

**CIVILIAN POLICE OVERSIGHT ADVISORY BOARD  
POLICY AND PROCEDURE REVIEW SUBCOMMITTEE**

*Rowan Wymark*

Diane McDermott, CPOA Executive Director

Ali Abbasi, CPOA Deputy Director

**Thursday, February 6, 2025, at 3 p.m.  
Plaza Del Sol Building, 600 2<sup>nd</sup> Street NW  
3rd Floor Small Conference Room**

**Members Present:**

Rowan Wymark

Aaron Calderon

**Members Absent:**

**Others Present**

Diane McDermott, CPOA

Ali Abbasi, CPOA

Emily Selch, CPOA

Katrina Sigala, CPOA

Valerie Barela, CPOA

Omotayo Olubiyi, CCO

**Minutes**

- I. Welcome and Call to Order.** Member Wymark called to order the Policy and Procedure Review Subcommittee meeting at 3:04 p.m., noting that Aaron Calderon was in attendance due to Chair Gail Oliver's resignation.
- II. Approval of the Agenda**
  - a. Motion.** Member Calderon made a motion to approve the Agenda. Member Wymark seconded the motion. The motion was passed unanimously.
- III. Public Comment**
  - a. None.** (*See attached*)
- IV. Approval of Minutes from January 2, 2025**

**Motion.** A motion was made by member Calderon to approve the minutes as written. Member Wymark seconded the motion. The motion was passed unanimously
- V. APD Policy-Related Activities/Discussion Items:**
  - a. PPRB Drafts Awaiting CPOAB Comment**
    - 1. SOP 1-70 (Formerly 6-11) Open Space Unit**
      - a.** There were no policy recommendations or discussions regarding SOP 1-70.

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## **2. SOP 3-52 Policy Development Process**

- a. CPOA Policy Analyst Emily Selch verbally presented policy recommendations for SOP 2-114.
- b. The subcommittee recommended moving the policy recommendations for SOP 2-114 to the full Board for discussion and possible action at the next regularly scheduled Board meeting on February 13, 2025.

## **3. SOP 1-30 Community Ambassador Program**

- a. There were no policy recommendations regarding SOP 1-30.
- b. Member Wymark inquired about receiving a report from the APD Community Ambassador Program and will present the topic to the full board for discussion at the Board meeting on February 13, 2025.

## **4. SOP 2-48 Towing Services**

- a. Deputy Director Ali Abassi verbally presented policy recommendations for SOP 2-48.
- b. The subcommittee recommended moving the policy recommendations for SOP 2-48 to the full Board for discussion and possible action at the next regularly scheduled Board meeting on February 13, 2025.

## **5. SOP 2-65 Language Access Procedure**

- a. There were no policy recommendations regarding SOP 1-30.

## **6. SOP 2-59 Extreme Risk Firearm Protection Order**

- a. CPOA Policy Analyst Emily Selch verbally presented policy recommendations for SOP 2-59.
- b. The subcommittee recommended moving the policy recommendations for SOP 2-59 to the full Board for discussion and possible action at the next regularly scheduled Board meeting on February 13, 2025.

## **7. SOP 3-12 Awards and Recognition**

a. There were no policy recommendations or discussions regarding SOP 3-12.

### **b. Off-cycle Policy**

#### **1. SOP 1-78 Police Service Aide (PSA) Program**

a. CPOA Policy Analyst Emily Selch noted that the CPOA is currently drafting a letter to the Chief regarding the response received from APD related to Police Service Aides using OC spray and not reporting it as Use of Force.

b. The Policy and Procedure Subcommittee recommends that the responses from APD be presented to the full Board at the February 13, 2025, meeting for discussion and possible action.

### **c. APD Response to Policy Recommendations**

1. CPOA Policy Analyst Emily Selch presented the responses she received from APD for SOP 1-78, which was also discussed and presented under the agenda item V.b.1, and for SOP 2-114 Foot Pursuit, detailing the reasoning for the action or no action on the recommendations. Ms. Selch noted that the current language in the policy is confusing, and the subcommittee recommended receiving more information.

2. The CPOA will contact APD Lieutenant Nicko for more information about SOP 2-114.

## **VI. Other Business**

a. Member Calderon emphasized the importance of assigning a Chair and Vice Chair at the subcommittee level, noting that revisions to the Board Policy and Procedures may be necessary.

b. Executive Director McDermott stated that the Chief is still working on preparing the formal response to SOP 2-31.

## **VII. Next Meeting Thursday, March 6, 2025, at 3 p.m.**

## **VIII. Adjournment**

a. A motion by member Oliver to adjourn the meeting. Member Calderon seconded the motion. The motion was passed unanimously.

b. The meeting was adjourned at 3:58 p.m.

Civilian Police Oversight Advisory Board  
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Thursday, February 6, 2025

APPROVED:

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Rowan Wymark, Member  
Policy & Procedure Review  
Subcommittee Chair

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Date

CC: Isaac Padilla, City Council Staff  
Ethan Watson, City Clerk  
Brook Bassan, City Council President (via email)

Minutes drafted and submitted by:  
Valerie Barela, Administrative Assistant

DRAFT

**ATTACHMENTS**

DRAFT



**CIVILIAN POLICE OVERSIGHT ADVISORY BOARD  
POLICY AND PROCEDURE REVIEW SUBCOMMITTEE  
PUBLIC COMMENT SIGN-IN SHEET**

SUBCOMMITTEE MEETING DATE: FEBRUARY 6, 2025

NAME (PLEASE PRINT)

- |           |           |
|-----------|-----------|
| 1. _____  | 11. _____ |
| 2. _____  | 12. _____ |
| 3. _____  | 13. _____ |
| 4. _____  | 14. _____ |
| 5. _____  | 15. _____ |
| 6. _____  | 16. _____ |
| 7. _____  | 17. _____ |
| 8. _____  | 18. _____ |
| 9. _____  | 19. _____ |
| 10. _____ | 20. _____ |



**1-70 OPEN SPACE UNIT**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 1-78 Police Service Aide (PSA) Program (Formerly 4-6)
- 2-1 Uniforms (Formerly 2-06)
- 3-31 Physical Fitness Assessment (Formerly 3-83)

B. Form(s)

None

C. Other Resource(s)

Memorandum of Understanding Open Space Unit, Conservation Officers

D. Rescinded Special Order(s)

None

**1-70-1 Purpose**

The purpose of the Open Space Unit is to protect, maintain, and manage areas designated as City of Albuquerque Open Space, areas that are outside City limits, and within Bernalillo County through strict law enforcement and by educating the community about the use and preservation of the designated areas.

**1-70-2 Policy**

It is the policy of the Albuquerque Police Department (Department) to provide a specialized unit to patrol designated areas.

N/A

**1-70-3 Definitions**

A. Conservation Officer

Open Space Conservation Officers report directly to the Open Space chain of command and their responsibilities include the patrol and maintenance of the City Open Space properties. They enforce State Statutes and City Ordinances that pertain to those areas of the city. Conservation Officers work in conjunction with Open Space Officers and assist with tac-plans and other special events assigned by the chain of command.



B. Dive Team

1. Department personnel who provide professional and technical recovery capabilities in the aquatic environment both locally, and throughout the State of New Mexico, if requested. The Dive Team works jointly with the New Mexico State Police Dive Team, which is subject to being activated by the federal government as needed. The Dive Team is comprised of Open Space Unit sworn personnel, including:
  - a. Dive Sergeant: The direct supervisor of the Dive Team during dive operations;
  - b. Dive Team Leader: A team member who is selected to be the team leader based on their performance and experience;
  - c. Dive Team Instructor: A team member who has been certified as a dive instructor by Scuba Schools International (SSI) or the Professional Association of Diving Instructors (PADI) with at least one (1) year experience on the Dive Team;
  - d. Dive Control Specialist: A team member who has been certified by SSI or PADI as a Dive Control Specialist or assistant instructor;
  - e. Diver: A team member who has been certified in SSI standards, who has obtained specialized training for collection and recovery of evidence and crime scene processing in the water, who is swift water rescue certified, and who maintains additional standards as established by the Dive Team Sergeant; and
  - f. Collateral Diver: A part-time team member who is normally assigned to a unit other than the Open Space Unit, who maintains the same standards as a full-time Diver, and, when activated, reports to the Open Space Unit chain of command.

C. Open Space

Areas of land that are designated in the City's adopted plan for major Open Space and acquired by the City of Albuquerque; that are any other lands designated at the time of acquisition or subsequently; and that are any lands for which the City has assumed control or management responsibility by lease, easement, or legal agreement.

D. Search and Rescue (SAR) Team

Department personnel who respond to any search and/or rescue operation within Bernalillo County, New Mexico, and around the State of New Mexico as requested. The Search and Rescue Team works jointly with the New Mexico State Police, and functions as a type of Federal Emergency Management Agency (FEMA) team, which may be activated by the federal government as needed.

**7 1-70-4 Open Space Unit Selection, Testing, and Training**

A. Sworn Personnel Selection





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**CPOAB Draft 01/08/2024**

1. Sworn personnel who apply for a position with the Open Space Unit shall be aware that the position is strictly voluntary. Sworn personnel who volunteer with the Open Space Unit shall be members of the SAR Team and the Dive Team.
2. The selection process shall consist of the SAR physical fitness test, a rappelling test, and an oral board test.
3. Open Space Unit candidates shall have:
  - a. Basic first aid medical training, preferably licensed as an Emergency Medical Technician-Basic (EMT-B) obtained within one (1) year of accepting a position;
    - i. The Department will make an exception based on the lack of available EMT B classes.
  - b. A general knowledge of the outlying geographical areas of Bernalillo County;
  - c. The willingness and ability to work in elevated positions and/or with helicopters;
  - d. Experience in teaching, training, and a basic mechanical aptitude; and
  - e. The ability to perform general maintenance and repairs to vehicles and equipment.
4. The Open Space Unit Lieutenant or their designee shall review past performance evaluations, disciplinary actions, and other performance information when determining an applicant's suitability.
  - a. Candidates with a sustained complaint or chargeable traffic accident within the past year will be considered unsuitable unless the totality of the circumstances involved in the complaint or accident includes mitigating factors that indicate suitability.
5. The Dive Team Leader is selected to assist the Dive Sergeant with mission planning and deployment of sworn personnel during incidents.
6. The Dive Team Instructor is selected from current members of the Dive Team, based on performance and experience.
7. The Dive Control Specialist is selected from current members of the Dive Team, based on performance and experience.

**B. Testing**

1. Swim Test
  - a. Six-hundred (600) yard snorkel mask and fins, four-hundred (400) yard free-style, with no stopping or holding the side of the pool or lane lines.
  - b. Fifty (50) yard weighted belt (10 lbs.) swim.
  - c. Fifty (50) yard Brick Swim: Both hands must remain on the brick at all times.
  - d. Fifty (50) yard Tank Push: No slamming or shoving the tank while maintaining control of the tank.



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**CPOAB Draft 01/08/2024**

- e. Twenty (20) minute water tread, last two (2) minutes hands out of water.
- 2. Physical Training (PT) Test
  - a. Candidates shall pass the Department Physical Fitness Assessment with a performance in the top tier of the “Good” category and no less than the bottom tier of the “Good” category, consistent with SOP Physical Fitness Assessment.
- 3. Pack Test: Open Space Unit candidates shall be able to hike Pino Trail in four (4) hours with a twenty-five (25) pound pack.
- 4. Rappel Test: Open Space Unit candidates shall use their own equipment to complete a forty foot (40’) rappel.
- 5. Quarterly Testing
  - a. All Open Space Unit sworn personnel shall pass quarterly physical fitness and proficiency testing.

January	Proficiency Testing: <ul style="list-style-type: none"> <li>• Rope system;</li> <li>• Raising and lower systems (MPD, 540);</li> <li>• Litter Packaging; and</li> <li>• Rappel system.</li> </ul> Dive Systems: <ul style="list-style-type: none"> <li>• Scuba system assembly; and</li> <li>• Underwater skills test.</li> </ul>
April	Department PT Test: The Open Space Unit candidate shall pass the Department Physical Fitness Assessment with a performance in the top tier of the “Good” category and no less than the bottom tier of the “Good” category, consistent with Physical Fitness Assessment.
July	Swim Testing: <ul style="list-style-type: none"> <li>• Dive Team swim test;</li> <li>• Open Space Unit swim test.</li> </ul>
October	SAR Pack Test

**7 1-70-5 Open Space Unit**

- A. General Rules and Responsibilities
  - 1. The Open Space Sergeant(s) shall:



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- a. Provide direct supervision of Department personnel assigned to the Open Space Unit;
  - b. Be responsible for the Open Space Unit's daily activities; and
  - c. Manage the SAR Team and Dive Team.
2. Open Space Unit sworn personnel shall:
- a. Patrol open space lands that are outside of the City limits and within Bernalillo County;
    - i. Responding Open Space Unit sworn personnel shall notify the Bernalillo County Sheriff's Office (BCSO) of all violent crimes that occur in these areas. Primary investigation responsibility shall be determined based upon the:
      1. Type of crime;
      2. Capabilities; and
      3. Resources that are available in the area.
  - b. Routinely patrol areas that are not formally declared Open Space areas but are inaccessible by Field Service Bureau (FSB) patrol cars;
  - c. Be cross-commissioned law enforcement sworn personnel;
  - d. Participate in SAR and Dive Team operations as directed;
    - i. Conservation officers are not required to participate.
  - e. Provide patrol and security for infrastructure assets not accessible by passenger vehicle. Open Space Unit personnel are responsible for securing these facilities at their designated closing times;
  - f. Work varied and extended hours based on the needs of the Open Space Unit;
  - g. Respond to call-outs when not on-call;
    - i. Conservation officers are not required to respond to call-outs.
  - h. Travel out of town for SAR or dive missions;
    - i. Maintain a high level of physical fitness;
  - j. Be physically capable of performing SAR and dive missions;
    - i. Conservation officers are not required to perform SAR and dive missions.
  - k. Pass a quarterly Open Space Unit testing;
    - i. Conservation officers are not required to pass quarterly Open Space Unit testing.
  - l. Purchase personal gear, such as mountaineering clothing, as necessary;
  - m. Patrol and take calls for service within all designated Open Space areas; and
  - n. During on-call rotation, be available twenty-four (24) hours a day, seven (7) days a week for SAR and Dive Team operations, unless leave has been approved by the Open Space Unit Sergeant.
    - i. Open Space Unit sworn personnel cannot be on any other form of call status other than their Open Space Unit responsibilities unless special circumstances arise.
    - ii. Conservation officers are not required to be on the on-call rotation.
3. Open Space Unit Police Service Aide's (PSA) shall:



- a. Be used to supplement patrols and respond to calls for service in open space land and areas that are not formally declared Open Space areas but are inaccessible by FSB patrol vehicles;
- b. Operate in accordance with the direction provided by the Open Space Unit chain of command;
- c. Provide patrol and security for infrastructure assets not accessible by passenger vehicle. Open Space Unit personnel are responsible for securing these facilities at their designated closing times;
- d. Address any criminal activity that is discovered or observed as outlined in SOP Police Service Aide Program and directed by their chain of command; and
- e. Meet any training and physical requirements ordered by the Open Space Unit chain of command.
  - i. Open Space Unit PSA's may be required to complete specialized training or meet minimum physical requirements. These additional requirements will be based on the safety standards for any specialized job functions.
  - ii. The Open Space Unit chain of command shall document any additional requirements in writing and a copy of the order shall be kept on file with an Open Space Unit supervisor.

N/A

B. Vehicle Lock-Ins

1. When the gates at open space trail heads are being closed or locked and there are vehicles that are parked in the parking areas after posted park hours and are required to be locked in overnight, Open Space Unit sworn personnel shall:
  - a. At the appropriate hour, announce over their Public Address (PA) system that the park is closed and that the owners of the remaining vehicle(s) must return to their vehicle immediately;
  - b. Ensure that signs are clearly posted with hours of operation;
    - i. If the hours of operation are not posted, a work order shall be placed with the Open Space Unit.
  - c. Run the vehicle license plate for stolen vehicle reports, informational be on the lookout (BOLO) reports, and/or missing person alerts;
  - d. Indicate the vehicle description, license plate, and time of gate closure on the Computer-Aided Dispatch (CAD) system; and
  - e. Not be dispatched to unlock gates.
    - i. The gates will reopen the following day at 0700.
2. Any Department personnel assisting in the locking of gates shall abide by the directives set forth in this Standard Operating Procedure (SOP).
  - a. Department personnel shall advise the Emergency Communications Center (ECC) Dispatcher that the vehicle is a lock-in at the respective park.
  - b. The ECC Dispatcher shall make a dispatch log note of this information.

C. Open Space Wild Land Fires



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1. The Open Space Unit Lieutenant or their designee shall coordinate with the Open Space Unit, Albuquerque Fire Rescue (AFR), Bernalillo County Fire Department (BCFD), and the State Forestry Department to evaluate the fire danger in the Open Space areas.
2. In the event of a fire, Open Space Unit supervisors shall ensure that AFR, BCFD, or the jurisdictional fire department is notified.
3. Open Space Unit personnel shall:
  - a. Concentrate patrols within the high-risk areas during extreme fire conditions to reduce the fire danger;
  - b. Thoroughly shall investigate all calls for service that involve possible fires or smoke within the Open Space areas;
  - c. Establish a Unified Command in accordance with the National Incident Management System (NIMS);
  - d. Staff the access points that best allow fire equipment to access the area;
  - e. Start an evacuation of park visitors, contractors, or other persons in the area; and
  - f. Set up a perimeter to keep non-public safety personnel out of the area.

**D. Methods of Patrol**

1. Due to varied terrain and special challenges in providing law enforcement coverage in and around Open Space areas, Open Space Unit personnel shall use several methods of routine and emergency patrol:
  - a. SUV Vehicle Patrol: To combat terrain challenges in Open Space areas.
  - b. Foot Patrol: To check bridges transecting Open Space areas and to deter illegal activities in the Bosque and foothill areas.
  - c. Bike Patrol: To patrol all Open Space areas.
  - d. ATV/Motorcycle Patrol: To patrol rugged and inaccessible areas, as well as general Open Space areas.
  - e. Hovercraft Patrol: To patrol the Rio Grande River for routine patrol, Bosque closure scenarios, and for emergency or special operations situations.
  - f. Airboat Patrol: To patrol the Rio Grande river for routine patrol, Bosque closure scenarios, and for emergency or Special Operations situations.

**E. Equipment**

1. Open Space Unit personnel shall use specialized equipment, including, but not limited to:
  - a. All-terrain vehicles (AVT);
  - b. Airboat;
  - c. Hovercraft;
  - d. Off-road motorcycles;



- e. Mountain bikes;
- f. Side-by-Side off-road vehicles;
- g. 4x4 patrol vehicles; and
- h. All SAR and dive equipment.

**F. Uniform and Patch**

1. Open Space Unit personnel shall abide by the uniform requirements outlined in SOP Uniforms.
  - a. The on-duty supervisor may approve modification of the Open Space Unit uniform while working in an adverse environment and/or terrain.
  - b. Open Space Unit personnel shall be authorized to wear the Open Space Unit patch and shall wear the patch in accordance with SOP Uniforms.
2. Open Space Unit PSA uniforms shall be determined by the Open Space Unit Commander.

**7 1-70-6 Search and Rescue (SAR)**

A. The Search and Rescue Program shall be administered by the Open Space Unit chain of command.

**B. Selection**

**1. Minimum Qualifications**

- a. Sworn personnel shall:
  - i. Have a minimum of two (2) years as a police officer with the Department and shall have completed the probationary period;
  - ii. Be willing to be "on call" and respond on a twenty-four (24) hour per day basis;
  - iii. Be in good physical condition and able to work in severe terrain and weather conditions;
  - iv. Pass the SAR physical fitness standards on a quarterly basis; and
  - v. Be able to give directions clearly to communicate effectively with individuals in a variety of circumstances, speak before large groups, and be willing to work flexible shifts and varying hours.

**2. Selection Process**

- a. The selection process shall consist of the SAR physical fitness test, a rappelling test, and oral board test.
- b. The Open Space Unit Lieutenant or their designee shall review past performance evaluations, disciplinary actions and other performance information when making a determination about an applicant's suitability.



