights from Quarterly Report

- 25% increase in call volume, due to 6% increase in ridership and 30% increase in proactive calls. Proactive calls comprise 86% of call volume.
- Eleven more Class A incidents than the previous Q; 44% of Class A calls are vandalism and fire.
- APD call volume increased 43%, aligning with growth of transit safety officer team.
- Call volume decreased for Metro Security by 93% as ABQ RIDE continues the transition into APD as its primary safety team.

- Reports increased by 34% at bus stops and decreased by 14% at transit centers, which can be attributed to 24/7 patrols of Alvarado Transportation Center and increased transit safety officer presence on mobile units across Albuquerque.

Fiscal Year 2026 Insights			
Data	FY 25	FY 26	% Change
Total Calls	23,210	21,202	-9%
Total Proactive Calls	17,630	18,113	3%
Total Reactive Calls	5,580	3,089	-45%
Total Class A Calls	352	293	-17%
Total Metro Calls	7,665	376	-95%
Total APD Calls	15,039	20,170	34%
Percentage of Calls Class A	2%	1%	
Total Ridership	7,749,401	8,023,775	4%
Class A Per 100,000 Rides	5	4	-20%

Annual Data Insights

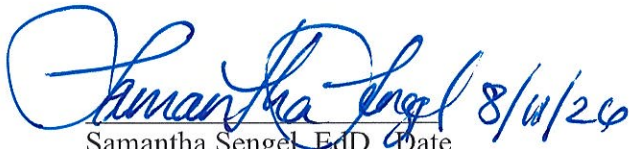
- Less than 1% of bus rides result in serious or Class A incident; 17% reduction in Class A incidents.
- Total Proactive calls are up 2.7%, demonstrating more forward-thinking safety work for incident prevention and de-escalation.
- 9% decrease in call volume due to the 45% decline in reactive calls.
- APD calls are up 34% due to an increase in staffing and coverage by transit safety officers as ABQ RIDE's primary safety partner.
- Decrease of 95% in Metro Calls due to phasing out of Metro Security as safety team is centralized to APD.
- 4% increase in public transit ridership.

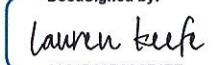
More information about ABQ RIDE's safety strategy can be found on ABQRIDE.com.

**TITLE/SUBJECT OF LEGISLATION: Q4 FY26 ABQ RIDE Quarterly Security Report with
APD, ACS, and Metro Security Data**

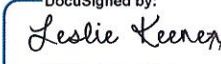
Approved:

Approved as to Legal Form:


Samantha Sengel, EdD Date
Chief Administrative Officer

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Lauren Keefe Date
City Attorney

Recommended:

DocuSigned by:
 8/30/2026 | 8:39 AM MDT
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Leslie Keener Date
Transit Director

Cover Analysis

1. What is it?

Executive Communication containing a submission of ABQ RIDE Quarterly Security data for Q3 FY/26 as part of O-22-47 in conjunction with overall transit security and equitable access efforts. The report presents ABQ RIDE security data and incident reports from Albuquerque Police Department, Albuquerque Community Safety, and Albuquerque Metro Security.

2. What will this piece of legislation do?

Communicate quarterly security data for ABQ RIDE.

3. Why is this project needed?

To provide quarterly statistics on calls for service to ABQ RIDE motorcoaches, Sun Van paratransit vehicles, and the bus stops and stations of the City of Albuquerque Transit Department.

4. How much will it cost and what is the funding source?

There is no additional cost to the city

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

N/A

6. What will happen if the project is not approved?

N/A

7. Is this service already provided by another entity?

N/A

FISCAL IMPACT ANALYSIS

TITLE: Q4 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

R:
FUND:
DEPT:

O:
n/a
n/a

- ☒ No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- ☐ (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2026	Fiscal Years 2027	2028	Total
Base Salary/Wages				-
Fringe Benefits at				-
Subtotal Personnel	-	-	-	-
Operating Expenses		-		-
Property		-	-	-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
☐ Estimated revenues not affected				
☐ Estimated revenue impact				
Revenue from program				0
Amount of Grant		-	-	
City Cash Match				
City Inkind Match				
City IDOH				
Total Revenue	\$ -	\$ -	\$ -	\$ -

These estimates do not include any adjustment for inflation.
* Range if not easily quantifiable.

Number of Positions created

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

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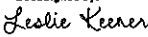


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FISCAL OFFICER

APPROVED:

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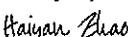


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DIRECTOR

REVIEWED BY:

DocuSigned by:



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EXECUTIVE BUDGET ANALYST

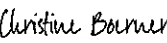
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BUDGET OFFICER

Signed by:



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CITY ECONOMIST

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C(a).

