CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM   January 31, 2026

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Q2 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

The Transit Department was directed by O-22-47 to submit 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 Q2 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. They do plan to supply this data for the next quarterly 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 TSO's and PSA's have direct access to APD sworn officers should the need arise. 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, 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 Q2 FY26

Quarterly Security Report Insights from Q2 FY25 (Oct, Nov, Dec 2025)			
Data	Q2 FY 25	Q2 FY 26	% Change from Q2 FY25 to Q2 FY26
Average Monthly Calls	2,348	1,802	-23%
Average Monthly Class A Calls	26	28	8%
Average Monthly Reactive Calls	782	289	-63%
Average Monthly Proactive Calls	1,566	1,512	-3%
Total Class A Calls	78	83	6%
Total Reactive Calls	2345	868	-63%
Total Proactive Calls	4699	4537	-3%
Total Security Calls	7044	5405	-23%
Total Number of Passenger Boardings	1,890,962	1,938,607	3%
Class A per 100,000 Passenger Boardings	4.12	4.28	4%
Total Calls APD	4,771	5,222	9%
Total Calls ACS	113	114	1%
Total Calls Metro	2160	69	-97%
Bus Stops	4,451	4,656	5%
Buses	56	n/a	n/a
Transit Centers	2537	680	-73%
Percentage of Total Calls That Are Class A	1%	2%	
Percentage of Total Calls That Are Proactive	67%	28%	
Percentage of Total Calls That Are Reactive	33%	16%	

The data above compares Q2 FY 26 to data from the previous Q2 for the most accurate analysis of data due to seasonality with safety calls.

ABQ RIDE's analysis of the data provided:

- 23% reduction in monthly calls due to fewer incidents.
- The number of Class A incidents (more serious calls) increased by 5 in Q2 FY26 than the previous Q2.
- Class A calls reflect around 1-2% of total calls.
- The top two Class A categories are vandalism and fire which account for 57% of the Class A calls.
- Proactive and reactive calls both decreased due to an overall decrease in security calls.
- Per 100,000 passenger boardings, there is an average of 4 Class A incidents.

- 9% increase in total calls by APD reflects the transition to TSOs as ABQ RIDE's primary safety partner.
- ACS presence remained steady with only a 1% increase.
- 97% 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.
- "N/A" is listed in the bus column due to having no '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.
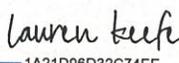
More information about ABQ RIDE's safety strategy can be found on ABQRIDE.com.

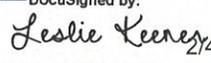TITLE/SUBJECT OF LEGISLATION: **Q2 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data**

Approved: Approved as to Legal Form:
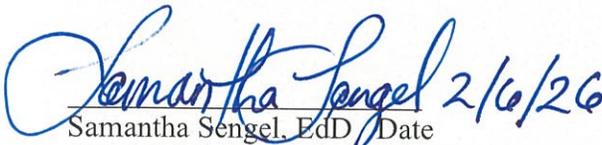
Samantha Sengel 2/6/26   DocuSigned by: _lauren keefe_ 2/5/2026 | 9:19 AM MST
Samantha Sengel, EdD / Date   1A21D96D32C74EE...
Chief Administrative Officer   Lauren Keefe   Date
                                       City Attorney

Recommended:

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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 Q2 FY/26 as required by City Council. This reporting is required 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.

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2. **What will this piece of legislation do?**

   Communicate quarterly security data for ABQ RIDE.

3. **Why is this project needed?**

   This update is in response to O-22-47 requiring the department 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: Q2 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

R: O:
FUND: n/a

DEPT: n/a

[x]   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			
	2026	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 <u>not</u> include any adjustment for inflation.
* Range if not easily quantifiable.

Number of Positions created

COMMENTS: The Transit Department was directed by O-22-47 to submit an executive communication each quarter containing security data from multiple security entities starting in July of 2024 for Q4 FY24.

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

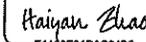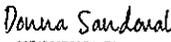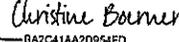PREPARED BY:

FISCAL OFFICER

APPROVED:

Leslie Keener
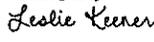
DIRECTOR

REVIEWED BY:

Haiyan Zhao

EXECUTIVE BUDGET ANALYST

Donna Sandoval

BUDGET OFFICER

Christine Boerner

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

Q2 FY26 (October, November, December 2025)					
Total Calls Per Agency			**Combined Monthly Agency Calls**		
Month	APD*	ACS	Metro*	Total	Proactive	Reactive
October, 2025	1146	48	28	1222	970	252
November, 2025	1902	31	20	1953	1658	295
December, 2025	2174	35	21	2230	1909	321
TOTALS	5222	114	69	5405	4537	868

