




CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

April 30, 2026

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor 

SUBJECT: Q3 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

The Transit Department submits an executive communication each quarter 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 Q3 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' data for this report. Therefore, in this report, there is no 'by-route' data information 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 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 Q3 FY26

Quarterly Security Report Insights from Q3 FY25 (Jan, Feb, March 2026)			
Data	Q3 FY 25	Q3 FY 26	% Change from Q3 FY25 to Q3 FY26
Average Monthly Calls	2,374	1,871	-21%
Average Monthly Class A Calls	44	27	-39%
Average Monthly Reactive Calls	408	275	-33%
Average Monthly Proactive Calls	1,966	1,596	-19%
Total Class A Calls	132	82	-38%
Total Reactive Calls	1,225	824	-33%
Total Proactive Calls	5,898	4,789	-19%
Total Security Calls	7,123	5,613	-21%
Total Number of Passenger Boardings	1,775,837	1,925,220	8%
Class A per 100,000 Passenger Boardings	7.40	4.30	-42%
Total Calls APD	5,001	5,327	7%
Total Calls ACS	84	169	101%
Total Calls Metro	2,038	117	-94%
Bus Stops	4,451	4,816	8%
Transit Centers	2,491	680	-73%
Percentage of Total Calls That Are Class A	2%	2%	
Percentage of Total Calls That Are Proactive	83%	85%	
Percentage of Total Calls That Are Reactive	17%	15%	

The data above compares Q3 FY26 to data from the previous Q3 for the most accurate analysis of data due to seasonality with safety calls.

ABQ RIDE's analysis of the data provided:

- 21% decrease in safety calls due to fewer incidents.
- Class A calls (more serious calls) reflect around 1-2% of total calls.
- The top two Class A categories are vandalism and fire which account for 68% of the Class A calls.
- The number of Class A incidents decreased by 39% in Q3 FY26 than the previous Q3.
- Both reactive and proactive call volume decreased due to an overall decrease in security calls.
- Per 100,000 passenger boardings, there is an average of 4 Class A incidents.
- 7% increase in total calls by APD reflects the transition to TSOs as ABQ RIDE's primary safety partner.
- ACS presence responses doubled with a 101% increase.

- 94% decrease in Metro Security calls demonstrates the shift from Metro Security as ABQ RIDE’s primary safety partner to APD’s TSO team.
- Slight increase in calls at bus stops can be attributed to increased TSO presence around the city in Mobile Units.
- There is no ‘by-bus’ or ‘by-route’ data available from APD, ACS, or Metro Security per data collection challenges.
- Substantial reduction of 73% in security calls at transit centers can be attributed to Metro Security no longer monitoring the Alvarado Transportation Center 24/7.

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

TITLE/SUBJECT OF LEGISLATION: Q3 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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 5/7/2026 | 7:37 PM MDT
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Lauren Keefe Date
City Attorney

Recommended:

DocuSigned by:
 5/1/2026 | 12:46 PM 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. 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: Q3 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

R: O:
 FUND: n/a
 DEPT: 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:

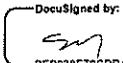
	Fiscal Years			Total
	2026	2027	2028	
Base Salary/Wages				-
Fringe Benefits at				-
Subtotal Personnel	-	-	-	-
Operating Expenses		-		-
Property			-	-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
<input type="checkbox"/> Estimated revenues not affected				
<input type="checkbox"/> Estimated 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.

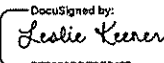
Number of Positions created

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

PREPARED BY:

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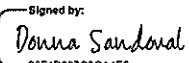
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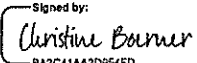
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 DIRECTOR

REVIEWED BY:

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 EXECUTIVE BUDGET ANALYST

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 BUDGET OFFICER

Signed by:

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 CITY ECONOMIST

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

Q3 FY26 (January, February, March 2026)						
Month	Total Calls Per Agency			Combined Monthly Agency Calls		
	APD*	ACS	Metro*	Total	Proactive	Reactive
January, 2026	1753	47	36	1836	1556	280
February, 2026	1764	49	34	1847	1569	278
March, 2026	1810	73	47	1930	1664	266
TOTALS	5327	169	117	5613	4789	824

