

Three years of service from **Community Safety** first responders



“ Thanks to the dedicated efforts of ACS First Responders, leadership, and staff, this expanding department is efficiently and safely handling thousands of 911 calls, enabling our police officers to concentrate on addressing violent crime. ACS is revolutionizing public safety, creating a nationally recognized system that benefits everyone.”

— Mayor Tim Keller

ACS' **IMPACT** SO FAR

The Albuquerque Community Safety Department (ACS) responded to its first calls in September 2021. Three years later, we have responded to nearly 94,000 calls for service, more than half of which were directly diverted from APD.

93,569

TOTAL CALLS FOR SERVICE SINCE INCEPTION

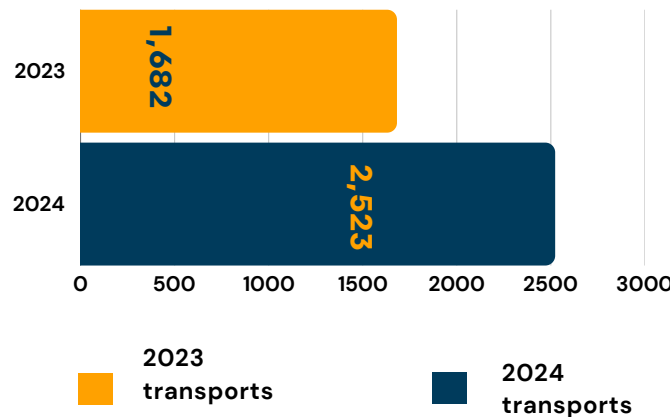
37,535

2024 TOTAL CALLS FOR SERVICE

ACS TRANSPORTATION **AND** WARM HANDOFFS

ACS responds to individuals experiencing mental and behavioral health crises, inebriation, addiction, and homelessness. Our responders take a compassionate, trauma-informed approach to non-violent calls, ensuring individuals are treated with care and respect. ACS is dedicated to connecting individuals to essential services by providing transportation and warm handoffs to mental health services, healthcare providers, shelters, and more. In 2024, the department provided nearly 900 more transports and warm handoffs than in 2023.

TRANSPORTS YOY



3,128



average calls per month in 2024

13.4%



% increase in overall calls for service from 2023

ACS' CAPACITY IS GROWING

In Year 3, ACS' Behavioral Health Responders (BHRs) continued to demonstrate their ability to safely and effectively respond to 9-1-1 and 3-1-1 calls. They have focused on higher-priority calls for service, including **welfare checks, suicidal ideation, behavioral health issues, and disturbances.**



57

Responders
are now
operating in
the field

SUMMER OF NONVIOLENCE

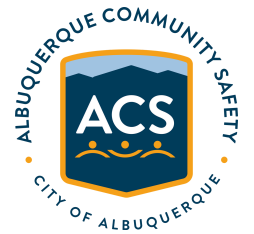
In 2024, ACS and Bernalillo County held their inaugural Summer of Nonviolence initiative, which focused on youth taking a pledge of nonviolence and promoting peace in the community during the summer months, when violent incidents may increase.

The program aims to engage individuals and groups in meaningful ways, fostering positive behavior and providing resources for those at risk. Its goal is to create a safer, more connected community through education, outreach, and collaboration with local organizations.



ACS OPENS HEADQUARTERS

In May, ACS opened its new headquarters in the International District. The building includes a dedicated space for training and a collaborative area where community members, partners, Responders, and ACS administrative staff can share ideas and work together to continue serving our city. The new headquarters is the first for an alternative health response city department in the nation.



FIRST FULL YEAR ON GRAVEYARD

ACS is the third branch of public safety, alongside police and fire. In September 2023, the department launched its graveyard shift, ensuring 24/7 emergency response service. In its first full year, the graveyard team responded to an average of 1,070 calls per month.

3,261



Summer of
Nonviolence
participants
across 7
citywide
events

12,851



Graveyard
calls for
service taken
by ACS in
2024

596



Targeted
community
outreach
operations
in 2024

109



Current ACS
employees
across all
divisions