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- i. Candidates with a sustained complaint or chargeable traffic accident within the past year may not be considered depending on the totality of the circumstances involved.
- c. Candidates shall have:
  - i. Basic first aid medical training, preferably licensed as an Emergency Medical Technician-Basic (EMT-B) obtained within one (1) year of accepting a position;
    - 1. The Department will make an exception based on the lack of available EMT-B classes.
  - ii. A general knowledge of the outlying geographical areas of Bernalillo County;
  - iii. The willingness and ability to work at heights and/or with helicopters;
  - iv. Experience in teaching, training, and a basic mechanical aptitude; and
  - v. The ability to perform general maintenance and repairs to vehicles and equipment.

C. Physical Fitness Standard

- 1. SAR team personnel shall be able to carry all SAR and medical equipment during operations. SAR team personnel shall operate in extreme terrain, under harsh weather conditions.
- 2. SAR team personnel shall be required to maintain a physical fitness standard, which shall be tested quarterly.
- 3. A SAR team member who fails to pass the physical test in the allotted time shall be taken off on-call status for ninety (90) days.
  - a. They shall then have up to ninety (90) days to train, prepare, and practice for retesting.
  - b. If at the end of ninety (90) days they cannot pass the test, they shall be removed from the Open Space Unit.

4. Physical Fitness Standards

- a. SAR Team personnel shall be able to swim fifty (50) meters in Battle Dress Uniform (BDU) style pants with a ten (10) pound weighted belt. No stopping or assistance from any object or person.
- b. For the pack test, SAR Team personnel shall be able to hike Pino trail #140 to Crest trail #130S and return within four (4) hours.

i. Start location:

N 35° 9.704'	W 106° 28.191'	Elena Gallegos parking lot
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ii. Turn around point:

N 35° 10.144'	W 106° 24.850'	Pino Trail: South Crest Trail junction.
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- iii. SAR Team personnel shall start and finish with a minimum twenty-five (25) pound pack.
- iv. SAR Team personnel shall have SAR/survival gear.

**D. Certifications, Training, and Testing**

**1. Certifications**

- a. NM SAR Certification: SAR Team personnel shall be certified through New Mexico State Police Search and Rescue (NMSAR) or certified in an equivalent program.
- b. During their assignment, SAR Team personnel shall obtain and maintain the following certifications:
  - i. New Mexico State Police Search & Rescue;
  - ii. Wilderness Rope Rescue Level I & II;
  - iii. Swift Water & Flood Control Rescue;
  - iv. Airboat;
  - v. Hovercraft;
  - vi. ATV/UTV;
  - vii. Bike Patrol;
  - viii. Alternate Carry Course;
  - ix. Horse familiarization; and
  - x. Aviation familiarization.

**2. Training**

- a. SAR Team personnel shall attend all training unless excused.
  - i. SAR Team personnel shall notify the SAR Team Supervisor that they will miss or have missed training.
  - ii. SAR Team personnel shall complete all mandatory training and makeup training to maintain currency.
  - iii. SAR Team personnel who have not completed all mandatory training may be required to remain at the SAR command post to assist with logistics and support functions during rescue operations.
  - iv. SAR Team personnel with poor training attendance, or have an attendance rate of less than eighty percent (80%) shall be considered for dismissal from the Open Space Unit.
- b. Training is normally conducted to maintain proper operational proficiency in the following general areas:
  - i. Technical rope rescue Techniques;
  - ii. Helicopter operations;
  - iii. Medical treatment;
  - iv. Land navigation;
  - v. Wilderness search techniques;
  - vi. Wilderness survival techniques;
  - vii. Alpine search and rescue operations (snow and ice);
  - viii. Swift water rescue operations; and





- ix. Man-tracking techniques.
- c. SAR Team personnel shall participate in weekly training.
- d. SAR Team personnel shall continually train with other agencies and participate in specialized training opportunities to enhance skills or techniques.
  - i. Mandated monthly rope training may be conducted with AFR, BCFD, Albuquerque Mountain Rescue Council, and the National Guard.

### 3. Testing

- a. SAR Team personnel shall conduct their swim and pack test during the months of July and October.
  - i. A SAR Team officer who fails to pass the physical test in the allotted time shall be taken off on-call status for ninety (90) days.
  - ii. A SAR Team officer shall have up to ninety (90) days to train, prepare, and practice for retesting.
  - iii. If at the end of ninety (90) days they cannot pass the test, they shall be removed from the Open Space Unit.

### E. General Responsibilities

1. The SAR Team Coordinator shall be a lieutenant who has overall responsibility for the team, including budget, personnel, equipment, and training.
2. The SAR Team supervisor shall:
  - a. Oversee all phases of the SAR Program;
  - b. Be responsible for the selection, training, evaluation, and use of all personnel;
  - c. Be responsible for the completion of all SAR incidents and the coordination of efforts with all other agencies, specifically AFR Technical Rescue, or individuals;
  - d. Be responsible for the maintenance, upkeep, and inventory of all SAR Team equipment and supplies; and
  - e. Provide the on-call roster to the ECC, the New Mexico Search and Rescue Coordinator, AFR, BCFD, and BCSO.
    - i. The Open Space Unit Supervisor shall approve any changes to the on-call SAR Team roster and shall notify the ECC of the changes.
3. SAR Team personnel shall:
  - a. On a weekly basis, rotate primary on-call responsibilities;
  - b. Conduct or provide all training and direct new team members on all search and/or rescue incidents;
  - c. Respond to and handle search and/or rescue incidents on a twenty-four (24) hour a day, call-out basis in all of Bernalillo County;
  - d. Provide training to other members of the Department as needed;



- e. During SAR operations, adhere to the basic SAR principle: Locate, Access, Stabilize, and Transport, (LAST);
- f. Teach specialty classes to other Department personnel;
  - i. SAR Team personnel shall teach and make presentations to a variety of public groups and gatherings in the various areas involving search and rescue or wilderness preparedness techniques.
  - ii. SAR Team personnel shall actively pursue preventive search and rescue programs and forums to educate the public and reduce search and rescue incidents.
- g. Maintain and service assigned equipment and vehicles;
- h. When appropriate, use aircraft when searching for emergency locator transmitters (ELT), missing aircraft, and missing persons;
  - i. Wear a uniform that is suitable based on terrain and weather environment; and
  - j. Be responsible for initial primary patient care until help arrives.

#### 4. Patient Transport

- a. Normally, SAR Team personnel will conduct operations for the sole purpose of safely extricating persons from extreme and/or hazardous locations and SAR Team personnel will not transport a patient to a medical facility.
- b. Once a person is safely extricated from the location, SAR Team personnel shall transfer the person for care to qualified medical transport personnel if medical attention is needed.
  - i. If the patient's condition is serious and transport resources are unavailable or impractical as determined by the SAR Team Medic, SAR Team Leader, and Officer-In-Charge, SAR Team personnel may transport a patient to a medical facility in a lifesaving effort.
  - ii. SAR Team personnel shall use medically-equipped helicopters for transporting persons when injuries dictate or transport time is a critical factor.
  - iii. SAR Team personnel shall work with and coordinate activities with all rescue agencies to ensure the best care for the person.

#### F. Swift Water and Flood Control Rescue

1. SAR Team personnel shall successfully complete a nationally-recognized swift water rescue training course with AFR and shall recertify annually.
2. SAR Team personnel shall successfully complete a nationally-recognized flood control water rescue training course with AFR and shall recertify annually.

#### G. Alpine SAR

SAR Team personnel shall be responsible for alpine searches and rescues in snow and ice.

#### H. Call-Out Procedures



1. Call-out requests for SAR Team personnel shall be made through the ECC; however, SAR Team personnel requests may also come directly from other agencies that have a copy of the SAR Team on-call roster.
  2. The ECC Supervisor shall notify the SAR Team Supervisor or their designee of the request for SAR services.
    - a. SAR Supervisors are then notified to respond to a designated area and to establish a Command Post or staging area with the appropriate equipment that is necessary to complete the operation.
  3. The Mission Coordinator or Officer-In-Charge (OIC) shall request all necessary support services that may be needed.
  4. The Mission Coordinator or OIC shall notify any agency whose jurisdiction in which the operation may be taking place, if they are not requesting services.
- I. Chain of Command for SAR Operations
1. SAR Incident Commander (IC)
    - a. The Incident Commander (IC) shall be responsible for all personnel and shall oversee the overall operation.
    - b. The Open Space Unit Lieutenant or Sergeant shall act as the IC. However, a representative of the command staff may act as the IC on a large-scale operation or delegated to a Department officer during minor incidents.
  2. SAR Team Leader
    - a. The Team Leader shall be responsible for the operational completion of SAR activity during an operation; however, supervisory personnel may assume the position of SAR Team Leader in complex operations. Sworn personnel may assume responsibility in simple incidents not requiring the need to make significant decisions to ensure completion.
    - b. The SAR Team Leader shall be at a location that is away from the command post operational area.
  3. SAR Edge Person
    - a. The SAR Edge Person shall act as a signal relay between the raise/lower team and a rescuer who is over the edge of a high-angle drop. The SAR Edge Person shall be secured by a safety or rappel line.
    - b. The SAR Edge Person shall maintain open communication between the rescuer(s) who are down-rope and the raise/lower team.
    - c. The SAR Edge Person shall assist victims, litters, and rescuers in getting over the edge of a drop.



d. The SAR Edge Person shall place and maintain edge protection for ropes.

J. Mountain Rescue Helicopter Operations

1. The Mission Coordinator or SAR Team supervisor shall document their justification to use the Department helicopter as a rescue tool during SAR operations based on various circumstances and criteria, including, but not limited to:
  - a. Nature and extent of injuries;
  - b. Weather conditions and forecast;
  - c. Location of victim both in remoteness and accessibility;
  - d. Logistics and manpower needs and availability; and
  - e. Practicality of mission completion through other means.
2. After the Mission Coordinator and SAR Team supervisor justify their use of the Department helicopter, they shall request it by adhering to the call-out procedures outlined in this Standard Operating Procedure (SOP).

K. Mountain Rescue Operational Guidelines

1. General Safety
  - a. SAR Team personnel shall:
    - i. Use a safety line during all operations where there is potential risk of a fall;
      1. The Mountain Safety Officer shall determine the location of the placement of the safety line and shall approve all exceptions through the SAR Team Leader or SAR Team supervisor.
    - ii. Use gloves when handling a working rope in an operation that is loaded or has the potential to be loaded, unless it is impractical or unsafe to do so; and
    - iii. Wear a Department-approved harness and helmet while working in a vertical environment.

L. Rappel Guidelines

1. SAR Team personnel shall not begin rappelling without having all equipment and connections checked by the Mountain Safety Officer or their designee unless it is unsafe or impractical to do so.
  - a. SAR Team personnel shall do all rappels on a minimum of a 7/16" (11-mm) static kern mantle line.
  - b. SAR Team personnel shall practice the single-line rappel technique to maintain proficiency.
  - c. SAR Team personnel shall use a belay line for single line rappels when used for rescues and exposures. SAR Team personnel shall evaluate hazards to minimize risk.



M. Equipment and Vehicles

1. SAR Team personnel shall be responsible for the upkeep and maintenance of all equipment and vehicles assigned to the SAR Team.
  - a. Emergency Response Vehicles:
    - i. Each officer assigned to the SAR Team shall be responsible for a four-wheel drive (4WD) emergency response vehicle.
    - ii. Each vehicle contains the necessary and minimum team equipment needed to successfully complete the majority of rescue situations.
    - iii. Each SAR Team officer shall be responsible for the maintenance, upkeep, and repair of emergency response vehicles to ensure the vehicles are in good, serviceable condition.
  - b. Specialty Vehicles:
    - i. SAR Team personnel shall maintain their certifications and familiarity with the maintenance and operation of specialty vehicles.
    - ii. Under normal circumstances, SAR Team personnel shall be the only persons authorized to operate the vehicles.
    - iii. The SAR Team Safety Officer or OIC may authorize SAR Team personnel to wear a helmet and any other gear considered appropriate for the situation or terrain; in some instances, SAR Team personnel may wear a helmet during Bosque patrol due to a required low speed, limited visibility through foliage and other shrubbery, and face-to-face contacts with the community.

**7** 1-70-7 **Dive Team**

A. Dive Team Rules and Responsibilities

1. The Dive Team Supervisor shall:
  - a. Assess information about the call for service from the on-scene supervisor or the Department employee who is requesting assistance;
  - b. Determine whether a full call-out or partial call-out of the Dive Team is required in coordination with the IC or their designee;
  - c. Secure transportation of Dive Team personnel and equipment if necessary;
  - d. Assume supervision of the mission and coordinate activities under the direction of the IC or Dive Team Commander;
  - e. Continuously assess the possibility of increasing or decreasing Dive Team manning levels;
  - f. Provide updates to the Open Space Unit chain of command;
  - g. Provide information to the Department Public Information Officer (PIO), if necessary;
  - h. When applicable, provide an After-Action Report in accordance with the guidelines in the Emergency Operations Plan;
  - i. When requested, provide a Supplemental Report;
  - j. Inspect and secure all Dive Team equipment by using the applicable, approved methods for maintenance;



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- k. Maintain Dive Team personnel rosters, line-ups, gear maintenance schedules, physical schedules, expense logs, reports, and any other documentation as required to administer the Dive Team;
- l. Inspect dive logs to ensure accuracy;
- m. Maintain training records for all Dive Team personnel;
- n. Promptly notify the Department Safety Officer of any injury and prepare necessary reports as required; and
- o. Conduct an annual inventory and physical inspection of all Department-issued equipment.

2. A Dive Team member shall:

- a. When on call, promptly respond to call-outs;
  - i. In the event a Dive Team member cannot respond to a call-out, a Dive Team member shall notify the Dive Team Supervisor.
- b. Report to the staging area that is equipped and prepared to respond to the event;
- c. Comply with procedures and protocols as trained, with safety as a priority for all Dive Team personnel and victims;
- d. Promptly report all equipment malfunctions, and all lost, stolen, or damaged equipment to the on-scene supervisor;
- e. Report all incidents of injury to the on-scene supervisor;
- f. Inspect all equipment prior to usage and after each event as required by protocols;
- g. Report any maintenance needed to the supervisor;
- h. Write Uniform Incident Reports or Supplemental Reports of any activity as required;
- i. Maintain accurate dive logs for inspection by Dive Team supervisors;
- j. Ensure equipment is available for immediate use;
- k. Report all training attended to the Dive Team Sergeant and the Academy Division;
- l. Participate in training to maintain proficiency as required;
- m. Demonstrate an acceptable physical assessment level by maintaining an overall score of eighty percent (80%) in the Department Physical Assessment standards;
- n. Pass the Dive Team and Open Space Unit swim tests;
- o. Stay current on all vaccines as deemed necessary by the Safety Officer;
- p. Rotate the primary on-call responsibility among all Dive Team personnel on a weekly basis;
- q. Maintain a minimum of an eighty percent (80%) participation rate in all training and call-outs during a twelve (12) month period on a rotating calendar year; and
- r. Have an Open Space Unit supervisor approve any changes to the on-call roster and shall notify the ECC of the changes.

B. Activation of the Dive Team

1. Dive Team Deployment



- a. The Dive Team Sergeant shall:
  - i. Contact the on-scene supervisor for a briefing about the situation;
  - ii. Evaluate the circumstances and determine whether an immediate or delayed Dive Team response shall be most appropriate based primarily on safety;
    1. The Dive Team Sergeant or Team Leader shall be authorized to refuse a mission if it cannot be safely executed in accordance with established diving protocols.
- b. Prior to committing to a dive mission, the Dive Team Supervisor or their designee shall:
  - i. Conduct the risk-benefit field analysis to identify the risks and identify the benefit of conducting the dive at each site;
  - ii. Ensure that a fully-dressed Safety Diver is prepared to immediately enter the water in the event the primary diver needs assistance;
  - iii. Develop an emergency action plan, including transportation of an injured diver to the nearest operational hyperbaric chamber or the closest emergency medical facility; and
  - iv. Develop a safety plan for all surface support prior to any operations being initiated.

C. Dive Team Uniform and Unit Patch

1. Callout Uniforms

Uniforms shall be dictated by search conditions and weather environment.

2. Dive Team Patch

- a. Dive Team personnel may elect to wear the Dive Team patch on their patrol uniform, consistent with SOP Uniforms.
- b. The Dive Team patch shall be issued to Dive Team personnel who have successfully completed training and sufficiently demonstrated operational effectiveness, as determined by the Dive Team Supervisors.
- c. Dive Team personnel may not wear the Dive Team patch until authorized by the Dive Team supervisors.

3. Dive Team Pin

- a. Only full-time Dive Team personnel may elect to wear the Dive Team pin on their standard Department uniform.
- b. Dive Team supervisors shall issue the Dive Team pin to Dive Team personnel who have successfully completed training and sufficiently demonstrated operational effectiveness.
- c. The Dive Team pin shall be identical to the military Scuba Diver pin and shall be silver in color.
- d. The Dive Team supervisor pin shall be gold in color.



- e. Dive Team personnel shall wear the Dive Team pin above the right pocket of the uniform shirt, centered one-half-inch (1/2") above the nametag on the vertical shirt seam.
- f. Dive Team personnel shall not wear the Dive Team pin on the Open Space Unit uniform.
- g. Sworn personnel and sergeants who work for the Open Space Unit Collateral Program shall not wear the Open Space Unit patch.  
Collateral Program personnel may wear the SAR Team patch or the Dive Team patch when they have successfully completed training and sufficiently demonstrated operational effectiveness, as determined by the respective team supervisors.

**7 1-70-8 Open Space Unit Collateral Program**

- A. An officer or sergeant may be accepted into the Open Space Unit Collateral Program if they are:
  - 1. Off probation;
  - 2. In good standing with the Department;
  - 3. In an on-duty status while attending training or an event;
  - 4. Willing to purchase necessary gear to include mission-specific summer and winter clothing; and
  - 5. Not on-call for any other unit.
- B. The Open Space Unit Sergeants shall make the final decision about whether an officer or sergeant is suitable for the Open Space Unit Collateral Program.
  - 1. An Open Space Unit Sergeant's final decision shall not be subject to a grievance because the Collateral Program is a secondary duty that is beyond the officer or sergeant's primary assignment.
- C. Open Space Unit Collateral Program personnel shall:
  - 1. Be called out in the event there is a SAR or dive call-out on an as needed basis;
  - 2. Be allowed to earn overtime or compensatory time when working special events that are approved by the Open Space Unit Sergeant;
  - 3. Be required to pass the same physical assessments as Open Space Unit sworn personnel; and
  - 4. Attend a minimum of twenty (20) hours of training per month in order to maintain proficiency.





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- a. An Open Space Unit Collateral Program officer shall be removed from the rotation for that month for failure to complete the minimum training and shall be considered for removal from the Open Space Unit Collateral Program.
  
- D. While in training and on call-outs, full-time Open Space Unit sergeants and sworn personnel shall maintain operational command and control over the scene and over all Open Space Unit Collateral Program personnel.

REDLINED



**1-70 OPEN SPACE UNIT**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 1-78 Police Service Aide (PSA) Program (Formerly 4-6)
- 2-1 Uniforms (Formerly 2-06)
- 3-31 Physical Fitness Assessment (Formerly 3-83)

B. Form(s)

None

C. Other Resource(s)

Memorandum of Understanding Open Space Unit, Conservation Officers ~~None~~

D. Rescinded Special Order(s)

None

**1-70-1 Purpose**

The purpose of the Open Space Unit is to protect, maintain, and manage areas designated as City of Albuquerque Open Space, areas that are outside City limits, and within Bernalillo County through strict law enforcement and by educating the community about the use and preservation of the designated areas.

**1-70-2 Policy**

It is the policy of the Albuquerque Police Department (Department) to provide a specialized unit to patrol designated areas.

N/A

**1-70-3 Definitions**

A. Conservation Officer

A. Open Space Conservation Officers report directly to the Open Space chain of command and their responsibilities include the patrol and maintenance of the City Open Space properties. They enforce State Statutes and City Ordinances that pertain to those areas of the city. Conservation Officers work in conjunction with Open Space Officers and assist with tac-plans and other special events assigned by the chain of command.