*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	SHOTS FIRED / SHOT SPOTTER	MONTH TOTALS
January, 2026	11	11	5	0	1	2	0	30
February, 2026	12	7	3	1	1	2	1	27
March, 2026	6	7	3	0	4	1	1	22
TOTALS	29	25	11	1	6	5	2	79

Class B APD Reports																
Month	BEHAVIORAL HEALTH	SUSPICIOUS PERSON / VEHICLE	DIRECT TRAFFIC	STOLEN VEH FOUND	1-E911 HANG UP	DOA	DISTURBANCE	TRAFFIC ACCIDENT INJURY	CRIME SCENE INVESTIGATION	INVESTIGATION OF	FAMILY DISPUTE	WANTED PERSON	SUICIDE	PU/DELIVER ITEM	JUVENILE CALL	THEFT/FRAU D/EMBE
January, 2026	2	66	15	0	5	1	29	28	0	1	0	1	0	2	1	0
February, 2026	0	42	23	0	3	0	26	23	2	0	1	3	3	2	0	0
March, 2026	0	51	8	1	7	0	23	13	0	0	0	1	2	1	0	1
TOTALS	2	159	46	1	15	1	78	64	2	1	1	5	5	5	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
January, 2026	588	43	723	119	4	26	10	13	2	0	0	1528
February, 2026	467	34	725	279	3	17	4	21	2	0	0	1552
March, 2026	491	31	854	205	0	39	7	8	3	2	3	1643
TOTALS	1546	108	2302	603	7	82	21	42	7	2	3	4723

ACS Reports at Bus Stops and Transit Centers								
Month	BEHAVIORAL HEALTH	SUICIDAL IDEATION	UNSHeltered INDIVIDUAL	WELFARE CHECK	WELLNESS CHECK	DISTURBANCE	ROUTINE PASS-BY	MONTH TOTALS
January, 2026	1	0	18	3	8	0	17	47
February, 2026	0	1	21	0	13	1	13	49
March, 2026	1	0	36	1	19	1	15	73
TOTALS	2	1	75	4	40	2	45	169

Class A Metro Security Reports			
Month	FIRE	NARCOTICS	MONTH TOTALS
January, 2026	0	0	0
February, 2026	0	2	2
March, 2026	1	0	1
TOTALS	1	2	3

Class B Metro Security Reports							
Month	LOITERING	DISORDERLY CONDUCT	INTOXICATED	ENCAMPMENT	WELLNESS / MEDICAL	OTHER, INCL. TRAFFIC*	MONTH TOTALS
January, 2026	5	8	3	0	6	3	25
February, 2026	15	4	0	1	4	4	28
March, 2026	33	1	0	2	4	0	40
TOTALS	53	13	3	3	14	7	93

*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	POST INSPECTION	MONTH TOTALS
January, 2026	11	0	11
February, 2026	4	0	4
March, 2026	6	0	6
TOTALS	21	0	21

AGGRAVATED DRIVER	AUDIBLE ALARM	BURGLARY AUTO	ANIMAL CALL	WELFARE CHECK	RESCUE CALL	TRAFFIC ACC NO INJURY	COVER ASSISTANCE	MONTH TOTALS
2	1	0	0	2	1	38	0	195
1	1	1	1	1	4	47	1	185
0	1	0	1	1	6	28	0	145
3	3	1	2	4	11	113	1	525

C (a). 3

Event by Location APD				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
January, 2026	0	1564	189	1753
February, 2026	0	1543	221	1764
March, 2026	0	1585	225	1810
TOTALS	0	4692	635	5327

Total Calls for Service By Location	
Bus	0
Bus Stop	4816
Facility / Transit Center	680
Total	5496

Event by Location ACS				
Month	Bus	Bus Stop	Transit Centers	MONTH TOTALS
January, 2026	0	36	11	47
February, 2026	0	37	12	49
March, 2026	0	51	22	73
TOTALS	0	124	45	169

Event by Location Metro Security				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
January, 2026				0
February, 2026				0
March, 2026				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