ABQ RIDE Quarterly Security Reporting		
Albuquerque Police Department (APD)		
Albuquerque Community Safety (ACS)		
Metro Security Division (Metro)		

C(a). 1

Include calls for service made to the Metro Security Division, the Albuquerque Police Department, and the Albuquerque Community Safety Department

Q4 FY26 (April, May, June 2026)						
Total Calls Per Agency			Combined Monthly Agency Calls			
Month	APD*	ACS	Metro*	Total	Proactive	Reactive
April, 2026	1707	73	24	1804	1601	203
May, 2026	1882	89	16	1987	1721	266
June, 2026	1263	107	3	1373	1134	239
TOTALS	4852	269	43	5164	4456	708

*Proactive calls are precautionary before an incident takes place. PWATCH and Security Check calls are classified as proactive. PWATCH is a Period Watch defined as proactively checking an address or location. Security Checks include officers conducting proactive/routine checks of Transit facilities (bus stops, transit centers) to ensure these areas remain safe. Other APD categories that are included in this count are Onsite Direct Traffic, Onsite Suspicious, Contact, Trng. Student, Onsite Disturbance, Traffic Stop, Field Briefing, Tac Plan, Community Activity, and Subject Stop. In addition to Security Checks, proactive Metro Security categories include: Post Inspection, Fire Watch, and Administrative. Routine Pass-bys by ACS are also proactive.

C(a). 2

Categorize the total number of calls for service by type of incident as classified in the Federal Bureau of Investigation's Uniform Crime Reporting System

Class A APD Reports							
Month	VANDALISM	FIRE CALL	AGGRAVATED ASSAULT / BATTERY	FIGHT IN PROGRESS	NARCOTICS	SEX OFFENSE	MONTH TOTALS
April, 2026	7	2	5	1	2	0	17
May, 2026	9	0	5	5	1	2	22
June, 2026	6	3	0	4	0	3	16
TOTALS	22	5	10	10	3	5	55

Class B APD Reports																
Month	AMBULANCE CALL	SUSPICIOUS PERSON / VEHICLE	DIRECT TRAFFIC	AUTO THEFT	1-E911 HANG UP	DISTURBANCE	TRAFFIC ACCIDENT INJURY	CRIME SCENE INVESTIGATION	INVESTIGATION OF	FAMILY DISPUTE	WANTED PERSON	SUICIDE	PU/DELIVER ITEM	THEFT/FRAUD/ EMBE	AGGRAVATED DRIVER	BURGLARY AUTO
April, 2026	1	28	11	1	4	11	4	1	0	1	2	0	0	1	0	0
May, 2026	0	54	10	0	12	27	17	0	0	0	1	1	1	3	1	0
June, 2026	0	36	12	2	11	25	4	0	1	0	1	2	0	0	0	1
TOTALS	1	118	33	3	27	63	25	1	1	1	4	3	1	4	1	1

APD Proactive Reports (Class B)												
Month	PWATCH	ONSITE DIRECT TRAFFIC	ONSITE SUSPICIOUS	CONTACT	TRNG. STUDENT	ONSITE DISTURBANCE	FIELD BRIEFING	TAC PLAN	COMMUNITY ACTIVITY	TRAFFIC STOP	TRAINING INSTRUCTOR	MONTH TOTALS
April, 2026	426	19	394	141	3	33	8	19	5	2	3	1593
May, 2026	463	28	1016	146	1	29	6	13	1	1	2	1706
June, 2026	328	21	683	58	0	17	7	9	4	1	0	1128
TOTALS	1217	68	2633	345	4	79	21	41	10	4	5	4427

ACS Reports at Bus Stops and Transit Centers									
Month	BEHAVIORAL HEALTH	SUICIDAL IDEATION	UNSHELTERED INDIVIDUAL	WELFARE CHECK	WELLNESS CHECK	DISTURBANCE	ROUTINE PASS-BY	CORA FOLLOW-UP	MONTH TOTALS
April, 2026	9	2	52	1	15	0	3	0	73
May, 2026	1	0	52	1	21	1	12	1	89
June, 2026	6	2	70	2	21	0	6	0	107
TOTALS	7	4	174	4	57	1	21	1	269

Class A Metro Security Reports		
Month	NARCOTICS	MONTH TOTALS
April, 2026	0	0
May, 2026	6	6
June, 2026	0	0
TOTALS	6	6

Class B Metro Security Reports					
Month	LOITERING	VEHICLE COLLISION	WELLNESS / MEDICAL	OTHER, INCL. TRAFFIC*	MONTH TOTALS
April, 2026	6	5	4	4	19
May, 2026	5	0	1	2	8
June, 2026	2	0	1	0	3
TOTALS	13	5	6	6	30

*Other includes non calls for service ie. animal call, traffic, duress call, median checks, overtime event, transit facility, motor vehicle collision, solid waste interaction, etc. **This data may be a duplicate from ACS or APD.