B. Dive Team

1. Department personnel who provide professional and technical recovery capabilities in the aquatic environment both locally, and throughout the State of New Mexico, if requested. The Dive Team works jointly with the New Mexico State Police Dive Team, which is subject to being activated by the federal government as needed. The Dive Team is comprised of Open Space Unit sworn personnel, including:
  - a. Dive Sergeant: The direct supervisor of the Dive Team during dive operations;
  - b. Dive Team Leader: A team member who is selected to be the team leader based on their performance and experience;
  - c. Dive Team Instructor: A team member who has been certified as a dive instructor by Scuba Schools International (SSI) or the Professional Association of Diving Instructors (PADI) with at least one (1) year experience on the Dive Team;
  - d. Dive Control Specialist: A team member who has been certified by SSI or PADI as a Dive Control Specialist or assistant instructor;
  - e. Diver: A team member who has been certified in SSI standards, who has obtained specialized training for collection and recovery of evidence and crime scene processing in the water, who is swift water rescue certified, and who maintains additional standards as established by the Dive Team Sergeant; and
  - f. Collateral Diver: A part-time team member who is normally assigned to a unit other than the Open Space Unit, who maintains the same standards as a full-time Diver, and, when activated, reports to the Open Space Unit chain of command.

C. Open Space

Areas of land that are designated in the City's adopted plan for major Open Space and acquired by the City of Albuquerque; that are any other lands designated at the time of acquisition or subsequently; and that are any lands for which the City has assumed control or management responsibility by lease, easement, or legal agreement.

D. Search and Rescue (SAR) Team

Department personnel who respond to any search and/or rescue operation within Bernalillo County, New Mexico, and around the State of New Mexico as requested. The Search and Rescue Team works jointly with the New Mexico State Police, and functions as a type of Federal Emergency Management Agency (FEMA) team, which may be activated by the federal government as needed.

**7 1-70-4 Open Space Unit Selection, Testing, and Training**

A. Sworn Personnel Selection



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1. Sworn personnel who apply for a position with the Open Space Unit shall be aware that the position is strictly voluntary. Sworn personnel who volunteer with the Open Space Unit shall be members of the SAR Team and the Dive Team.
2. The selection process shall consist of the SAR physical fitness test, a rappelling test, and an oral board test.
3. Open Space Unit candidates shall have:
  - a. Basic first aid medical training, preferably licensed as an Emergency Medical Technician-Basic (EMT-B) obtained within one (1) year of accepting a position;
    - i. The Department will make an exception based on the lack of available EMT B classes.
  - b. A general knowledge of the outlying geographical areas of Bernalillo County;
  - c. The willingness and ability to work in elevated positions and/or with helicopters;
  - d. Experience in teaching, training, and a basic mechanical aptitude; and
  - e. The ability to perform general maintenance and repairs to vehicles and equipment.
4. The Open Space Unit Lieutenant or their designee shall review past performance evaluations, disciplinary actions, and other performance information when determining an applicant's suitability.
  - a. Candidates with a sustained complaint or chargeable traffic accident within the past year will be considered unsuitable unless the totality of the circumstances involved in the complaint or accident ~~include~~ includes mitigating factors that indicate suitability.
5. The Dive Team Leader is selected to assist the Dive Sergeant with mission planning and deployment of sworn personnel during incidents.
6. The Dive Team Instructor is selected from current members of the Dive Team, based on performance and experience.
7. The Dive Control Specialist is selected from current members of the Dive Team, based on performance and experience.

**B. Testing**

1. Swim Test
  - a. Six-hundred (600) yard snorkel mask and fins, four-hundred (400) yard free-style, with no stopping or holding the side of the pool or lane lines.
  - b. Fifty (50) yard weighted belt (10 lbs.) swim.
  - c. Fifty (50) yard Brick Swim: Both hands must remain on the brick at all times.
  - d. Fifty (50) yard Tank Push: No slamming or shoving the tank while maintaining control of the tank.



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- e. Twenty (20) minute water tread, last two (2) minutes hands out of water.
- 2. Physical Training (PT) Test
  - a. Candidates shall pass the Department Physical Fitness Assessment with a performance in the top tier of the “Good” category and no less than the bottom tier of the “Good” category, consistent with SOP Physical Fitness Assessment.
- 3. Pack Test: Open Space Unit candidates shall be able to hike Pino Trail in four (4) hours with a twenty-five (25) pound pack.
- 4. Rappel Test: Open Space Unit candidates shall use their own equipment to complete a forty foot (40’) rappel.
- 5. Quarterly Testing
  - a. All Open Space Unit sworn personnel shall pass quarterly physical fitness and proficiency testing.

January	Proficiency Testing: <ul style="list-style-type: none"> <li>• Rope system;</li> <li>• Raising and lower systems (MPD, 540);</li> <li>• Litter Packaging; and</li> <li>• Rappel system.</li> </ul> Dive Systems: <ul style="list-style-type: none"> <li>• Scuba system assembly; and</li> <li>• Underwater skills test.</li> </ul>
April	Department PT Test: The Open Space Unit candidate shall pass the Department Physical Fitness Assessment with a performance in the top tier of the “Good” category and no less than the bottom tier of the “Good” category, consistent with Physical Fitness Assessment.
July	Swim Testing: <ul style="list-style-type: none"> <li>• Dive Team swim test;</li> <li>• Open Space Unit swim test.</li> </ul>
October	SAR Pack Test

**7 1-70-5 Open Space Unit**

- A. General Rules and Responsibilities
  - 1. The Open Space Sergeant(s) shall:



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- a. Provide direct supervision of Department personnel assigned to the Open Space Unit;
  - b. Be responsible for the Open Space Unit's daily activities; and
  - c. Manage the SAR Team and Dive Team.
2. Open Space Unit sworn personnel shall:
- a. Patrol open space lands that are outside of the City limits and within Bernalillo County;
    - i. Responding Open Space Unit sworn personnel shall notify the Bernalillo County Sheriff's Office (BCSO) of all violent crimes that occur in these areas. Primary investigation responsibility shall be determined based upon the:
      1. Type of crime;
      2. Capabilities; and
      3. Resources that are available in the area.
  - b. Routinely patrol areas that are not formally declared Open Space areas but are inaccessible by Field Service Bureau (FSB) patrol cars;
  - c. Be cross-commissioned law enforcement sworn personnel;
  - d. Participate in SAR and Dive Team operations as directed;  
~~e.i.~~ Conservation officers are not required to participate.
  - e. Provide patrol and security for infrastructure assets not accessible by passenger vehicle. Open Space Unit personnel are responsible for securing these facilities at their designated closing times;
  - f. Work varied and extended hours based on the needs of the Open Space Unit;
  - g. Respond to call-outs when not on-call;  
~~e.i.~~ Conservation officers are not required to respond to call-outs.
  - h. Travel out of town for SAR or dive missions;
  - i. Maintain a high level of physical fitness;
  - j. Be physically capable of performing SAR and dive missions;  
~~f.i.~~ Conservation officers are not required to perform SAR and dive missions.
  - k. Pass a quarterly Open Space Unit testing;  
~~k.i.~~ Conservation officers are not required to pass quarterly Open Space Unit testing.
  - l. Purchase personal gear, such as mountaineering clothing, as necessary;
  - m. Patrol and take calls for service within all designated Open Space areas; and
  - n. During on-call rotation, be available twenty-four (24) hours a day, seven (7) days a week for SAR and Dive Team operations, unless leave has been approved by the Open Space Unit Sergeant.
    - i. Open Space Unit sworn personnel cannot be on any other form of call status other than their Open Space Unit responsibilities unless special circumstances arise.  
~~h.ii.~~ Conservation officers are not required to be on the on-call rotation.
3. Open Space Unit Police Service Aide's (PSA) shall:



- a. Be used to supplement patrols and respond to calls for service in open space land and areas that are not formally declared Open Space areas but are inaccessible by FSB patrol vehicles;
- b. Operate in accordance with the direction provided by the Open Space Unit chain of command;
- c. Provide patrol and security for infrastructure assets not accessible by passenger vehicle. Open Space Unit personnel are responsible for securing these facilities at their designated closing times;
- d. Address any criminal activity that is discovered or observed as outlined in SOP Police Service Aide Program and directed by their chain of command; and
- e. Meet any training and physical requirements ordered by the Open Space Unit chain of command.
  - i. Open Space Unit PSA's may be required to complete specialized training or meet minimum physical requirements. These additional requirements will be based on the safety standards for any specialized job functions.
  - ii. The Open Space Unit chain of command shall document any additional requirements in writing and a copy of the order shall be kept on file with an Open Space Unit supervisor.

N/A

B. Vehicle Lock-Ins

1. When the gates at open space trail heads are being closed or locked and there are vehicles that are parked in the parking areas after posted park hours and are required to be locked in overnight, Open Space Unit sworn personnel shall:
  - a. At the appropriate hour, announce over their Public Address (PA) system that the park is closed and that the owners of the remaining vehicle(s) must return to their vehicle immediately;
  - b. Ensure that signs are clearly posted with hours of operation;
    - i. If the hours of operation are not posted, a work order shall be placed with the Open Space Unit.
  - c. Run the vehicle license plate for stolen vehicle reports, informational be on the lookout (BOLO) reports, and/or missing person alerts;
  - d. Indicate the vehicle description, license plate, and time of gate closure on the Computer-Aided Dispatch (CAD) system; and
  - e. Not be dispatched to unlock gates.
    - i. The gates will reopen the following day at 0700.
2. Any Department personnel assisting in the locking of gates shall abide by the directives set forth in this Standard Operating Procedure (SOP).
  - a. Department personnel shall advise the Emergency Communications Center (ECC) Dispatcher that the vehicle is a lock-in at the respective park.
  - b. The ECC Dispatcher shall make a dispatch log note of this information.

C. Open Space Wild Land Fires



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1. The Open Space Unit Lieutenant or their designee shall coordinate with the Open Space Unit, Albuquerque Fire Rescue (AFR), Bernalillo County Fire Department (BCFD), and the State Forestry Department to evaluate the fire danger in the Open Space areas.
2. In the event of a fire, Open Space Unit supervisors shall ensure that AFR, BCFD, or the jurisdictional fire department is notified.
3. Open Space Unit personnel shall:
  - a. Concentrate patrols within the high-risk areas during extreme fire conditions to reduce the fire danger;
  - b. Thoroughly shall investigate all calls for service that involve possible fires or smoke within the Open Space areas;
  - c. Establish a Unified Command in accordance with the National Incident Management System (NIMS);
  - d. Staff the access points that best allow fire equipment to access the area;
  - e. Start an evacuation of park visitors, contractors, or other persons in the area; and
  - f. Set up a perimeter to keep non-public safety personnel out of the area.

**D. Methods of Patrol**

1. Due to varied terrain and special challenges in providing law enforcement coverage in and around Open Space areas, Open Space Unit personnel shall use several methods of routine and emergency patrol:
  - a. SUV Vehicle Patrol: To combat terrain challenges in Open Space areas.
  - b. Foot Patrol: To check bridges transecting Open Space areas and to deter illegal activities in the Bosque and foothill areas.
  - c. Bike Patrol: To patrol all Open Space areas.
  - d. ATV/Motorcycle Patrol: To patrol rugged and inaccessible areas, as well as general Open Space areas.
  - e. Hovercraft Patrol: To patrol the Rio Grande River for routine patrol, Bosque closure scenarios, and for emergency or special operations situations.
  - f. Airboat Patrol: To patrol the Rio Grande river for routine patrol, Bosque closure scenarios, and for emergency or Special Operations situations.

**E. Equipment**

1. Open Space Unit personnel shall use specialized equipment, including, but not limited to:
  - a. All-terrain vehicles (AVT);
  - b. Airboat;
  - c. Hovercraft;
  - d. Off-road motorcycles;





- e. Mountain bikes;
- f. Side-by-Side off-road vehicles;
- g. 4x4 patrol vehicles; and
- h. All SAR and dive equipment.

**F. Uniform and Patch**

1. Open Space Unit personnel shall abide by the uniform requirements outlined in SOP Uniforms.
  - a. The on-duty supervisor may approve modification of the Open Space Unit uniform while working in an adverse environment and/or terrain.
  - b. Open Space Unit personnel shall be authorized to wear the Open Space Unit patch and shall wear the patch in accordance with SOP Uniforms.
- ~~2.~~ Open Space Unit PSA uniforms shall be determined by the Open Space Unit Commander.

2.

**7 1-70-65 Search and Rescue (SAR)**

- A. The Search and Rescue Program shall be administered by the Open Space Unit chain of command.
- B. Selection
  1. Minimum Qualifications
    - a. Sworn personnel shall:
      - i. Have a minimum of two (2) years as a police officer with the Department and shall have completed the probationary period;
      - ii. Be willing to be "on call" and respond on a twenty-four (24) hour per day basis;
      - iii. Be in good physical condition and able to work in severe terrain and weather conditions;
      - iv. Pass the SAR physical fitness standards on a quarterly basis; and
      - v. Be able to give directions clearly to communicate effectively with individuals in a variety of circumstances, speak before large groups, and be willing to work flexible shifts and varying hours.
  2. Selection Process
    - a. The selection process shall consist of the SAR physical fitness test, a rappelling test, and oral board test.
    - b. The Open Space Unit Lieutenant or their designee shall review past performance evaluations, disciplinary actions and other performance information when making a determination about an applicant's suitability.



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- i. Candidates with a sustained complaint or chargeable traffic accident within the past year may not be considered depending on the totality of the circumstances involved.
- c. Candidates shall have:
  - i. Basic first aid medical training, preferably licensed as an Emergency Medical Technician-Basic (EMT-B) obtained within one (1) year of accepting a position;
    - 1. The Department will make an exception based on the lack of available EMT-B classes.
  - ii. A general knowledge of the outlying geographical areas of Bernalillo County;
  - iii. The willingness and ability to work at heights and/or with helicopters;
  - iv. Experience in teaching, training, and a basic mechanical aptitude; and
  - v. The ability to perform general maintenance and repairs to vehicles and equipment.

C. Physical Fitness Standard

- 1. SAR team personnel shall be able to carry all SAR and medical equipment during operations. SAR team personnel shall operate in extreme terrain, under harsh weather conditions.
- 2. SAR team personnel shall be required to maintain a physical fitness standard, which shall be tested quarterly.
- 3. A SAR team member who fails to pass the physical test in the allotted time shall be taken off on-call status for ninety (90) days.
  - a. They shall then have up to ninety (90) days to train, prepare, and practice for retesting.
  - b. If at the end of ninety (90) days they cannot pass the test, they shall be removed from the Open Space Unit.

4. Physical Fitness Standards

- a. SAR Team personnel shall be able to swim fifty (50) meters in Battle Dress Uniform (BDU) style pants with a ten (10) pound weighted belt. No stopping or assistance from any object or person.
- b. For the pack test, SAR Team personnel shall be able to hike Pino trail #140 to Crest trail #130S and return within four (4) hours.

i. Start location:

N 35° 9.704'	W 106° 28.191'	Elena Gallegos parking lot
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ii. Turn around point:

N 35° 10.144'	W 106° 24.850'	Pino Trail: South Crest Trail junction.
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- iii. SAR Team personnel shall start and finish with a minimum twenty-five (25) pound pack.
- iv. SAR Team personnel shall have SAR/survival gear.

**D. Certifications, Training, and Testing**

**1. Certifications**

- a. NM SAR Certification: SAR Team personnel shall be certified through New Mexico State Police Search and Rescue (NMSAR) or certified in an equivalent program.
- b. During their assignment, SAR Team personnel shall obtain and maintain the following certifications:
  - i. New Mexico State Police Search & Rescue;
  - ii. Wilderness Rope Rescue Level I & II;
  - iii. Swift Water & Flood Control Rescue;
  - iv. Airboat;
  - v. Hovercraft;
  - vi. ATV/UTV;
  - vii. Bike Patrol;
  - viii. Alternate Carry Course;
  - ix. Horse familiarization; and
  - x. Aviation familiarization.

**2. Training**

- a. SAR Team personnel shall attend all training unless excused.
  - i. SAR Team personnel shall notify the SAR Team Supervisor that they will miss or have missed training.
  - ii. SAR Team personnel shall complete all mandatory training and makeup training to maintain currency.
  - iii. SAR Team personnel who have not completed all mandatory training may be required to remain at the SAR command post to assist with logistics and support functions during rescue operations.
  - iv. SAR Team personnel with poor training attendance, or have an attendance rate of less than eighty percent (80%) shall be considered for dismissal from the Open Space Unit.
- b. Training is normally conducted to maintain proper operational proficiency in the following general areas:
  - i. Technical rope rescue Techniques;
  - ii. Helicopter operations;
  - iii. Medical treatment;
  - iv. Land navigation;
  - v. Wilderness search techniques;
  - vi. Wilderness survival techniques;
  - vii. Alpine search and rescue operations (snow and ice);
  - viii. Swift water rescue operations; and



- ix. Man-tracking techniques.
- c. SAR Team personnel shall participate in weekly training.
- d. SAR Team personnel shall continually train with other agencies and participate in specialized training opportunities to enhance skills or techniques.
  - i. Mandated monthly rope training may be conducted with AFR, BCFD, Albuquerque Mountain Rescue Council, and the National Guard.

### 3. Testing

- a. SAR Team personnel shall conduct their swim and pack test during the months of July and October.
  - i. A SAR Team officer who fails to pass the physical test in the allotted time shall be taken off on-call status for ninety (90) days.
  - ii. A SAR Team officer shall have up to ninety (90) days to train, prepare, and practice for retesting.
  - iii. If at the end of ninety (90) days they cannot pass the test, they shall be removed from the Open Space Unit.

### E. General Responsibilities

1. The SAR Team Coordinator shall be a lieutenant who has overall responsibility for the team, including budget, personnel, equipment, and training.
2. The SAR Team supervisor shall:
  - a. Oversee all phases of the SAR Program;
  - b. Be responsible for the selection, training, evaluation, and use of all personnel;
  - c. Be responsible for the completion of all SAR incidents and the coordination of efforts with all other agencies, specifically AFR Technical Rescue, or individuals;
  - d. Be responsible for the maintenance, upkeep, and inventory of all SAR Team equipment and supplies; and
  - e. Provide the on-call roster to the ECC, the New Mexico Search and Rescue Coordinator, AFR, BCFD, and BCSO.
    - i. The Open Space Unit Supervisor shall approve any changes to the on-call SAR Team roster and shall notify the ECC of the changes.
3. SAR Team personnel shall:
  - a. On a weekly basis, rotate primary on-call responsibilities;
  - b. Conduct or provide all training and direct new team members on all search and/or rescue incidents;
  - c. Respond to and handle search and/or rescue incidents on a twenty-four (24) hour a day, call-out basis in all of Bernalillo County;
  - d. Provide training to other members of the Department as needed;



- e. During SAR operations, adhere to the basic SAR principle: Locate, Access, Stabilize, and Transport, (LAST);
- f. Teach specialty classes to other Department personnel;
  - i. SAR Team personnel shall teach and make presentations to a variety of public groups and gatherings in the various areas involving search and rescue or wilderness preparedness techniques.
  - ii. SAR Team personnel shall actively pursue preventive search and rescue programs and forums to educate the public and reduce search and rescue incidents.
- g. Maintain and service assigned equipment and vehicles;
- h. When appropriate, use aircraft when searching for emergency locator transmitters (ELT), missing aircraft, and missing persons;
  - i. Wear a uniform that is suitable based on terrain and weather environment; and
  - j. Be responsible for initial primary patient care until help arrives.

#### 4. Patient Transport

- a. Normally, SAR Team personnel will conduct operations for the sole purpose of safely extricating persons from extreme and/or hazardous locations and SAR Team personnel will not transport a patient to a medical facility.
- b. Once a person is safely extricated from the location, SAR Team personnel shall transfer the person for care to qualified medical transport personnel if medical attention is needed.
  - i. If the patient's condition is serious and transport resources are unavailable or impractical as determined by the SAR Team Medic, SAR Team Leader, and Officer-In-Charge, SAR Team personnel may transport a patient to a medical facility in a lifesaving effort.
  - ii. SAR Team personnel shall use medically-equipped helicopters for transporting persons when injuries dictate or transport time is a critical factor.
  - iii. SAR Team personnel shall work with and coordinate activities with all rescue agencies to ensure the best care for the person.

#### F. Swift Water and Flood Control Rescue

1. SAR Team personnel shall successfully complete a nationally-recognized swift water rescue training course with AFR and shall recertify annually.
2. SAR Team personnel shall successfully complete a nationally-recognized flood control water rescue training course with AFR and shall recertify annually.