*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	STABBING	SEX OFFENSE	SHOTS FIRED / SHOT SPOTTER	SHOOTING	MONTH TOTALS
October, 2025	3	2	4	2	0	2	0	0	13
November, 2025	8	6	7	0	0	1	1	0	23
December, 2025	12	14	5	4	1	5	0	1	42
TOTALS	23	22	16	6	1	8	1	1	78

Class B APD Reports

Month	AMBULANCE CALL	SUSPICIOUS PERSON / VEHICLE	DIRECT TRAFFIC	STOLEN VEH FOUND	1-E911 HANG UP	AUTO THEFT	DISTURBANCE	TRAFFIC ACCIDENT INJURY	CRIME SCENE INVESTIGATION	INVESTIGATION OF	FAMILY DISPUTE	WANTED PERSON	SUICIDE	PU/DELIVER ITEM	JUVENILE CALL	THEFT/FRAUD /EMBE
October, 2025	0	36	21	2	4	1	15	23	1	1	0	1	3	0	0	1
November, 2025	0	50	10	2	11	1	40	20	1	1	2	3	0	0	1	1
December, 2025	1	62	19	3	19	2	30	31	0	1	0	2	2	2	0	0
TOTALS	1	148	50	7	34	4	85	74	2	3	2	6	5	2	1	2

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	MONTH TOTALS
October, 2025	307	34	528	44	1	20	25	1	1	0	961
November, 2025	520	48	895	93	5	40	24	21	5	4	1655
December, 2025	850	68	802	101	1	32	15	14	4	2	1889
TOTALS	1677	150	2225	238	7	92	64	36	10	6	4505

ACS Reports at Bus Stops and Transit Centers

Month	BEHAVIORAL HEALTH	SUICIDAL IDEATION	UNSHELTERED INDIVIDUAL	WELFARE CHECK	WELLNESS CHECK	SUSPICIOUS PERSON	DISTURBANCE	ROUTINE PASS-BY	MONTH TOTALS
October, 2025	1	1	32	5	9	0	0	0	48
November, 2025	1	0	16	2	10	1	1	0	31
December, 2025	1	3	19	0	9	0	0	3	35
TOTALS	3	4	67	7	28	1	1	3	114

Class A Metro Security Reports

Month	FIRE	NARCOTICS	MONTH TOTALS
October, 2025	0	1	1
November, 2025	2	2	4
December, 2025	0	0	0
TOTALS	2	3	5

Class B Metro Security Reports

Month	LOITERING	DISORDERLY CONDUCT	SUSPICIOUS SITUATION	ENCAMPMENT	WELLNESS / MEDICAL	OTHER, INCL. TRAFFIC*	MONTH TOTALS
October, 2025	9	1	1	1	3	3	18
November, 2025	5	3	0	1	1	3	13
December, 2025	1	0	0	1	2	0	4
TOTALS	15	4	1	3	6	6	35

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

Metro Security Proactive Reports (Class B)

Month	SECURITY CHECKS	POST INSPECTION	ADMINISTRATIVE	10-10 Check	MONTH TOTALS
October, 2025	7	1	1	0	9
November, 2025	2	1	0	0	3
December, 2025	11	2	0	4	17
TOTALS	20	4	1	4	29

MISSING PERSON	AUDIBLE ALARM	LOUD MUSIC	PANHANDLERS	BURGLARY AUTO	SUSP/INTOX PERS	ANIMAL CALL	WELFARE CHECK	LOUD PARTY	RESCUE CALL	TRAFFIC ACC NO INJURY	COVER ASSISTANCE	MONTH TOTALS
0	1	0	1	0	0	0	1	1	3	56	0	172
1	0	2	0	0	0	1	3	0	6	67	1	224
0	0	5	0	1	2	0	1	0	9	51	0	243
1	1	7	1	1	2	1	5	1	18	174	1	639

C (a). 3   Include the number and types of calls for service by route, including on motor-coaches, paratransit vans, at bus stops and transit facilities.

Event by Location APD				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
October, 2025	0	981	165	1146
November, 2025	0	1687	215	1902
December, 2025	0	1928	246	2174
TOTALS	0	4596	626	5222

Total Calls for Service By Location	
Bus	0
Bus Stop	4656
Facility / Transit Center	680
Total	5336

Event by Location ACS				
Month	Bus	Bus Stop	Transit Centers	MONTH TOTALS
October, 2025	0	19	29	48
November, 2025	0	19	12	31
December, 2025	0	22	13	35
TOTALS	0	60	54	114

Event by Location Metro Security				
Month	Bus	Bus Stop	Facility	MONTH TOTALS
October, 2025	0	0	0	0
November, 2025	0	0	0	0
December, 2025	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