Metro Security Proactive Reports (Class B)		
Month	SECURITY CHECKS	MONTH TOTALS
April, 2026	5	5
May, 2026	2	2
June, 2026	0	0
TOTALS	7	7

ANIMAL CALL	WELFARE CHECK	RESCUE CALL	TRAFFIC ACC NO INJURY	MONTH TOTALS
0	1	5	26	97
0	0	5	22	154
3	1	3	17	119
3	2	13	65	370

C (a). 3

Event by Location APD				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
April, 2026	0	1513	194	1707
May, 2026	0	1700	182	1882
June, 2026	0	1074	189	1263
TOTALS	0	4287	565	4852

Total Calls for Service By Location	
Bus	0
Bus Stop	4437
Facility / Transit Center	684
Total	5121

Event by Location ACS				
Month	Bus	Bus Stop	Transit Centers	MONTH TOTALS
April, 2026	0	35	38	73
May, 2026	0	57	33	90
June, 2026	0	58	48	106
TOTALS	0	150	119	269

Event by Location Metro Security				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
April, 2026	0	0	0	0
May, 2026	0	0	0	0
June, 2026	0	0	0	0
TOTALS	0	0	0	0

*APD and ACS do not yet supply bus data. Due to a new data collection method, Metro Security is unable to provide 'by location' data for this report. Metro Security plans to supply this data for the next quarterly report.

A (a). 4 (c). Incorporate the Albuquerque Community Safety Department's Demographic Data Reporting Model into the security incident report template

Safety in Numbers

Quarterly report reaffirms commitment to security and data transparency

ALBUQUERQUE – With more riders in bus seats, ABQ RIDE saw a slight increase in safety incidents for the quarter and an overall improvement in transit safety at the close of fiscal year 2026.

ABQ RIDE is releasing insights from its 9th quarterly security report to City Council containing data from its safety partners. Quarterly reports began in spring of 2024 following the launch of the transit safety officer (TSO) program. Since then, ABQ RIDE launched its -range security plan to improve data collection and reporting, along with centralizing its safety team with APD and growing the TSO program. The latest report closes the fiscal year and shows safety numbers for April, May, and June.

“Better data is helping us improve transit safety for the public,” **said Transit Director Leslie Keener**. “While numbers were slightly up this quarter, they are down as a whole, which validates the success of our safety strategy. We’ll continue rolling forward and continue implementing the long-range plan, means that the bus is only getting safer from here on out.”

Quarterly Security Report Insights from Q4 FY26 (April, May, June 2026)			
Data	Q4 FY 25	Q4 FY 26	% Change from Q4 FY25 to Q4 FY26
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Percentage of Class A Calls	1%	1%	
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Data Insights from Quarterly Report

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- Call volume decreased for Metro Security by 93% as ABQ RIDE continues the transition into APD as its primary safety team.
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Percentage of Calls Class A	2%	1%	-11%
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Annual Data Insights

- Less than 1% of bus rides result in serious or Class A incident; 17% reduction in Class A incidents.
- Total Proactive calls are up 2.7%, demonstrating more forward-thinking safety work for incident prevention and de-escalation.
- 9% decrease in call volume due to the 45% decline in reactive calls.
- APD calls are up 34% due to an increase in staffing and coverage by transit safety officers as ABQ RIDE's primary safety partner.
- Decrease of 95% in Metro Calls due to phasing out of Metro Security as safety team is centralized to APD.
- 4% increase in public transit ridership.

“Our safety teams are focused on not allowing issues to board the bus,” **said APD Deputy Commander Todd Mock.** “The increase in proactive calls shows that our transit safety team is de-escalate and preventing incidents to ensure safe rides for passengers. Strategizing officers in mobile

units in transit corridors across the city is making a difference in faster response times, which will only continue to improve as we grow the TSO team.”

The next step in implementing the ABQ Long-Range Transit Security Plan is to continue adding TSOs, improving data collection and reporting, and implementing the new internal safety division this summer.

To learn more about ABQ RIDE’s current [actions](#) to keep the public safe including its [long-term planning](#) and the [TSO program](#), or to view past [safety reports](#), please visit [ABQRIDE.com](#).

###

ABQ RIDE’s mission is to provide the community with clean, safe, and reliable transportation.