#### G. Alpine SAR

SAR Team personnel shall be responsible for alpine searches and rescues in snow and ice.

#### H. Call-Out Procedures



1. Call-out requests for SAR Team personnel shall be made through the ECC; however, SAR Team personnel requests may also come directly from other agencies that have a copy of the SAR Team on-call roster.
  2. The ECC Supervisor shall notify the SAR Team Supervisor or their designee of the request for SAR services.
    - a. SAR Supervisors are then notified to respond to a designated area and to establish a Command Post or staging area with the appropriate equipment that is necessary to complete the operation.
  3. The Mission Coordinator or Officer-In-Charge (OIC) shall request all necessary support services that may be needed.
  4. The Mission Coordinator or OIC shall notify any agency whose jurisdiction in which the operation may be taking place, if they are not requesting services.
- I. Chain of Command for SAR Operations
1. SAR Incident Commander (IC)
    - a. The Incident Commander (IC) shall be responsible for all personnel and shall oversee the overall operation.
    - b. The Open Space Unit Lieutenant or Sergeant shall act as the IC. However, a representative of the command staff may act as the IC on a large-scale operation or delegated to a Department officer during minor incidents.
  2. SAR Team Leader
    - a. The Team Leader shall be responsible for the operational completion of SAR activity during an operation; however, supervisory personnel may assume the position of SAR Team Leader in complex operations. Sworn personnel may assume responsibility in simple incidents not requiring the need to make significant decisions to ensure completion.
    - b. The SAR Team Leader shall be at a location that is away from the command post operational area.
  3. SAR Edge Person
    - a. The SAR Edge Person shall act as a signal relay between the raise/lower team and a rescuer who is over the edge of a high-angle drop. The SAR Edge Person shall be secured by a safety or rappel line.
    - b. The SAR Edge Person shall ~~maintain~~ maintain open communication between the rescuer(s) who are down-rope and the raise/lower team.
    - c. The SAR Edge Person shall assist victims, litters, and rescuers in getting over the edge of a drop.



d. The SAR Edge Person shall place and maintain edge protection for ropes.

J. Mountain Rescue Helicopter Operations

1. The Mission Coordinator or SAR Team supervisor shall document their justification to use the Department helicopter as a rescue tool during SAR operations based on various circumstances and criteria, including, but not limited to:
  - a. Nature and extent of injuries;
  - b. Weather conditions and forecast;
  - c. Location of victim both in remoteness and accessibility;
  - d. Logistics and manpower needs and availability; and
  - e. Practicality of mission completion through other means.
2. After the Mission Coordinator and SAR Team supervisor justify their use of the Department helicopter, they shall request it by adhering to the call-out procedures outlined in this Standard Operating Procedure (SOP).

K. Mountain Rescue Operational Guidelines

1. General Safety
  - a. SAR Team personnel shall:
    - i. Use a safety line during all operations where there is potential risk of a fall;
      1. The Mountain Safety Officer shall determine the location of the placement of the safety line and shall approve all exceptions through the SAR Team Leader or SAR Team supervisor.
    - ii. Use gloves when handling a working rope in an operation that is loaded or has the potential to be loaded, unless it is impractical or unsafe to do so; and
    - iii. Wear a Department-approved harness and helmet while working in a vertical environment.

L. Rappel Guidelines

1. SAR Team personnel shall not begin ~~rappel~~ rappelling without having all equipment and connections checked by the Mountain Safety Officer or their designee unless it is unsafe or impractical to do so.
  - a. SAR Team personnel shall do all rappels on a minimum of a 7/16" (11-mm) static kern mantle line.
  - b. SAR Team personnel shall practice the single-line rappel technique to maintain proficiency.
  - c. SAR Team personnel shall use a belay line for single line rappels when used for rescues and exposures. SAR Team personnel shall evaluate hazards to minimize risk.



M. Equipment and Vehicles

1. SAR Team personnel shall be responsible for the upkeep and maintenance of all equipment and vehicles assigned to the SAR Team.
  - a. Emergency Response Vehicles:
    - i. Each officer assigned to the SAR Team shall be responsible for a four-wheel drive (4WD) emergency response vehicle.
    - ii. Each vehicle contains the necessary and minimum team equipment needed to successfully complete the majority of rescue situations.
    - iii. Each SAR Team officer shall be responsible for the maintenance, upkeep, and repair of emergency response vehicles to ensure the vehicles are in good, serviceable condition.
  - b. Specialty Vehicles:
    - i. SAR Team personnel shall maintain their certifications and familiarity with the maintenance and operation of specialty vehicles.
    - ii. Under normal circumstances, SAR Team personnel shall be the only persons authorized to operate the vehicles.
    - iii. The SAR Team Safety Officer or OIC may authorize SAR Team personnel to wear a helmet and any other gear considered appropriate for the situation or terrain; in some instances, SAR Team personnel may wear a helmet during Bosque patrol due to a required low speed, limited visibility through foliage and other shrubbery, and face-to-face contacts with the community.

**7** 1-70-76 **Dive Team**

A. Dive Team Rules and Responsibilities

1. The Dive Team Supervisor shall:
  - a. Assess information about the call for service from the on-scene supervisor or the Department employee who is requesting assistance;
  - b. Determine whether a full call-out or partial call-out of the Dive Team is required in coordination with the IC or their designee;
  - c. Secure transportation of Dive Team personnel and equipment if necessary;
  - d. Assume supervision of the mission and coordinate activities under the direction of the IC or Dive Team Commander;
  - e. Continuously assess the possibility of increasing or decreasing Dive Team manning levels;
  - f. Provide updates to the Open Space Unit chain of command;
  - g. Provide information to the Department Public Information Officer (PIO), if necessary;
  - h. When applicable, provide an After-Action Report in accordance with the guidelines in the Emergency Operations Plan;
  - i. When requested, provide a Supplemental Report;
  - j. Inspect and secure all Dive Team equipment by using the applicable, approved methods for maintenance;





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- k. Maintain Dive Team personnel rosters, line-ups, gear maintenance schedules, physical schedules, expense logs, reports, and any other documentation as required to administer the Dive Team;
- l. Inspect dive logs to ensure accuracy;
- m. Maintain training records for all Dive Team personnel;
- n. Promptly notify the Department Safety Officer of any injury and prepare necessary reports as required; and
- o. Conduct an annual inventory and physical inspection of all Department-issued equipment.

2. A Dive Team member shall:

- a. When on call, promptly respond to call-outs;
  - i. In the event a Dive Team member cannot respond to a call-out, a Dive Team member shall notify the Dive Team Supervisor.
- b. Report to the staging area that is equipped and prepared to respond to the event;
- c. Comply with procedures and protocols as trained, with safety as a priority for all Dive Team personnel and victims;
- d. Promptly report all equipment malfunctions, and all lost, stolen, or damaged equipment to the on-scene supervisor;
- e. Report all incidents of injury to the on-scene supervisor;
- f. Inspect all equipment prior to usage and after each event as required by protocols;
- g. Report any maintenance needed to the supervisor;
- h. Write Uniform Incident Reports or Supplemental Reports of any activity as required;
- i. Maintain accurate dive logs for inspection by Dive Team supervisors;
- j. Ensure equipment is available for immediate use;
- k. Report all training attended to the Dive Team Sergeant and the Academy Division;
- l. Participate in training to maintain proficiency as required;
- m. Demonstrate an acceptable physical assessment level by maintaining an overall score of eighty percent (80%) in the Department Physical Assessment standards;
- n. Pass the Dive Team and Open Space Unit swim tests;
- o. Stay current on all vaccines as deemed necessary by the Safety Officer;
- p. Rotate the primary on-call responsibility among all Dive Team personnel on a weekly basis;
- q. Maintain a minimum of an eighty percent (80%) participation rate in all training and call-outs during a twelve (12) month period on a rotating calendar year; and
- r. Have an Open Space Unit supervisor approve any changes to the on-call roster and shall notify the ECC of the changes.

B. Activation of the Dive Team

1. Dive Team Deployment



- a. The Dive Team Sergeant shall:
  - i. Contact the on-scene supervisor for a briefing about the situation;
  - ii. Evaluate the circumstances and determine whether an immediate or delayed Dive Team response shall be most appropriate based primarily on safety;
    1. The Dive Team Sergeant or Team Leader shall be authorized to refuse a mission if it cannot be safely executed in accordance with established diving protocols.
- b. Prior to committing to a dive mission, the Dive Team Supervisor or their designee shall:
  - i. Conduct the risk-benefit field analysis to identify the risks and identify the benefit of conducting the dive at each site;
  - ii. Ensure that a fully-dressed Safety Diver is prepared to immediately enter the water in the event the primary diver needs assistance;
  - iii. Develop an emergency action plan, including transportation of an injured diver to the nearest operational hyperbaric chamber, or the closest emergency medical facility; and
  - iv. Develop a safety plan for all surface support prior to any operations being initiated.

C. Dive Team Uniform and Unit Patch

1. Callout Uniforms

Uniforms shall be dictated by search conditions and weather environment.

2. Dive Team Patch

- a. Dive Team personnel may elect to wear the Dive Team patch on their patrol uniform, consistent with SOP Uniforms.
- b. The Dive Team patch shall be issued to Dive Team personnel who have successfully completed training and sufficiently demonstrated operational effectiveness, as determined by the Dive Team Supervisors.
- c. Dive Team personnel may not wear the Dive Team patch until authorized by the Dive Team supervisors.

3. Dive Team Pin

- a. Only full-time Dive Team personnel may elect to wear the Dive Team pin on their standard Department uniform.
- b. Dive Team supervisors shall issue the Dive Team pin to Dive Team personnel who have successfully completed training and sufficiently demonstrated operational effectiveness.
- c. The Dive Team pin shall be identical to the military Scuba Diver pin and shall be silver in color.
- d. The Dive Team supervisor pin shall be gold in color.



- e. Dive Team personnel shall wear the Dive Team pin above the right pocket of the uniform shirt, centered one-half-inch (1/2") above the nametag on the vertical shirt seam.
- f. Dive Team personnel shall not wear the Dive Team pin on the Open Space Unit uniform.
- g. Sworn personnel and sergeants who work for the Open Space Unit Collateral Program shall not wear the Open Space Unit patch.
  - Collateral Program personnel may wear the SAR Team patch or the Dive Team patch when they have successfully completed training and sufficiently demonstrated operational effectiveness, as determined by the respective team supervisors.

**7 1-70-8 Open Space Unit Collateral Program**

- A. An officer or sergeant may be accepted into the Open Space Unit Collateral Program if they are:
  - 1. Off probation;
  - 2. In good standing with the Department;
  - 3. In an on-duty status while attending training or an event;
  - 4. Willing to purchase necessary gear to include ~~mission-specific~~ mission-specific summer and winter clothing; and
  - 5. Not on-call for any other unit.
- B. The Open Space Unit Sergeants shall make the final decision about whether an officer or sergeant is suitable for the Open Space Unit Collateral Program.
  - 1. An Open Space Unit Sergeant's final decision shall not be subject to a grievance because the Collateral Program is a secondary duty that is beyond the officer or sergeant's primary assignment.
- C. Open Space Unit Collateral Program personnel shall:
  - 1. Be called out in the event there is a SAR or dive call-out on an as needed basis;
  - 2. Be allowed to earn overtime or compensatory time when working special events that are approved by the Open Space Unit Sergeant;
  - 3. Be required to pass the same physical assessments as Open Space Unit sworn personnel; and



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4. Attend a minimum of twenty (20) hours of training per month in order to maintain proficiency.
  - a. An Open Space Unit Collateral Program officer shall be removed from the rotation for that month for failure to complete the minimum training and shall be considered for removal from the Open Space Unit Collateral Program.
- D. While in training and on call-outs, full-time Open Space Unit sergeants and sworn personnel shall maintain operational command and control over the scene and over all Open Space Unit Collateral Program personnel.

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**3-52 POLICY DEVELOPMENT PROCESS**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

3-51 Department Orders (Formerly 3-20)

B. Form(s)

PD 4709 Policy and Procedure Unit Policy Owner's Guide

PD 4710 Policy and Procedure Unit Meeting Agenda Template

C. Other Resource(s)

Agreement Between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO

Agreement Between the City of Albuquerque and Prisoner Transport Officers  
City of Albuquerque and Albuquerque Clerical and Technical Employees, Affiliated  
with the American Federation of State, County, and Municipal Employees (AFSCME,  
Local 2962, AFL-CIO, CLC)

City of Albuquerque and Albuquerque Police Officers' Association Collective  
Bargaining Agreement

Community Policing Council Recommendation Form CPOAB SOP Recommendations  
Form ROA 1994, §§ 9-4-1-1 to 9-4-1-14 Civilian Police Oversight Agency  
SOP Recommendation Form

*United States v. City of Albuquerque*, No. 1:14-cv-01025, Document 465-1 (Court-  
Approved Settlement Agreement (CASA)) (D.N.M. July 30, 2019)

D. Rescinded Special Order(s)

SO 24-123 Amendment to SO 24-91 Amendment to SOP 3-52 Policy Development  
Process

SO 24-171 Amendment to SOP 3-52 Policy Development Process

**3-52-1 Purpose**

The purpose of this policy is to establish requirements for the development, review, and implementation of the Albuquerque Police Department's (Department) Standard Operating Procedures (SOP). This policy directs the Policy and Procedure Unit to ensure that the Department's SOPs comply with applicable laws and comport with best practices, reflect and express the Department's core values and priorities, and provide clear direction such that Department personnel deliver effective and constitutional and community policing services.

**3-52-2 Policy**



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It is the policy of the Department to establish a process that leads to the development of clear policies and procedures that use terms that are defined clearly, are written plainly, and are organized logically. The transparent, structured, and informed development of the Department's SOPs is crucial in meeting the Department's mission to provide effective and constitutional policing to the community. In order to deliver upon this mission, the development of policies and procedures will address the need to educate the public about these policies and procedures while also providing a meaningful opportunity for input from Department personnel and stakeholders.

**N/A 3-52-3 Definitions**

**A. Civilian Police Oversight Agency (CPOA)**

An independent agency of City government, not part of either the City administration or City Council, which was created by City Ordinance, consistent with the Civilian Police Oversight Agency Ordinance, ROA 1994, §§ 9-4-1-1 to § 9-4-1-14.

**B. Civilian Police Oversight Advisory Board (CPOAB)**

A board comprised of volunteer community members appointed by the City Council tasked with reviewing and making recommendations to the Department on policy, administrative investigations into possible officer policy violations in audit and appeal settings, and uses of force and other critical incidents.

**C. Community Policing Council (CPC)**

Councils comprised of community volunteers in each of the Department's area commands that facilitate regular communication, collaboration, consensus-building, and cooperation between the Department and community members on the local level, consistent with ROA 1994, § 9-4-6-3.

**D. Document Management System**

A web-based system that indexes and maintains SOPs, Special Orders, forms, and training materials in a logical manner using a uniform numbering system for ease of reference, which are accessible to all Department personnel in electronic format at all times. The system provides Department personnel, City of Albuquerque personnel, and CPOAB members who are involved in the policy development process the opportunity to comment on proposed recommendations to an existing SOP or a new, proposed SOP.

**E. Independent Monitor**

The Court-appointed official responsible for assessing and reporting to the Federal Court on whether the parties are fulfilling their obligations under the Court-Approved Settlement Agreement (CASA), including the status of the implementation of the reforms in the CASA by the City of Albuquerque and the Department.



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### F. Mental Health Response Advisory Committee (MHRAC)

The MHRAC is comprised of subject matter experts from within the community and includes Department personnel. MHRAC assists the Department in identifying and developing mental health and homelessness resources, solutions to behavioral health crises, and emergency intervention strategies designed to improve outcomes for individuals living with behavioral health issues or who are experiencing behavioral health crises. The MHRAC reviews, analyzes, and recommends appropriate changes to Department policies, procedures, and training methods regarding Department personnel's interactions with individuals in behavioral health crises, affected by a behavioral health issue, or who are experiencing chronic homelessness.

### G. Policy

A written regulation or directive that describes the duties, functions, processes, and obligations of Department personnel, and provides specific direction on how to fulfill those duties, functions, or obligations. The terms "policy" and "Standard Operating Procedure" are used synonymously in Department literature to describe the written directive as it goes through the policy development process.

### H. Policy and Procedure Unit

A Department unit comprised of professional staff and sworn personnel who are primarily responsible for the overall management of the Department's SOPs during the policy development process.

### I. Policy and Procedures Review Board (PPRB)

An advisory board comprised of Department personnel and external stakeholders under the direct authority of the Chief of Police that develops, reviews, and revises SOPs and submits recommendations to the Chief of Police regarding adopting SOPs.

### J. Policy Coordinator

A full-time, sworn employee assigned to the Policy and Procedure Unit who is responsible for coordinating and facilitating policy revisions and updates with the Policy Owner or their designee, Department personnel, and stakeholders as the policy goes through the policy development process.

### K. Policy Development Process

A rigorous process that enables stakeholders to provide recommendations for improvement and enhancement of the Department's SOPs. This process serves as one of the Department's mechanisms to promote ongoing community participation, including participation by members of the CPOAB, MHRAC, and the Community



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Policing Councils, and facilitates compliance with CASA provisions governing policy development, review, and implementation.

L. Policy Lead

The Policy and Procedure Unit employee responsible for ensuring the policy draft goes through all steps in the policy development process.

M. Policy Manager

A full-time professional staff member assigned to the Policy and Procedure Unit who is responsible for the oversight and management of the SOP development and revision process and serves as the PPRB Chair.

N. Policy Owner

A Department employee assigned by their chain of command to develop or revise a Department SOP.

O. Special Order

A written directive issued Department-wide to address and govern specific, identified issues of an urgent matter. A Special Order may amend a Department SOP and shall expire when the amendments have been incorporated into the published version of the SOP.

P. Standard Operating Procedure (SOP)

1. A Department Order that establishes or prescribes methods of Department operations and performance that Department personnel shall adhere to in their performance of designated operations or in designated situations. An SOP is categorized as one (1) of three (3) types of orders, consistent with SOP Department Orders, including:
  - a. Administrative Order: A Department Order that provides Department personnel with guidance in understanding the chain of command, in establishing lines of authority and accountability, and in implementing various procedures relating to the proper administration and function of the Department. An Administrative Order is an SOP that is applicable to Department personnel and specifically relates to the administrative functions of the Department;
  - b. General Order: A Department Order that establishes SOPs related to the core values and functions of the Department. General Orders are applicable to Department personnel; and
  - c. Procedural Order: A Department Order that establishes procedures used by Department personnel to accomplish their duties and establish procedures they shall follow.





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Q. Standard Operating Procedure (SOP) Liaison

A full-time, professional staff member assigned to the Policy and Procedure Unit who is responsible for facilitating the policy development process and other duties and responsibilities that are related to the review, development, and implementation of the Department's SOPs.

R. Stakeholder

Internal stakeholders (Department personnel and City of Albuquerque personnel) and external stakeholders (community members, e.g., Amici groups, MHRAC members, and Community Policing Council members) who have an interest in the policy development process based on their membership on boards, councils, or Amici groups.

**7 3-52-4 Responsibilities**

A. Policy and Procedure Unit

Policy and Procedure Unit personnel shall assist the Policy Owner or their designee in the development, review, and implementation of policies and procedures that comply with the terms of the CASA, applicable law, best practices, and applicable union contracts.

B. Policy Owner

1. The Policy Owner or their designee shall:

- a. Have decision-making authority over a Department SOP that has been assigned to them by their chain of command;
- b. Be a subject matter expert with primary oversight and/or involvement for the assigned SOP while it goes through the policy development process;
- c. Review all suggested recommendations submitted during the policy development process. When necessary and appropriate, they shall revise the policy draft to incorporate any meaningful recommended modifications; and
- d. Return all amended policy language to the Policy Lead for review, assessment, and eventual incorporation into Department policies within the timeframes specified in 3-52-4 B.2.

2. The Policy Owner or their designee shall respond to requests for additional information from Policy and Procedure Unit personnel including, but not limited to:

- a. The initiation of the policy development process within ten (10) business days;
- b. A response for a meeting after one (1) request;
- c. To resolve outstanding items pertaining to the policy draft and/or policy development process within ten (10) business days of identifying a need for revision; or



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d. A request for a status update within five (5) business days.

3. The Policy Owner or their designee shall respond to requests from Policy and Procedure Unit personnel within the specified timeframes. If the Policy Owner or their designee does not respond to a request, the Policy and Procedure Unit personnel shall escalate the request through their chain of command leading up to the Compliance and Oversight Division Commander in which an Internal Affairs Request (IAR) referral(s) may be imposed.

### C. Policy and Procedures Review Board (PPRB)

1. The PPRB is a permanent entity within the Department established under the direct authority of the Chief of Police. The PPRB will conduct regular meetings with a quorum in attendance. PPRB members will be notified by the PPRB Chair of their duties and responsibilities. The PPRB Chair is a non-voting member of the PPRB.

#### 2. Terms of Service

- a. Department personnel who serve as voting members of the PPRB shall serve staggered terms for a period of two (2) years.
- b. Department personnel who serve as voting members of the PPRB shall not be able to serve consecutive terms without the approval of the Chief of Police.

#### 3. Composition

- a. The PPRB shall be comprised of the following members from specified assignments approved by the Chief of Police:
  - i. Academy Division;
  - ii. Albuquerque Police Officers' Association (APOA);
  - iii. American Federation of State, County, and Municipal Employees (AFSCME);
  - iv. City of Albuquerque Office of the City Attorney (non-voting);
  - v. CPOA Executive Director or their designee;
  - vi. CPOA Investigator (non-voting);
  - vii. CPOAB;
  - viii. Emergency Communications Center (ECC) Division;
  - ix. Field Services Bureau (FSB);
  - x. FSB supervisor;
  - xi. Investigative Bureau;
  - xii. Management Services and Support Bureau; and
  - xiii. Technology Services Unit.
- b. A representative who is a voting member of the PPRB may choose a designee(s) who has been approved by the Chief of Police when the representative is unable to attend a PPRB meeting.

#### 4. Meetings



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- a. The Policy and Procedure Unit Manager or designee shall serve as chair for the PPRB.
- b. A quorum to conduct the business of the PPRB will be satisfied by the attendance and a simple majority vote by at least five (5) voting members, of which at least one (1) voting member must represent the Department.

5. Authority and Responsibilities

- a. PPRB voting members shall assist in developing each new SOP to ensure that it provides effective direction to Department personnel and remains consistent with the current CASA and related federal stipulated orders, best practices, and current laws.
- b. PPRB voting members shall review each newly implemented CASA-related SOP six (6) months after it is published and implemented and annually thereafter. PPRB voting members will evaluate the following elements in SOPs and policy drafts:
  - i. Clarity of language;
  - ii. Conflict with existing SOPs;
  - iii. Compatibility with federal, state, and local laws;
  - iv. Compatibility with union contracts;
  - v. Compatibility with City administrative orders or directives; and
  - vi. Related policy and policing issues.

D. Civilian Police Oversight Advisory Board (CPOAB)

1. The CPOAB reviews and analyzes policy suggestions, analysis, studies, and trend data collected or developed by the Administrative Office and recommends SOPs relating to training, programs, and procedures or other matters relating to Department operations.
2. The CPOAB's policy recommendations are submitted to the Chief of Police, Accountability Bureau Deputy Chief of Police, Policy and Procedure Unit personnel, and City Council.

**7 3-52-5 Policy Development Process**

A. Policy Development Process Steps

1. Step 1: Policy Review, Analysis, Revision and Data Review
  - a. Two (2) months before a policy is due for its annual review, the Policy Lead for the SOP will be notified by the Department's Document Management System and shall:
    - i. Notify the Policy Owner or their designee to initiate the policy development process;
    - ii. Provide the Policy Owner or their designee:



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1. Policy recommendations that are submitted by stakeholders between the date the SOP was published to ten (10) months after the SOP was published. Any stakeholder can submit their recommendations through the web-based SOP Recommendation Form, which can be found on the Department's public-facing website;
  2. Policy recommendations that are received prior to the draft being posted for the Commentary period; and
  3. Notification about best practices in law enforcement, professional resources, recently enacted laws and regulations, and/or proceedings from case law(s) that directly impact the SOP.
- iii. If applicable, ensure that the provision(s) in a published Special Order(s) are incorporated into the policy draft;
  - iv. Develop and revise the policy draft alongside the Policy Owner or their designee;
  - v. If applicable, assist the Policy Owner or their designee with trend analysis to identify patterns as opportunities for improvement. The Policy Owner or their designee may revise their policy draft based on the identified patterns to improve outcomes for divisions, sections, units, or programs; and
  - vi. If applicable, seek legal advice from the Office of the City Attorney.
- b. The Policy Lead shall also:
    - i. For any policy related to the Department's approach to interacting with individuals in crisis, forward the policy draft to MHRAC for their review and recommendations. This submission will be made four (4) weeks in advance of posting the draft for the Commentary Period; and
    - ii. Prepare the policy draft that will be posted for the Commentary Period.
2. Step 2: Commentary Period
    - a. Executive Leadership shall review the Pre-Approval draft.
      - i. If returned for revisions or recommendations, the draft will be reviewed with the Policy Owner.
    - b. The Department Commentary draft shall be posted as a PDF into the Department's Document Management System for fifteen (15) days for Department personnel review and recommendations.
    - c. The Public Commentary draft shall be posted to the Department's public-facing website as a PDF for a fifteen (15) days for public and stakeholder review, and recommendations.
3. Step 3: Post Commentary Period Revisions
    - a. At the completion of the Commentary Period, the Policy Lead shall provide the recommendations received from stakeholders, the public, Department personnel and/or any revisions from executive staff to the Policy Owner or their designee.
    - b. The Policy Owner or their designee shall review all recommendations and revise the policy draft and incorporate applicable suggestions that strengthen and enhance the policy's intent.



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- c. After the Policy Owner or their designee review and resolves all recommendations and revisions the Policy Lead will schedule the Policy Owner and/or designee to present the policy draft at PPRB. The Policy Manager or Policy Coordinator shall then:
  - i. Create a PPRB meeting packet for presentation and consideration as part of PPRB deliberations. The packet will contain:
    1. The policy draft;
    2. Recommendations the Policy and Procedure Unit received during the Commentary Period; and
    3. A document indicating the actions the Policy Owner or their designee took in response to the recommendations.
  - ii. Email the PPRB meeting packet to the PPRB meeting attendees, and stakeholders a minimum of one (1) week in advance of the meeting;
  - iii. Send a calendar invitation for the PPRB meeting to PPRB meeting attendees and stakeholders; and
    1. Stakeholders who provided recommendations may be present to provide an explanation for a specific recommendation.
  - iv. When necessary, email Department forms that will be presented by Department personnel to the PPRB and PPRB meeting attendees.
4. Step 4: Policy and Procedures Review Board (PPRB) Meeting
  - a. The PPRB Chair shall direct and facilitate the meeting and ensure that the PPRB voting members vote on policy drafts, proposed Department patch designs, and, when applicable, Department forms that are presented to them.
  - b. The Policy Owner or their designee shall present the policy draft to the PPRB and explain the revisions in the policy draft.
  - c. If the PPRB votes to table the draft, the PPRB Chair shall request that the Policy Owner make the necessary corrections or complete the necessary research to ensure that the PPRB can reconsider the policy at an upcoming PPRB meeting.
  - d. If applicable, the Department employee who is the owner of a Department form shall present it to the PPRB.
  - e. The PPRB Chair and/or Policy Coordinator shall:
    - i. Record the meeting;
    - ii. Record meeting attendance; and
    - iii. Record meeting minutes.
  - f. The Policy Coordinator or designee shall complete the vote logs for SOPs, Patches, and Department forms.
5. Step 5: Quality Assurance (QA)
  - a. The Policy Coordinator or Policy Manager shall assign drafts to Policy and Procedure Unit personnel to complete a QA peer review.
6. Step 6: Civilian Police Oversight Advisory Board (CPOAB) Thirty-five (35) Day Commentary Period



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- a. After the completion of the previous step, the SOP Liaison shall email the policy drafts to the CPOAB and request that they provide their recommendations using the SOP Recommendation Form.
  - b. During the Thirty-five (35) Day CPOAB Commentary Period, the Policy Lead shall ensure that the Internal Affairs Professional Standards (IAPS) Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee.
7. Step 7: Review by the Department of Justice (DOJ) and Independent Monitor
- a. The Policy Lead for a PPRB-approved, and unsuspended CASA-related SOP shall forward the policy draft to the Compliance Division of the City Attorney's Office for submission of the policy draft to DOJ, the Independent Monitor, and APOA. Any objections to the policy draft will be noted in writing within fifteen (15) business days of receipt of the policy draft from the Compliance Division of the City Attorney's Office by DOJ and/or the Independent Monitor.
    - i. Recommendations from the DOJ and the Independent Monitor agreed to by the Department shall be incorporated into the policy draft. The Policy Owner or their designee, the Policy Lead, and the Compliance Division of the City Attorney's Office will resolve any objections to the policy draft within fifteen (15) calendar days of receipt from the Compliance Division of the City Attorney's Office.
      1. If, after this fifteen (15) day period has expired, DOJ maintains its objection, then the Independent Monitor will have an additional fifteen (15) calendar days to resolve the objection.
  - b. The policy draft may also integrate recommendations from APOA, community members, the CPOAB, and, if applicable, MHRAC.
  - c. The Policy Lead shall prepare the policy draft that is related to the CASA once it has been approved by the Independent Monitor and necessary stakeholders for review and approval by the Chief of Police.
8. Step 8: Chief of Police Review and Approval
- a. The Policy Lead shall prepare the policy draft for consideration by the Chief of Police for review and approval.
  - b. Executive staff shall review the policy draft prior to final review by the Chief of Police.
  - c. The Chief of Police may request, through the Policy and Procedure Unit, that the policy draft be returned to any step of the development process.
  - d. The Policy Lead shall:
    - i. Upload all policy drafts in the Department's Document Management System after they have been approved by the Chief of Police;
    - ii. Publish the SOP on the Department's public-facing website to ensure public accessibility; and
    - iii. At the Policy Owner or their designee's request, upon approval from their chain of command, the Department shall make reasonable exceptions to



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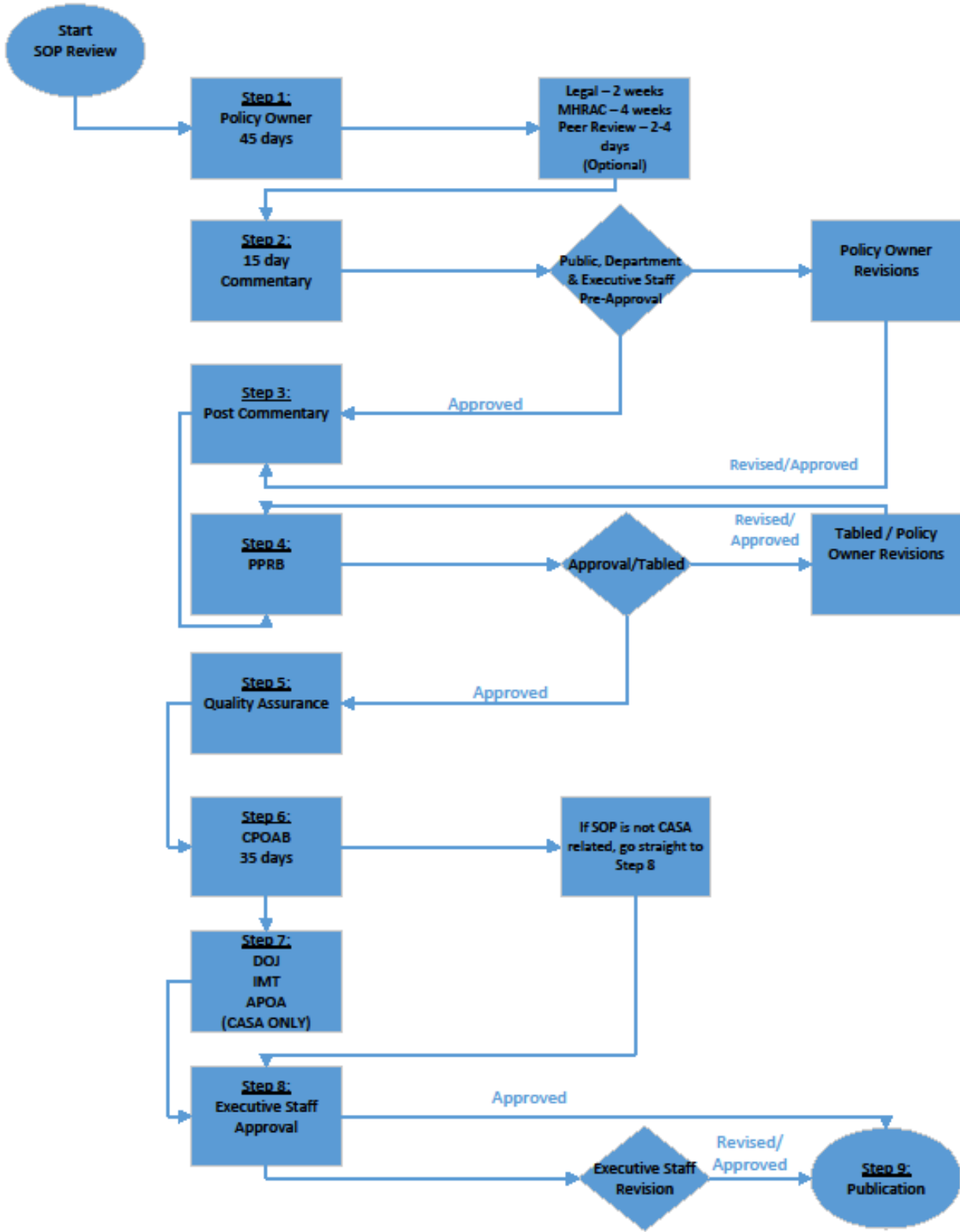
- publishing SOPs in the Department's Document Management System and on the Department's public-facing website that are law enforcement sensitive, such as procedures on undercover sworn personnel or operations, or specific tactical procedures, etc.
- e. Once the Policy Lead uploads the SOP in the Department's Document Management System, Department personnel shall review the SOP and submit their electronic signature, attesting to reading and understanding the SOP, consistent with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).
  - f. Consistent with ROA 1994, § 9-4-1-4, the Chief of Police or their designee shall respond to policy recommendations made by the CPOAB within forty-five (45) days of final action on a policy by the Department. As part of this response, the Department shall indicate whether the CPOAB's policy recommendation will be followed through SOPs or should be adopted as policy by the City Council, or specifically explain any reasons why such policy recommendations will not be followed or were not adopted.



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**3-52 POLICY DEVELOPMENT PROCESS**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

3-51 Department Orders (Formerly 3-20)

B. Form(s)

PD 4709 Policy and Procedure Unit Policy Owner's Guide  
PD 4710 Policy and Procedure Unit Meeting Agenda Template

C. Other Resource(s)

Agreement Between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO  
Agreement Between the City of Albuquerque and Prisoner Transport Officers  
City of Albuquerque and Albuquerque Clerical and Technical Employees, Affiliated with the American Federation of State, County, and Municipal Employees (AFSCME, Local 2962, AFL-CIO, CLC)  
City of Albuquerque and Albuquerque Police Officers' Association Collective Bargaining Agreement  
Community Policing Council Recommendation Form  
CPOAB SOP Recommendations Form  
ROA 1994, §§ 9-4-1-1 to 9-4-1-14 Civilian Police Oversight Agency  
SOP Recommendation Form  
*United States v. City of Albuquerque*, No. 1:14-cv-01025, Document 465-1 (Court-Approved Settlement Agreement (CASA)) (D.N.M. July 30, 2019)

D. Rescinded Special Order(s)

~~SO 24-1232-138~~ Amendment to SO 24-91 Amendment to SOP 3-52 Policy Development Process  
SO 24-171 Amendment to SOP 3-52 Policy Development Process

**3-52-1 Purpose**

The purpose of this policy is to establish requirements for the development, review, and implementation of the Albuquerque Police Department's (Department) Standard Operating Procedures (SOP). This policy directs the Policy and Procedure Unit to ensure that the Department's SOPs comply with applicable laws and comport with best practices, reflect and express the Department's core values and priorities, and provide clear direction such that Department personnel deliver effective and constitutional and community policing services.

**3-52-2 Policy**



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~~The purpose of this policy is~~ It is the policy of the Department to establish a process that leads to the development of clear policies and procedures that use terms that are defined clearly, are written plainly, and are organized logically. The transparent, structured, and informed development of the Department's SOPs is crucial in meeting the Department's mission to provide effective and constitutional policing to the community. In order to deliver upon this mission, the development of policies and procedures will address the need to educate the public about these policies and procedures while also providing a meaningful opportunity for input from Department personnel and stakeholders.

**N/A 3-52-3 Definitions**

A. Civilian Police Oversight Agency (CPOA)

An independent agency of City government, not part of either the City administration or City Council, which was created by City Ordinance, consistent with the Civilian Police Oversight Agency Ordinance, ROA 1994, §§ 9-4-1-1 to § 9-4-1-14.

B. Civilian Police Oversight Advisory Board (CPOAB)

A board comprised of volunteer community members appointed by the City Council tasked with reviewing and making recommendations to the Department on policy, administrative investigations into possible officer policy violations in audit and appeal settings, and uses of force and other critical incidents.

C. Community Policing Council (CPC)

Councils comprised of community volunteers in each of the Department's area commands that facilitate regular communication, collaboration, consensus-building, and cooperation between the Department and community members on the local level, consistent with ROA 1994, § 9-4-6-3.

D. Document Management System

A web-based system that indexes and maintains SOPs, Special Orders, forms, and training materials in a logical manner using a uniform numbering system for ease of reference, which are accessible to all Department personnel in electronic format at all times. The system provides Department personnel, City of Albuquerque personnel, and CPOAB members who are involved in the policy development process the opportunity to comment on proposed recommendations to an existing SOP or a new, proposed SOP.

E. Independent Monitor

The Court-appointed official responsible for assessing and reporting to the Federal Court on whether the parties are fulfilling their obligations under the Court-Approved



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Settlement Agreement (CASA), including the status of the implementation of the reforms in the CASA by the City of Albuquerque and the Department.

F. Mental Health Response Advisory Committee (MHRAC)

The MHRAC is comprised of subject matter experts from within the community and includes Department personnel. MHRAC assists the Department in identifying and developing mental health and homelessness resources, solutions to behavioral health crises, and emergency intervention strategies designed to improve outcomes for individuals living with behavioral health issues or who are experiencing behavioral health crises. The MHRAC reviews, analyzes, and recommends appropriate changes to Department policies, procedures, and training methods regarding Department personnel's interactions with individuals in behavioral health crises, affected by a behavioral health issue, or who are experiencing chronic homelessness.

G. Policy

A written regulation or directive ~~that describes~~ the duties, functions, processes, and obligations of Department personnel, and ~~providing~~ specific direction on how to fulfill those duties, functions, or obligations. The terms "policy" and "Standard Operating Procedure" are used synonymously in Department literature to describe the written directive as it goes through the policy development process.

H. Policy and Procedure Unit

A Department unit comprised of ~~professional staff~~ ~~civilian~~ and sworn personnel who are primarily responsible for the overall management of the Department's SOPs during the policy development process.

I. Policy and Procedures Review Board (PPRB)

An advisory board comprised of Department personnel and external stakeholders under the direct authority of the Chief of Police that develops, reviews, and revises SOPs and submits recommendations to the Chief of Police regarding adopting SOPs.

~~J. Policy Consultant~~

~~A contract employee who works with the Policy and Procedure Unit to assist in drafting comprehensive policies that meet best practices. The Policy Manager and the Policy Lead for the SOP will identify the SOPs for which they will seek assistance from the Policy Consultant.~~

~~K.~~ J. Policy Coordinator

A full-time, sworn employee assigned to the Policy and Procedure Unit who is responsible for coordinating and facilitating policy revisions and updates with the Policy Owner or their designee, Department personnel, and stakeholders as the policy goes through the policy development process.



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~~L~~K. Policy Development Process

A rigorous process that enables stakeholders to provide recommendations for improvement and enhancement of the Department's SOPs. This process serves as one of the Department's mechanisms to promote ongoing community participation, including participation by members of the CPOAB, MHRAC, and the Community Policing Councils, and facilitates compliance with CASA provisions governing policy development, review, and implementation.

~~M~~L. Policy Lead

The Policy and Procedure Unit employee responsible for ensuring the policy draft goes through all steps in the policy development process.

~~N~~M. Policy Manager

A full-time ~~professional staff member~~ ~~civilian employee~~ assigned to the Policy and Procedure Unit who is responsible for the oversight and management of the SOP development and revision process and serves as the PPRB Chair.

~~O~~N. Policy Owner

A Department employee assigned by their chain of command to develop or revise a Department SOP.

~~P~~O. Special Order

A written directive issued Department-wide to address and govern specific, identified issues of an urgent matter. A Special Order may amend a Department SOP and shall expire when the amendments have been incorporated into the published version of the SOP, ~~or within one (1) year of publishing the Special Order, whichever is shorter.~~

~~Q~~P. Standard Operating Procedure (SOP)

1. A Department Order that establishes or prescribes methods of Department operations and performance that Department personnel shall adhere to in their performance of designated operations or in designated situations. An SOP is categorized as one (1) of ~~three~~ ~~eight~~ ~~(38)~~ types of orders, consistent with SOP Department Orders, including:
  - a. Administrative Order: A Department Order that provides Department personnel with guidance in understanding the chain of command, in establishing lines of authority and accountability, and in implementing various procedures relating to the proper administration and function of the Department. An Administrative Order is an SOP that is applicable to Department personnel and specifically relates to the administrative functions of the Department;



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- ~~b. Administrative Support Bureau Order: A Department Order that outlines the requirements for the Records Division, Emergency Communications Center Division, Aviation Division, Real Time Crime Center, Metropolitan Court Protection Unit, and Prisoner Transport Unit;~~
- ~~e. Field Services Bureau Order: A Department Order that outlines the requirements for Field Services Bureau personnel;~~
- ~~d.~~ b. General Order: A Department Order that establishes SOPs related to the core values and functions of the Department. General Orders are applicable to Department personnel; and
- ~~e. Investigative Bureau Order: A Department Order that outlines the requirements of the Criminal Investigations Division, Criminal Enforcement Division, Investigative Services Division, and Scientific Evidence Division;~~
- ~~f.~~ c. Procedural Order: A Department Order that establishes procedures used by Department personnel to accomplish their duties, and establish procedures they shall follow;
- ~~g. Professional Accountability Bureau Order: A Department Order that outlines the requirements of the Internal Affairs Force Division and the Internal Affairs Professional Standards Division; or~~
- ~~h. Special Services Bureau Order: A Department Order that outlines the requirements of the Metro Traffic Division, Special Operations Division, Homeland Security/Support Services Division, and Academy Division.~~

~~R.~~ Q. Standard Operating Procedure (SOP) Liaison

A full-time, professional staff member ~~civilian employee~~ assigned to the Policy and Procedure Unit who is responsible for facilitating the policy development process and other duties and responsibilities that are related to the review, development, and implementation of the Department's SOPs.

~~S.~~ R. Stakeholder

Internal stakeholders (Department personnel and City of Albuquerque personnel) and external stakeholders (community members, e.g., Amici groups, MHRAC members, and Community Policing Council members) who have an interest in the policy development process based on their membership on boards, councils, or Amici groups.

**7** 3-52-4 Responsibilities

A. Policy and Procedure Unit

Policy and Procedure Unit personnel shall assist the Policy Owner or their designee in the development, review, and implementation of policies and procedures that comply with the terms of the CASA, applicable law, best practices, and applicable union contracts.

B. Policy Owner



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1. The Policy Owner or their designee shall:
  - a. Have decision-making authority over a Department SOP that has been assigned to them by their chain of command;
  - b. Be a subject matter expert with primary oversight and/or involvement for the assigned SOP while it goes through the policy development process;
  - c. Review all suggested recommendations submitted during the policy development process. When necessary and appropriate, they shall revise the policy draft to incorporate any meaningful recommended modifications; and
    - ~~• The Policy owner shall provide the Policy Lead the Review Draft no later than seven (7) calendar days before the Policy and Procedure Unit meeting;~~
    - ~~and~~
    - ~~• Provide the Policy Lead the PPRB Draft and responses to the Fifteen (15) Commentary no later than seven (7) calendar days before the PPRB meeting~~
  - f.d. Return all amended policy language to the Policy Lead for review, assessment, and eventual incorporation into Department policies within the timeframes specified in 3-52-4 B.2.
2. The Policy Owner or their designee shall respond to requests for additional information from Policy and Procedure Unit personnel including, but not limited to:
  - a. The initiation of the policy development process within ten (10) business days;
  - b. A response for a meeting after one (1) request;
  - c. To resolve outstanding items pertaining to the policy draft and/or policy development process within ten (10) business days of identifying a need for revision; or
  - d. A request for a status update within five (5) business days.
3. The Policy Owner or their designee shall respond to requests from Policy and Procedure Unit personnel within the specified timeframes. If the Policy Owner or their designee does not respond to a request, the Policy and Procedure Unit personnel shall escalate the request through their chain of command leading up to the Compliance and Oversight Division Commander in which an Internal Affairs Request (IAR) referral(s) may be imposed.

C. Policy and Procedures Review Board (PPRB)

1. The PPRB is a permanent entity within the Department established under the direct authority of the Chief of Police. The PPRB will conduct regular meetings, with a quorum in attendance. PPRB members will be notified by the PPRB Chair of their duties and responsibilities. The PPRB Chair is a non-voting member of the PPRB.

2. Terms of Service



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- a. ~~The~~ Department personnel who serve as voting members of the PPRB shall serve staggered terms for a period of two (2) years.
- b. ~~The~~ Department personnel who serve as voting members of the PPRB shall not be able to serve consecutive terms without the approval of the Chief of Police.

### 3. Composition

- a. The PPRB shall be comprised of the following members from specified assignments approved by the Chief of Police:
  - i. Academy Division;
  - ii. Albuquerque Police Officers' Association (APOA);
  - iii. American Federation of State, County, and Municipal Employees (AFSCME);
  - iv. City of Albuquerque Office of the City Attorney (non-voting);
  - v. CPOA Executive Director or their designee;
  - vi. CPOA Investigator (non-voting);
  - vii. CPOAB;
  - viii. Emergency Communications Center (ECC) Division ~~(non-voting)~~;
  - ix. Field Services Bureau (FSB);
  - x. FSB supervisor;
  - xi. Investigative Bureau;
  - xii. Management Services and Support Bureau; and
  - xiii. Technology Services Unit.
- b. A representative who is a voting member of the PPRB may choose a designee(s) who has been approved by the Chief of Police when the representative is unable to attend a PPRB meeting.

### 4. Meetings

- a. The Policy and Procedure Unit Manager or designee shall serve as chair for the PPRB.
- b. A quorum to conduct the business of the PPRB will be satisfied by the attendance and a simple majority vote by at least five (5) voting members, of which at least one (1) voting member must represent the Department.

### 5. Authority and Responsibilities

- a. PPRB voting members shall assist in developing each new SOP to ensure that it provides effective direction to Department personnel and remains consistent with the current CASA and related federal stipulated orders, best practices, and current laws.
- b. PPRB voting members shall review each newly implemented CASA-related SOP six (6) months after it is published and implemented and annually thereafter. PPRB voting members will evaluate the following elements in SOPs and policy drafts:
  - i. Clarity of language;
  - ii. Conflict with existing SOPs;



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- iii. Compatibility with federal, state, and local laws;
- iv. Compatibility with union contracts;
- v. Compatibility with City administrative orders or directives; and
- vi. Related policy and policing issues.

D. Civilian Police Oversight Advisory Board (CPOAB)

1. The CPOAB reviews and analyzes policy suggestions, analysis, studies, and trend data collected or developed by the Administrative Office, and recommends SOPs relating to training, programs, and procedures or other matters relating to Department operations.
2. The CPOAB's policy recommendations are submitted to the Chief of Police, Accountability Bureau Deputy Chief of Police, Policy and Procedure Unit personnel, and City Council.

**7** 3-52-5 Policy Development Process

A. Policy Development Process Steps

1. Step 1: Policy Review, Analysis, and Revision, and Data Review

~~a. Four (4) months after a CASA-related SOP is implemented, the Policy Lead for the SOP will be notified by the Department's document management system and they shall:~~

- ~~• Email the policy draft to the PPRB Chair and PPRB members to review the policy draft to ensure that the SOP provides effective direction to Department personnel and remains consistent with the CASA, best practices, and current law, as well as the elements in the SOP that are outlined in Section 3-52-4 C.5.b.c.; and~~
- ~~• Complete the requirements for Step 1 of the policy development process as outlined in Section 3-52-5 A.1.b.i. through viii.~~

~~a. Two (2) months before a policy is due for its annual review, the Policy Lead for the SOP will be notified by the Department's Document Management System and shall:~~

- i. Notify the Policy Owner or their designee to initiate the policy development process;
- ii. Provide the Policy Owner or their designee:
  1. Policy recommendations that are submitted by stakeholders between the date the SOP was published to ten (10) months after the SOP was published. Any stakeholder can submit their recommendations through the web-based SOP Recommendation Form, which can be found on the Department's public-facing website;
  2. Policy recommendations that are received prior to the ~~from the initiation of the policy development process until the Policy Owner or their designee presents the policy at a Policy and Procedure Unit meeting; draft being is posted for the 15 Day Commentary periods; and~~





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3. Notification about best practices in law enforcement, professional resources, recently enacted laws and regulations, and/or proceedings from case law(s) that directly impact the SOP, ~~and~~  
~~0. The Policy and Procedure Unit Policy Owner's Guide.~~
    - ~~iii.~~ If applicable, ensure that the provision(s) in a published Special Order(s) are incorporated into the policy draft;
    - ~~iv.~~ Develop and revise the policy draft alongside the Policy Owner or their designee, ~~and, if applicable, the Policy Consultant;~~
    - ~~v.~~ If applicable, assist the Policy Owner or their designee with trend analysis to identify patterns as opportunities for improvement. The Policy Owner or their designee may revise their policy draft based on the identified patterns to improve outcomes for divisions, sections, units, or programs; ~~and~~
    - ~~vii.~~ If applicable, seek legal advice from the Office of the City Attorney. ~~Prepare the policy draft that will be posted for the Commentary Period; and~~
    - ~~viii.~~ ~~vi.~~ Ensure that the Internal Affairs Professional Standards (IAPS) Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee; and
- ~~e.~~ b. The Policy Lead The SOP Liaison shall also:
- i. For any policy related to the Department's approach to interacting with individuals in crisis, forward the policy draft to MHRAC for their review and recommendations. This submission will be made four (4) weeks in advance of ~~the Policy and Procedure Unit meeting at which the Policy Owner or their designee will present the draft~~ posting the draft for the 15-Day Commentary Periods; and;
  - ~~ii.~~ Prepare the policy draft that will be posted for the Commentary Period.
  - ii. ~~Send a calendar invitation for the Policy and Procedure Unit meeting to stakeholders and the Policy Owner or their designee who will present the policy;~~
    - ~~1. The SOP Liaison shall invite MHRAC Chairs to a meeting during which the Policy Owner or their designee presents a policy related to the Department's approach to interacting with individuals in crisis.~~
  - ~~iii.~~ A minimum of one (1) week before the Policy and Procedure Unit meeting, ~~email the policy drafts to meeting stakeholders; and~~
  - ~~iv.~~ A minimum of one (1) week before the Policy and Procedure Unit meeting:
    - ~~Prepare the Policy and Procedure Unit meeting agenda;~~
    - ~~1. Publish the agenda and policy drafts in the form of a PDF on the Department's public facing website; and~~
    - ~~1. Post an announcement about the Policy and Procedure Unit meeting on the Department's public facing website on upcoming police events.~~
2. Step 2: ~~Policy and Procedure Unit Meeting~~ 15-Day Commentary Periods
- a. Executive Leadership shall review the Pre-Approval draft.
    - i. If returned for revisions or recommendations, the draft will be reviewed with the Policy Owner.



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b. The Department Commentary draft shall be posted as a PDF into the Department's Document Management System for fifteen (15) days for Department personnel review and recommendations.

~~— The Public Commentary draft sy: Policy Leads shall be posted to the Department's public-facing website publish the policy drafts as a PDF onto the Department's public-facing website to allow public and stakeholder recommendations for a fifteen (15) days for public and stakeholder review. The Policy and Procedure (P&P) Unit will request stakeholders to provide their recommendations within a specified period of fifteen (15) days.~~

~~— The Policy Leads and Procedure (P&P) personnel shall will publish the policy drafts as in the form of a PDF onto the Department's public-facing website to allow public and stakeholder recommendations and recommendations.~~

~~— P&P personnel Policy Leads shall uDepartment Commentary: To run concurrent with Public Commentary, Policy Leads shall also upload the policy draft into the Department's Document Management System to allow recommendations from Department Personnel by using the system's cComment feature for the same a fifteen (15) day review. upload the policy draft into the Department's Document Management System to allow recommendations from Department Personnel by using the system's Comment featurfeature.~~

c. Executive Leadership Commentary: To run concurrent with the above Commentary Periods, the Policy Lead shall deliver the policy draft will be delivered to executive staff for pre-approval review and possible revision on the same day the drafts were posted for Commentary period. To run concurrent with the Commentary Periods, the policy draft will be delivered to executive staff for pre-approval review and possible revision.e

~~— The Policy and Procedure Unit Policy Manager or their designee shall facilitate the Policy and Procedure Unit meeting.~~

~~— The following stakeholders will will be will notifiedemailed to provide their recommendations within a specified period of fifteen (15) days, including, but not limited to invited to attend Policy and Procedure Unit meetings, including, but not limited to:~~

- ~~— AFSCME representative(s);~~
- ~~— APOA representative(s);~~
- ~~— Community Policing Council representative(s);~~
- ~~— Compliance and Oversight Division Commander;~~
- ~~— Compliance and Oversight Division Policy Consultant;~~
- ~~— Compliance Division of the City Attorney's Office;~~
- ~~— CPOA Executive Director and representative(s);~~
- ~~— CPOAB representative(s);~~
- ~~— Department's Academy Division;~~
- ~~— Department's Safety Officer;~~
- ~~— Deputy Chief of the Accountability Bureau; and~~
- ~~— ECC representative(s).~~



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- ~~Stakeholders may submit recommendations to the policy draft(s) through the SOP Recommendation Form, and United States Department of Justice (DOJ).~~
- ~~P&P personnel will upload the policy draft into the Department's Document Management System to allow recommendations from Department Personnel by using the system's Comment feature. Attendees may submit recommendations to the policy draft, which will be documented in the policy draft as a comment to be reviewed by the Policy Owner.~~
- ~~The Policy Owner or their designee shall present the policy draft. During their presentation, the Policy Owner or their designee will:~~
  - ~~Explain the purpose of the SOP;~~
  - ~~Generally describe the revisions;~~
  - ~~If applicable, briefly review the revisions that were made to the policy draft following the identification of patterns through trend analysis; and~~
  - ~~Answer questions from attendees regarding the policy draft.~~
- ~~d. The SOP Liaison shall:~~
  - ~~Record the meeting;~~
  - ~~Record meeting attendance;~~
  - ~~Record meeting minutes, including notes from the question and answer session; and~~
  - ~~Within two (2) business days following a Policy and Procedure Unit meeting, publish the minutes on the Department's public-facing website.~~
  - ~~Provide an audio recording of the meeting to the CPC and the CPOAB.~~

~~2. Step 2a: To run concurrent with the 15-Day Commentary Period, the policy draft will be delivered to executive staff for pre-approval review and possible revision.~~

~~Upon approval of the pre-approval policy draft by executive staff, the policy will move on to Step 3: Fifteen (15) Day Commentary Period.~~

~~3. Step 3: Fifteen (15) Day Commentary Period~~

~~The SOP Liaison will request stakeholders to provide their recommendations within a specified period of fifteen (15) days, prior to the initiation of Step 4.~~

~~At the completion of Step 2, the SOP Liaison shall:~~

~~xxxvi. Upload the policy draft in the Department's Document Management System to allow recommendations by using the system's Comment feature.~~

~~6.3. Step 34: Post-Fifteen (15) Day Commentary Period Revisions~~

- a. At the completion of the Commentary Period, the Policy Lead shall ~~previous step Step 3, the SOP Liaison shall~~ provide the recommendations received from stakeholders, including MHRAC and CPOAB, if applicable, to stakeholders, the public, Department personnel and/or any revisions from executive staff, to the Policy Owner or their designee no less than seven (7) business days no less than (7) business days from the PPRB meeting. ~~no less than seven (7) business days no less than (7) business days from the PPRB meeting.~~



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- b. The Policy Owner or their designee shall review all recommendations and ~~will~~ revise the policy draft and incorporate applicable suggestions that strengthen and enhance the policy's intent.
- c. After the Policy Owner or their designee reviews and resolves all recommendations and revisions the Policy Lead will schedule the Policy Owner and/or designee to present the policy draft at PPRB. ~~The~~ Policy Manager or Policy Coordinator shall then:
  - i. Create a PPRB meeting packet for presentation and consideration as part of PPRB deliberations. The packet will contain:
    - 1. The policy draft;
    - 2. Recommendations ~~received from stakeholders~~ the Policy and Procedure Unit received during ~~Step 3; and~~ the 15-Day Commentary Period; and
    - 3. A document indicating the actions the Policy Owner or their designee took in response to the recommendations ~~from stakeholders.~~
  - ii. Email the PPRB meeting packet to the PPRB meeting attendees, and from stakeholders a minimum of one (1) week in advance of the meeting;
  - iii. Send a calendar invitation for the PPRB meeting to PPRB meeting attendees and stakeholders; and
    - ~~#1.~~ Stakeholders who provided recommendations may be present to provide an explanation for a specific recommendation.
  - ~~3.~~ When necessary, email Department forms that will be presented by Department personnel to the PPRB and PPRB meeting attendees.
  - iv.
    - ~~i. Have the SOP Liaison send a calendar invitation for the PPRB meeting to stakeholders and PPRB members.~~
    - ~~1. The SOP Liaison shall invite the MHRAC Chairs to the PPRB meeting during which the Policy Owner or their designee presents a policy related to the Department's approach to interacting with individuals in crisis.~~
    - ~~1. Stakeholders who provided recommendations may be present to provide an explanation for a specific recommendation.~~

Step 4: Civilian Police Oversight Advisory Board (CPOAB) Thirty (35) Day Commentary Period

After the completion of the previous step, the SOP Liaison shall email the policy drafts to the CPOAB and request that they provide their recommendations using the SOP Recommendation Form.

During the Thirty (35) Day CPOAB Commentary Period, the Policy Lead will ensure that the Internal Affairs Professional Standards (IAPS) Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee.

8.4. Step 4545: Policy and Procedures Review Board (PPRB) Meeting

- a. The PPRB Chair shall direct and facilitate the meeting and, ~~and shall~~ ensure that the PPRB voting members vote on policy drafts, proposed Department patch designs, and, when applicable, Department forms that are presented to them.



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- b. The Policy Owner or their designee shall present the policy draft to the PPRB and explain the revisions in the policy draft.
- c. If the PPRB votes to table the draft, the PPRB Chair shall request that the Policy Owner make the necessary corrections or complete the necessary research to ensure that the PPRB can reconsider the policy at an upcoming PPRB meeting.
- d. If applicable, the Department employee who is the owner of a Department form ~~shall~~ will present it to the PPRB.
- e. The PPRB Chair and/or Policy Coordinator shall:
  - i. Record the meeting;
  - ii. Record meeting attendance; and
  - iii. Record meeting minutes.
- f. The Policy Coordinator or designee ~~SOP Liaison~~ shall complete the vote logs for SOPs, Patches, and Department forms.

5. Step ~~5~~ 65: Quality Assurance (QA)

- a. The Policy Coordinator or Policy Manager shall have the assign drafts that have passed at PPRB to be reviewed by assigned P&P personnel for quality assurance to ensure proper formatting, conventions, and grammar to Policy and Procedure Unit & P personnel to complete a QA peer review.

6. Step 6: Civilian Police Oversight Advisory Board (CPOAB) Thirty-five (35) Day Commentary Period

- a. After the completion of the previous step, the SOP Liaison shall email the policy drafts to the CPOAB and request that they provide their recommendations using the SOP Recommendation Form.
- b. During the Thirty-five (35) Day CPOAB Commentary Period, the Policy Lead shall will ensure that the Internal Affairs Professional Standards (IAPS) Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee.

~~5. Step 6: Civilian Police Oversight Advisory Board (CPOAB) Thirty (30) Day Commentary Period~~

- ~~After the completion of a the previous step PPRB meeting Step 5, the SOP Liaison shall email the policy drafts to that have passed by vote at PPRB to the CPOAB and request that they provide their recommendations using a CPOAB-specific web based the SOP Recommendation Form.~~
- ~~During the Thirty (30) Day CPOAB Commentary Period, the Policy Lead will ensure that the Internal Affairs Professional Standards (IAPS) Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee.~~

~~4.7.~~ Step 7: Review by the Department of Justice (DOJ) and Independent Monitor



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- a. The Policy Lead for a PPRB-approved, and unsuspended CASA-related SOP shall forward the policy draft to the Compliance Division of the City Attorney's Office for submission of the policy draft to DOJ, the Independent Monitor, and APOA. Any objections to the policy draft will be noted in writing within fifteen (15) business days of receipt of the policy draft from the Compliance Division of the City Attorney's Office by DOJ and/or the Independent Monitor.
  - i. Recommendations from the DOJ and the Independent Monitor agreed to by the Department shall be incorporated into the policy draft. The Policy Owner or their designee, the Policy Lead, and the Compliance Division of the City Attorney's Office will resolve any objections to the policy draft within fifteen (15) calendar days of receipt from the Compliance Division of the City Attorney's Office.
    1. If, after this fifteen (15)-day period has expired, DOJ maintains its objection, then the Independent Monitor will have an additional fifteen (15) calendar days to resolve the objection.
- b. The policy draft may also integrate recommendations from APOA, community members, the CPOAB, and, if applicable, MHRAC.
- c. The Policy Lead~~SOP Liaison~~ shall prepare the policy draft that is related to the CASA once it has been approved by the Independent Monitor and necessary stakeholders for review and approval by the Chief of Police.

~~5-8.~~ Step 8: Chief of Police Review and Approval

- a. The Policy Lead~~SOP Liaison~~ shall prepare the policy draft for consideration by the Chief of Police for review and approval.
- b. Executive staff shall review the policy draft prior to final review by the Chief of Police.
- c. The Chief of Police may request, through the Policy and Procedure Unit, that the policy draft be returned to any step of the development process.
- d. The Policy Lead~~SOP Liaison~~ shall:
  - i. Upload all policy drafts in the Department's Document Management System after they have been approved by the Chief of Police;
  - ii. Publish the SOP on the Department's public-facing website to ensure public accessibility; and
  - iii. At the Policy Owner or their designee's request, upon approval from their chain of command, the Department shall~~will~~ make reasonable exceptions to publishing SOPs in the Department's Document Management System and on the Department's public-facing website that are law enforcement sensitive, such as procedures on undercover sworn personnel or operations, or specific tactical procedures, etc.
- e. Once the Policy Lead~~SOP Liaison~~ uploads the SOP in the Department's Document Management System, Department personnel shall review the SOP and submit their electronic signature, attesting to reading and understanding the SOP, consistent with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).
- f. Consistent with ROA 1994, § 9-4-1-4, the Chief of Police or their designee shall respond to policy recommendations made by the CPOAB within forty-five (45)

N/A



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days of final action on a policy by the Department. As part of this response, the Department shall indicate whether the CPOAB's policy recommendation will be followed through SOPs or should be adopted as policy by the City Council, or specifically explain any reasons why such policy recommendations will not be followed or were not adopted.

~~B. Expedited Policy Development Process Steps~~

~~1. For an SOP that is unrelated to the CASA, two (2) months before it is due for an annual review:~~

~~a. The Policy Lead for the policy shall:~~

- ~~i. Assess whether the SOP needs to be revised, which includes but is not limited to, ensuring the SOP complies with federal, state, and local laws, if applicable, and existing Department Orders;~~
- ~~ii. When applicable, ensure that the provisions in a published Special Order that are amended or added to the SOP are incorporated into the policy draft;~~
- ~~iii. Provide the Policy Owner or their designee policy recommendations that are submitted by stakeholders between the date the SOP was published to ten (10) months after the SOP was published; and~~
- ~~iv. Provide the draft to the Policy Owner or their designee to verify whether they will revise the draft.~~

~~b. The Policy Owner or their designee shall review the policy draft, then notify the Policy Lead if revision is needed:~~

- ~~i. If the Policy Owner or their designee determines a revision is necessary, the Policy Lead for the SOP shall ensure that the policy draft goes through the policy development process steps as outlined in this SOP.~~
- ~~ii. If the Policy Owner or their designee determines a revision is unnecessary, the Policy Lead for the SOP shall:
  - ~~1. Verify with the Policy Manager, if they are not the Policy Manager, that the SOP can be advanced to Step 2 in the policy development process;~~
  - ~~2. Ensure that the IAPS Division Commander or their designee reviews and approves the sanction classifications assigned by the Policy Owner or their designee;~~
  - ~~3. Provide the draft to City Legal for review if the SOP is a Legal Risk;~~
  - ~~4. Prepare the policy draft the Policy Owner or their designee will present at the Policy and Procedure Unit meeting Post the draft for the 15-Day Commentary period onto the Department's public-facing website, and upload it to the Department's Document Management System; and~~
  - ~~4. Ensure that the policy draft goes through the remaining steps in the policy development process.~~~~



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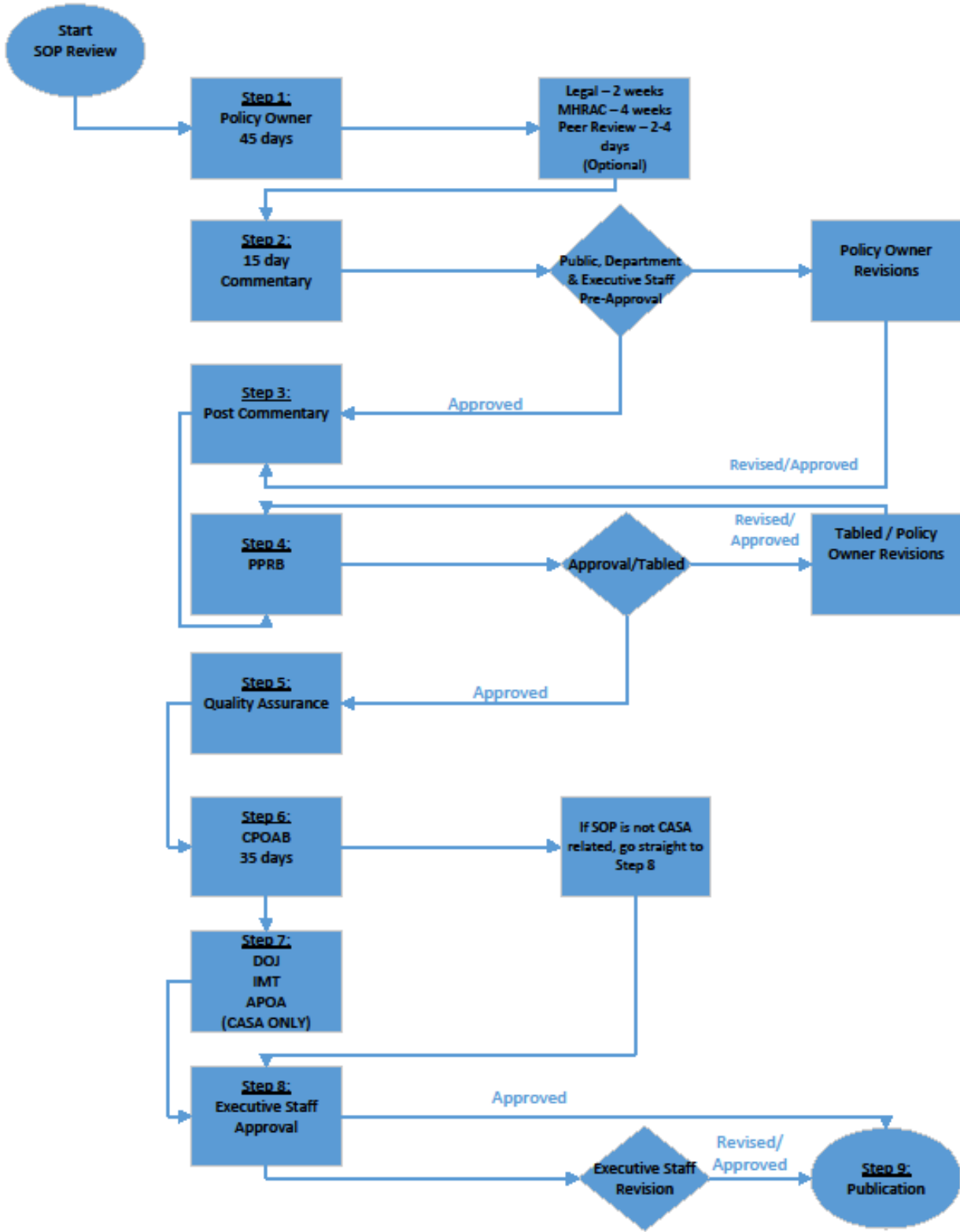
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# ALBUQUERQUE POLICE DEPARTMENT ADMINISTRATIVE ORDERS

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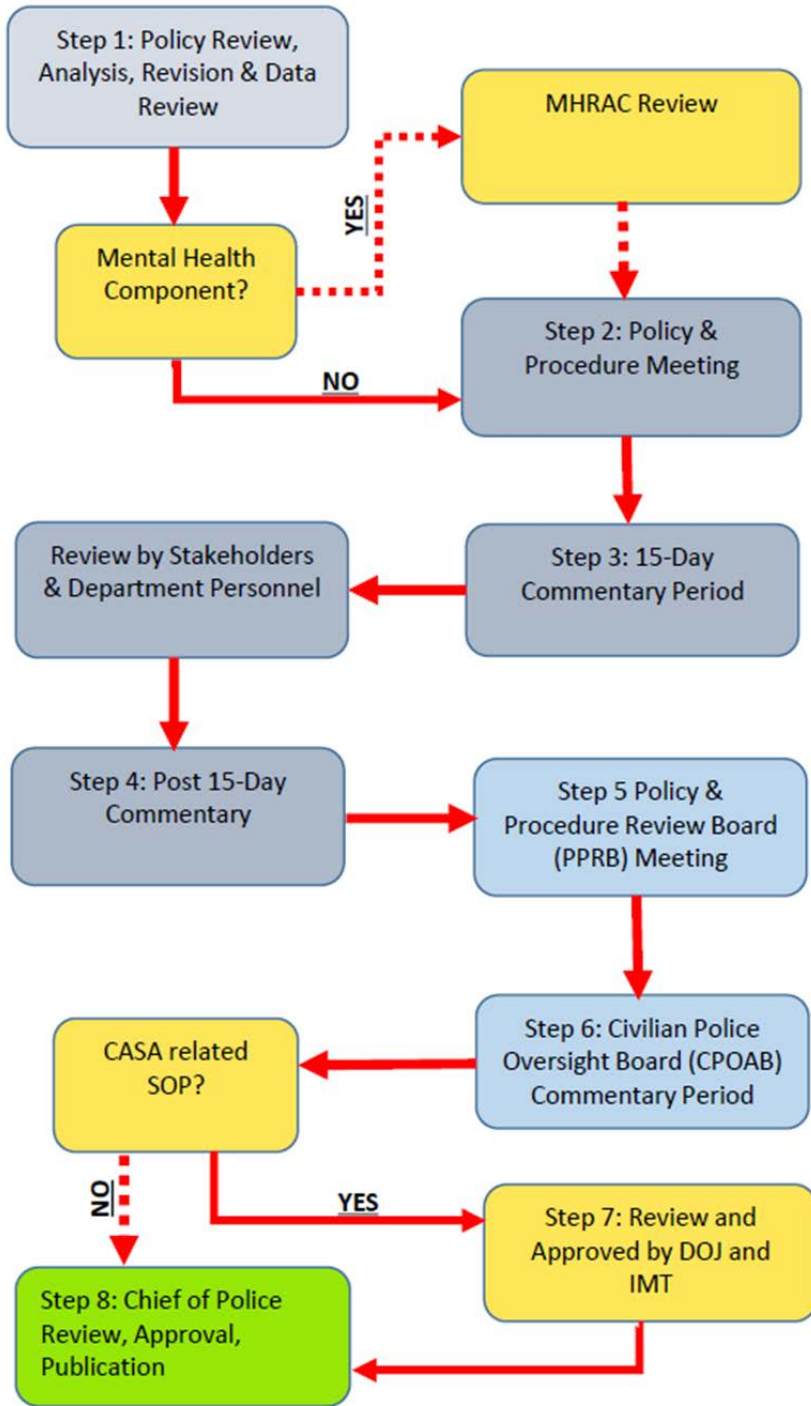




# ALBUQUERQUE POLICE DEPARTMENT ADMINISTRATIVE ORDERS

**SOP 3-52 (Formerly 3-29 and 3-65)**

**CPOAB Draft 01/21/2025**



VIEWED



**1-30 COMMUNITY AMBASSADOR PROGRAM**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**1-30-1 Purpose**

The purpose of the Albuquerque Police Department (Department) Community Ambassador Program policy is to provide guidelines for personnel participating in the program and to define their roles and responsibilities.

**1-30-2 Policy**

It is the policy of the Department to reduce crime and strengthen community relationships through the Ambassador Program. The program establishes an effective communications network with neighborhood communities, creates lasting partnerships, and improves trust by actively working to increase the recruitment of underrepresented community members for employment within the Department, learn about community members' cultural differences, and communicate those concerns to Department personnel.

**N/A 1-30-3 Definitions**

A. Focused Community Group

A group of community members that may be underrepresented and/or historically have a contentious relationship with law enforcement.

**N/A 1-30-4 Rules and Responsibilities**

A. Community Ambassador Program Selection Process



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1. Department personnel interested in participating in the Community Ambassador Program shall submit a letter of interest to the Program Coordinator.
2. A panel consisting of the following Department personnel will interview applicants for the program:
  - a. A current Community Ambassador;
  - b. A non-sworn Department supervisor or their designee; and
  - c. A supervisor who directly oversees the Community Ambassador Program or their designee.
3. After the panel completes all interviews for the Community Ambassador Program, the panel will determine which applicants are selected. Selection will be decided based on the following criteria:
  - a. Applicant has a connection to the community they are requesting to work with; and
  - b. Applicant can meet the Community Ambassador Responsibilities listed in section 1-30-4.B.
4. The Community Ambassador Program Coordinator will assign Department personnel selected for the Community Ambassador Program to a designated Focused Community Group based on their interests and needs.

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B. Community Ambassador Responsibilities

1. A Community Ambassador shall:
  - a. Attend all Community Ambassador Program training;
  - b. Work with community members within each area command, the Community Policing Councils (CPC), and other community groups to introduce and promote the goals and objectives of the Community Ambassador Program;
  - c. Work with City of Albuquerque officials and participate in events that Focused Community Groups hold to provide community members with information on the Department's recruitment efforts, City services, resources, and employment opportunities;
  - d. Once a month, meet or have contact with their assigned Focused Community Groups;
  - e. Facilitate discussions and training for Department personnel based on cultural practices learned through involvement with the Focused Community Groups;
  - f. Facilitate discussions with Department personnel addressing the community members' concerns during regular meetings or by scheduling a special meeting to discuss specific issues, areas. or topics;
  - g. Assist Recruiting Unit personnel with recruiting candidates for both sworn and non-sworn positions in the Department from within their assigned Focused Community Groups to enhance diversity within the Department;
  - h. Assist other Community Ambassadors with their Focused Community Groups;

N/A



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N/A

- i. A Community Ambassador may request other Community Ambassadors to assist with community events or meetings.
  - i. Participate in community-sponsored events to strengthen relationships with community members, including youth groups;
  - j. Speak to youth groups, universities, and other organizations as needed to promote Department initiatives and increase recruitment opportunities;
  - k. Treat ethnic events, cultural holidays, and historical celebrations as a high priority by working with community groups and Department leadership when needs arise;
  - l. Participate in community meetings hosted by the City, Department, and other community groups that request to participate in the Community Ambassador Program;
  - m. Once a month, prepare a written report documenting their monthly activities within their assigned Focused Community Groups; and
  - n. Submit their monthly reports to the Community Ambassador Program Coordinator.
2. The Community Ambassador Program Coordinator shall retain the Community Ambassador's monthly reports for tracking and reporting on the Community Ambassadors' activities.



**1-30 COMMUNITY AMBASSADOR PROGRAM**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**1-30-1 Purpose**

The purpose of the Albuquerque Police Department (Department) Community Ambassador Program policy is to provide guidelines for personnel participating in the program and to define their roles and responsibilities.

**1-30-2 Policy**

It is the policy of the Department to reduce crime and strengthen community relationships through the Ambassador Program. The program establishes an effective communications network with neighborhood communities, creates lasting partnerships, and improves trust by actively working to increase the recruitment of underrepresented community members for employment within the Department, learn about community members' cultural differences, and communicate those concerns to Department personnel.

N/A

**1-30-3 Definitions**

A. Focused Community Group

A group of community members that may be underrepresented and/or historically have a contentious relationship with law enforcement.

N/A

**1-30-4 Rules and Responsibilities**

A. Community Ambassador Program Selection Process



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1. Department personnel interested in participating in the Community Ambassador Program shall submit a letter of interest to the Program Coordinator.
2. A panel consisting of the following Department personnel will interview applicants for the program:
  - a. A current Community Ambassador;
  - b. A non-sworn Department supervisor or their designee; and
  - c. A supervisor who directly oversees the Community Ambassador Program or their designee.
3. After the panel completes all interviews for the Community Ambassador Program, the panel will determine which applicants are selected. Selection will be decided based on the following criteria:
  - a. Applicant has a connection to the community they are requesting to work with; and
  - b. Applicant ~~can~~ ~~may~~ ~~can~~ meet the Community Ambassador Responsibilities listed in section 1-30-4.B.
4. The Community Ambassador Program Coordinator ~~Engagement Section~~ will assign Department personnel selected for the Community Ambassador Program to a designated Focused Community Group based on their interests and needs.

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B. Community Ambassador Responsibilities

1. A Community Ambassador shall:
  - a. Attend all Community Ambassador Program training;
  - b. Work with community members within each area command, the Community Policing Councils (CPC), and other community groups to introduce and promote the goals and objectives of the Community Ambassador Program;
  - c. Work with City of Albuquerque officials and participate in events that Focused Community Groups hold to provide community members with information on the Department's recruitment efforts, City services, resources, and employment opportunities;
  - d. Once a month, meet or have contact with their assigned Focused Community Groups;
  - e. Facilitate discussions and training for Department personnel based on cultural practices learned through involvement with the Focused Community Groups;
  - f. Facilitate discussions with Department personnel addressing the community members' concerns during regular meetings, or by scheduling a special meeting to discuss specific issues, areas, or topics;
  - g. Assist Recruiting Unit personnel with recruiting candidates for both sworn and non-sworn positions in the Department from within their assigned Focused Community Groups to enhance diversity within the Department;
  - h. Assist other Community Ambassadors with their Focused Community Groups;

N/A





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N/A

- i. A Community Ambassador may request other Community Ambassadors to assist with community events or meetings.
  - i. Participate in community-sponsored events to strengthen relationships with community members, including youth groups;
  - j. Speak to youth groups, universities, and other organizations as needed to promote Department initiatives and increase recruitment opportunities;
  - k. Treat ethnic events, cultural holidays, and historical celebrations as a high priority by working with community groups and Department leadership when needs arise;
  - l. Participate in community ~~town-hall~~ meetings hosted by the City, Department, and other community groups that request to participate in the Community Ambassador Program;
  - m. Once a month, prepare a written report documenting describing their monthly activities within their assigned Focused Community Groups; and
  - n. Submit their monthly reports to the Community Ambassador Program Coordinator.
2. The Community Ambassador Program Coordinator shall retain the Community Ambassador's monthly reports for tracking and reporting on the Community Ambassadors' activities.



## **2-48 TOWING SERVICES**

### **Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

**A. Related SOP(s)**

- 1-95 Metro Traffic Division (Formerly 4-06 and 6-3)
- 2-71 Search and Seizure without a Warrant (Formerly 2-17)

**B. Form(s)**

- Abandoned Vehicle Notification (In TraCS)
- Tow-In Report (In TraCS)
- Towed Vehicle Notification (In TraCS)

**C. Other Resource(s)**

- NMSA 1978, § 66-3-507 Altered Vehicle Identification Numbers; Contraband
- ROA 1994, § 7-5-3 Display and Sale of Motor Vehicles
- ROA 1994, § 8-5-2-3 Abandoned and Inoperable Vehicles
- ROA 1994, § 8-5-2-4 Circumstances Permitting Summary Vehicle Impoundment or Relocation

**D. Rescinded Special Order(s)**

None

### **2-48-1 Purpose**

The purpose of this policy is to outline the procedures for towing a vehicle and towing services for Albuquerque Police Department (Department) personnel.

### **2-48-2 Policy**

It is the policy of the Department to authorize the towing of vehicles as a matter of public safety, to protect property, to preserve evidence, and to remove abandoned vehicles from City of Albuquerque streets and property.

### **N/A 2-48-3 Definitions**

None

### **7 2-48-4 Procedures**

**A. Summary Vehicle Impoundment or Relocation**



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1. Department personnel may order the impoundment of any vehicle within the municipal corporate limits, without prior notice to the owner or operator of the vehicle, when certain criteria are met, including, but not limited to:
  - a. The vehicle is being driven unsafely under the City's ordinances, consistent with ROA 1994, § 8-5-2-4;
  - b. The vehicle driver has been incapacitated, hospitalized, or arrested;
  - c. The vehicle cannot be released to the co-owner who is listed in the Motor Vehicle Division (MVD) vehicle registration or the vehicle's Certificate of Title;
  - d. The vehicle has been abandoned, vandalized, or involved in a collision and damaged to the extent that it is inoperable;
  - e. The vehicle is in violation of the City of Albuquerque's Traffic Code and documented attempts to contact the owner have failed; or
  - f. The vehicle is needed for evidence processing in a criminal investigation.
2. When towing is authorized under § 8-5-2-4 of the City's ordinances, Department personnel shall complete a Uniform Incident Report.
3. When a vehicle is towed for no insurance, sworn personnel shall articulate in the records management system the manner used to confirm that the vehicle was not insured.
4. Sworn personnel shall not have the vehicle towed if the vehicle is parked at the driver's place of residence or their registered address.
  - a. If a vehicle that is parked on the street at the registered owner's address and is in violation of § 8-5-2-4 of the City's ordinances, sworn personnel may tow the vehicle from the registered owner's address.

**B. General Procedures**

1. When it becomes necessary to tow a vehicle, Department personnel shall:
  - a. Contact the Emergency Communications Center (ECC) to request for the on-call tow services using the on-call tow service rotation list only;
    - i. Personnel may allow the owner or vehicle operator to call a tow truck of their choice based on response time and current traffic conditions.
    - ii. Personnel shall have sole discretion when to allow an owner's tow request.
  - b. Document the justification for the towing of the vehicle in a Uniform Incident Report and on the Tow-in report unless the tow is at the owner's request;
    - i. Department personnel shall complete the Tow-In Report in TraCS and validate the form.
    - ii. The tow truck driver's signature shall be included on the Tow-in Report.
    - iii. In all cases when personnel have a vehicle towed, and the owner/responsible party cannot be contacted, Department personnel shall complete the Towed Vehicle Notification form in TraCS and validate the form.



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- iv. If the Department employee's printer does not work, or TraCS is down, complete the form on a paper Tow-In Report, which shall include the case and Computer-Aided Dispatch (CAD) number.
  - A. Department personnel shall scan and email paper Tow-In Reports to the Records Division at [apdcentralrecords@cabq.gov](mailto:apdcentralrecords@cabq.gov) by the end of their shift.
  - B. Department personnel do not need to scan and email completed Tow-In Reports on TraCS.

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- c. Inventory the property in the vehicle to be towed and list it on the Tow-In Report. Department personnel who complete the inventory shall list their name on the Tow-In Report. If evidence of a crime is located during the inventory, the inventory should cease and the vehicle shall be sealed pending a search warrant.

N/A

- d. Inventory the entire vehicle, consistent with SOP Search and Seizure without a Warrant (refer to SOP Search and Seizure without a Warrant for sanctions and additional duties).
- e. When feasible, leave the ignition key in the vehicle. All other keys shall be removed and given to the owner/operator or placed in their property if they are under arrest.
- f. Verify the Vehicle Identification Number (VIN) before the vehicle is towed;
- g. Give a copy of the Tow-In Report to the owner/operator or place it in their property if they are under arrest;

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- h. Arrange to ensure that the driver and other occupants are not left stranded; and
  - i. A relative, friend, or a taxi may be called through ECC personnel or personnel with a Department-issued cell phone to have the individual(s) picked up.
  - ii. Department personnel shall indicate in their Uniform Incident Report whether the individual refuses their effort to arrange transportation.
- i. Not have vehicles towed to an area command.

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- 2. When Department personnel have a vehicle towed for evidentiary purposes, they shall:

- a. Whenever practical, request a Crime Scene Specialist (CSS) to process the vehicle at the scene;
- b. Request for a CSS to seal the vehicle for evidence and have it towed to the tow yard, if the vehicle requires processing and cannot be processed at the scene;
- c. After the CSS seals the vehicle for evidence, have it towed to the Metropolitan Forensics Science Center (MFSC), if the vehicle is related to a homicide, robbery, or a case involving criminal sexual penetration; and
- d. Request that the vehicle is removed by the same tow company that towed it to the MFSC or auto theft garage when a vehicle is released.

- 3. Victim or Individual's Vehicle

- a. A police hold may be initiated on a Tow-In Report for certain circumstances, including, but not limited to:



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- i. Warrants; and
    - ii. VIN verifications.
  - b. If the vehicle needs to be released from the hold due to exigent circumstances and the officer who placed the hold cannot be contacted to release the vehicle, the vehicle may be released by a supervisor from the officer's chain of command or an Auto Theft Unit Detective, or personnel from the Wrecker Services Unit.
  - c. Vehicles that have been placed on hold shall be towed by the on-call tow service. The officer initiating the tow shall request for a CSS to process the vehicle or to determine whether Criminalistics Investigations personnel should process the vehicle.
  - d. Vehicles towed for a search warrant shall be stored at the tow yard that towed the vehicle. If protection from the elements is required, Department personnel shall advise the tow truck driver that inside storage is necessary.
  - e. Vehicles that are on a police hold pending a search warrant shall be held for no longer than fourteen (14) days.
    - i. After the fourteen (14) days, the tow service is authorized to release the vehicle unless further accommodations are made for the hold to continue.
  - f. When the tow-in is completed, Department personnel shall add to the notes section of the tow-in report which detective requested the tow and their contact information.
  - g. After a vehicle has been processed, the investigating officer shall notify the owner and the towing company of its release and how to retrieve the vehicle by personal or telephone.

#### 4. Department-Issued Vehicles

If a Department-issued vehicle is wrecked or disabled, the tow service on contract to tow City vehicles shall be requested through the ECC.

#### 5. Towing Vehicles Illegally Displayed for Sale from Undeveloped and Vacant Land Along Major Thoroughfares

- a. Any vehicle illegally displayed for sale on undeveloped and vacant land is in violation of § 7-5-3 of the City's ordinances.
- b. They may be towed no sooner than twenty-four (24) hours after a warning sticker (yellow tag) has been placed on the vehicle.
- c. After twenty-four (24) hours, Department personnel may tow the vehicle and shall generate the following:
  - i. A Uniform Incident Report;
  - ii. Parking citation(s) as authorized under § 7-5-3 of the City's ordinances;
  - iii. A Tow-In Report; and
  - iv. A Towed Vehicle Notification form in TraCS.
- d. Department personnel shall mail the Towed Vehicle Notification form through the City's certified mailing system to the registered owner(s).
- e. If the owner of the vehicle has violated the City ordinance against concealment, or removal of the license plate, and/or concealment of the vehicle identification



number, or if within a three (3) month period the vehicle has been cited three (3) or more times for this offense, the vehicle may be towed immediately, consistent with § 8-5-2-3-1 of the City's ordinances.

N/A

6. Cancellation of Towing Services

Department personnel have the discretion to cancel a tow truck if circumstances so dictate, for certain situations, including, but not limited to, if the tow truck is not properly equipped for the job, or if the tow truck cannot arrive within thirty (30) minutes.

C. Abandoned Vehicles

1. City Property

a. Before placing an abandoned vehicle sticker (red tag) on the vehicle, personnel shall check for an Unattended Vehicle Permit.

i. Community members may obtain this permit from any area command.

ii. This permit is valid for fifteen (15) days and allows community members to store their vehicle on the street if it is operable and has a current license plate, consistent with ROA 1994, § 8-5-2-3B of the City's ordinances.

N/A

b. Department personnel will determine whether the vehicle is violating any parking restrictions.

c. Department personnel shall make a stolen vehicle inquiry and attempt to contact the vehicle owner.

d. If the owner cannot be contacted or refuses to move the vehicle, Department personnel shall fill out an Abandoned Vehicle Notification Form in TraCS and place an abandoned vehicle sticker (red tag) on the vehicle.

i. Department personnel shall ensure that the Abandoned Vehicle Notification forms are mailed through the City's certified mailing system to registered owners.

ii. If possible, Department personnel who prepared the abandoned vehicle sticker shall be the same personnel who request for the vehicle to be towed.

N/A

iii. After seven (7) days from the issuance of the abandoned vehicle sticker, the vehicle may be towed, consistent with SOP Metro Traffic Division (refer to SOP Metro Traffic Division for sanction classifications and addition duties).

iv. The vehicle shall not be towed if notice is received from the City Hearing Officer that the owner contests the action.

e. When Department personnel come across a vehicle that is abandoned on City or public property, they may contact the Abandoned Vehicle Unit at (505) 761-8800 for assistance.

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2. Private Property

Vehicles that have been abandoned on private property shall not be towed unless they are needed for evidentiary purposes involving a criminal offense, they are



being confiscated subject to forfeiture proceedings, or they are in violation of § 7-5 of the City of Albuquerque Traffic Code.

**D. Vehicles with an Altered or Mutilated Vehicle Identification Number (VIN)**

1. Vehicles with an altered or mutilated VIN shall be towed to the designated auto theft storage facility by the on-call tow service.
  - a. An evidence tag shall not be used; however, the following shall be indicated on the Tow-In Form:
    - i. The VIN is either altered, mutilated, or missing;
    - ii. The vehicle is going to the auto theft garage; and
    - iii. The Auto Theft Unit Detective that was contacted.
  - b. Department personnel who authorize the towing shall complete a Uniform Incident Report by the end of their shift and shall email it to the on-call Auto Theft Unit Detective. The officer shall list "NMSA 1978, § 66-3-507 Altered Vehicle Identification Numbers; Contraband" in the offense section of the Uniform Incident Report.
  - c. Department personnel shall not tow a vehicle to the auto theft garage without first notifying the on-call Auto Theft Unit Detective.
  - d. Department personnel shall take burned vehicles and vehicle shells with no VIN to the tow service's yard and shall not be taken to the Auto Theft Garage. Department personnel shall notify the on-call Auto Theft Unit Detective and notify them about which tow service towed the vehicle.

**E. Abandoned/Nuisance Recreational Vehicles (RV)**

1. When it becomes necessary to tow an abandoned/nuisance RV, Department personnel shall:
  - a. Contact the Wrecker Services Unit; or
  - b. The Abandoned Vehicle Unit.
2. The Department does not have any wrecker companies on rotation for Class C&D towing. In most circumstances, the removal of an RV is not immediate.



**2-48 TOWING SERVICES**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

~~1-95 Metro Traffic Division (Formerly 4-06 and 6-3)~~ 1-95 Metro Traffic Division (Formerly 4-06 and 6-3)  
2-71 Search and Seizure without a Warrant (Formerly 2-17)

B. Form(s)

Abandoned Vehicle Notification (In TraCS)  
Tow-In Report (In TraCS)  
Towed Vehicle Notification (In TraCS)

C. Other Resource(s)

NMSA 1978, § 66-3-507 Altered Vehicle Identification Numbers; Contraband  
ROA 1994, § 7-5-3 Display and Sale of Motor Vehicles  
ROA 1994, § 8-5-2-3 Abandoned and Inoperable Vehicles  
ROA 1994, § 8-5-2-4 Circumstances Permitting Summary Vehicle Impoundment or Relocation

D. Rescinded Special Order(s)

None

**2-48-1 Purpose**

The purpose of this policy is to outline the procedures for towing a vehicle and towing services for Albuquerque Police Department (Department) personnel.

**2-48-2 Policy**

It is the policy of the Department to authorize the towing of vehicles as a matter of public safety, to protect property, to preserve evidence, and to remove abandoned vehicles from City of Albuquerque streets and property.

**N/A 2-48-3 Definitions**

None

**7 2-48-4 Procedures**

A. Summary Vehicle Impoundment or Relocation





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1. Department personnel may order the impoundment of any vehicle within the municipal ~~county~~ corporate limits, without prior notice to the owner or operator of the vehicle, when certain criteria are met, including, but not limited to:
  - a. The vehicle is being driven unsafely under the City's ordinances, consistent with ROA 1994, § 8-5-2-4;
  - b. The vehicle driver has been incapacitated, hospitalized, or arrested;
  - c. The vehicle cannot be released to the co-owner who is listed in the Motor Vehicle Division (MVD) vehicle registration or the vehicle's Certificate of Title;
  - d. The vehicle has been abandoned, vandalized, or involved in a collision and damaged to the extent that it is inoperable;
  - e. The vehicle is in violation of the City of Albuquerque's Traffic Code and documented attempts to contact the owner have failed; or
  - f. The vehicle is needed for evidence processing in a criminal investigation.
2. When towing is authorized under § 8-5-2-4 of the City's ordinances, Department personnel shall complete a Uniform Incident Report.
3. When a vehicle is towed for no insurance, sworn personnel shall articulate in the records management system ~~Mark 43~~ the manner used to confirm that the vehicle was not insured.
4. Sworn personnel shall not have the vehicle towed if the vehicle is parked at the driver's place of residence or their registered address.
  - a. If A vehicle that is parked on the street at the registered owner's address and is in violation of § 8-5-2-4 of the City's ordinances, sworn personnel may tow the vehicle from the registered owner's address.

B. General Procedures

1. When it becomes necessary to tow a vehicle, Department personnel shall:
  - a. Contact the Emergency Communications Center (ECC) to request for the on-call tow services using the on-call tow service rotation list only;
    - i. Personnel may allow the owner or vehicle operator to call a tow truck of their choice based on response time and current traffic conditions.
    - ii. Personnel shall have sole discretion when to allow an owner's tow request.
  - b. Document the justification for the towing of the vehicle in a Uniform Incident Report and on the Tow-in report unless the tow is at the owner's request;
    - i. Department personnel shall complete the Tow-In Report in TraCS and validate the form.
    - ii. The tow truck driver's signature shall be included on the Tow-in Report.
    - iii. In all cases when personnel have a vehicle towed, and the owner/responsible party cannot be contacted, Department personnel shall complete the Towed Vehicle Notification form in TraCS and validate the form.



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iv. If the Department employee's printer does not work, or TraCS is down, complete the form on a paper Tow-In Report, which shall include the case and Computer-Aided Dispatch (CAD) number.

A. Department personnel shall scan and email paper Tow-In Reports to the Records Division at [apdcentralrecords@cabq.gov](mailto:apdcentralrecords@cabq.gov) by the end of their shift.

B. Department personnel do not need to scan and email completed Tow-In Reports on TraCS.

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c. Inventory the property in the vehicle to be towed and list it on the Tow-In Report. Department personnel who complete the inventory shall list their name on the Tow-In Report. If evidence of a crime is located during the inventory, the inventory should cease and the vehicle shall be sealed pending a search warrant.

N/A6

~~e.~~ Inventory the entire vehicle, consistent with SOP Search and Seizure without a Warrant (refer to SOP Search and Seizure without a Warrant for sanctions and additional duties), including the vehicle trunk, glove box, truck bed, truck boxes, and all sealed and locked containers within, except when:

~~ii.~~ There are many containers to be searched, which may monopolize an employee's time; or

~~iii.d.~~ It appears that attempts to access a locked container may cause damage to the container resulting in significant liability to the City.

~~d.e.~~ When feasible, leave the ignition key in the vehicle. All other keys shall be removed and given to the owner/operator or placed in their property if they are under arrest.

~~e.f.~~ Verify the Vehicle Identification Number (VIN) before the vehicle is towed;

~~f.g.~~ Give a copy of the Tow-In Report to the owner/operator or place it in their property if they are under arrest;

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~~g.h.~~ Arrange to ensure that the driver and other occupants are not left stranded; and

i. A relative, friend, or a taxi may be called through ECC personnel or personnel with a Department-issued cell phone to have the individual(s) picked up.

ii. Department personnel shall indicate in their Uniform Incident Report whether the individual refuses their effort to arrange transportation.

~~h.i.~~ Not have vehicles towed to an area command.

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2. When Department personnel have a vehicle towed for evidentiary purposes, they shall:

a. Whenever practical, request a Crime Scene Specialist (CSS) to process the vehicle at the scene;

b. Request for a CSS to seal the vehicle for evidence and have it towed to the tow yard, if the vehicle requires processing and cannot be processed at the scene;

c. After the CSS seals the vehicle for evidence, have it towed to the Metropolitan Forensics Science Center (MFSC), if the vehicle is related to a homicide, robbery, or a case involving criminal sexual penetration; and



- d. Request that the vehicle is removed by the same tow company that towed it to the MFSC or auto theft garage when a vehicle is released.

### 3. Victim or Individual's Vehicle

- a. A police hold may be initiated on a Tow-In Report for certain circumstances, including, but not limited to:
  - i. Warrants; and
  - ii. VIN verifications.
- b. If the vehicle needs to be released from the hold due to exigent circumstances and the officer who placed the hold cannot be contacted to release the vehicle, the vehicle may be released by a supervisor from the officer's chain of command or an Auto Theft Unit Detective, or personnel from the Wrecker Services Unit.
- c. Vehicles that have been placed on hold shall be towed by the on-call tow service. The officer initiating the tow shall request for a CSS to process the vehicle or to determine whether Criminalistics Investigations personnel should process the vehicle.
- d. Vehicles towed for a search warrant shall be stored at the tow yard that towed the vehicle. If protection from the elements is required, Department personnel shall advise the tow truck driver that inside storage is necessary.
- e. Vehicles that are on a police hold pending a search warrant shall be held for no longer than fourteen (14) days.
  - i. After the fourteen (14) days, the tow service is authorized to release the vehicle unless further accommodations are made for the hold to continue.
- f. When the tow-in is completed, Department personnel shall add to the notes section of the tow-in report which detective requested the tow and their contact information.
- g. After a vehicle has been processed, the investigating officer shall notify the owner and the towing company of its release and how to retrieve the vehicle by personal or telephone.

### 4. Department-Issued Vehicles

If a Department-issued vehicle is wrecked or disabled, the tow service on contract to tow City vehicles shall be requested through the ECC.

### 5. Towing Vehicles Illegally Displayed for Sale from Undeveloped and Vacant Land Along Major Thoroughfares

- a. Any vehicle illegally displayed for sale on undeveloped and vacant land is in violation of § 7-5-3 of the City's ordinances.
- b. They may be towed no sooner than twenty-four (24) hours after a warning sticker (yellow tag) has been placed on the vehicle.
- c. After twenty-four (24) hours, Department personnel may tow the vehicle and shall generate the following:
  - i. A Uniform Incident Report;



- ii. Parking citation(s) as authorized under § 7-5-3 of the City's ordinances;
- iii. A Tow-In Report; and
- iv. A Towed Vehicle Notification form in TraCS.
- d. Department personnel shall mail the Towed Vehicle Notification form through the City's certified mailing system to the registered owner(s).
- e. If the owner of the vehicle has violated the City ordinance against concealment, or removal of the license plate, and/or concealment of the vehicle identification number, or if within a three (3) month period the vehicle has been cited three (3) or more times for this offense, the vehicle may be towed immediately, consistent with § 8-5-2-3-1 of the City's ordinances.

N/A

6. Cancellation of Towing Services

Department personnel have the discretion to cancel a tow truck if circumstances so dictate, for certain situations, including, but not limited to, if the tow truck is not properly equipped for the job, or if the tow truck cannot arrive within thirty (30) minutes.

C. Abandoned Vehicles

1. City Property

- a. Before placing an abandoned vehicle sticker (red tag) on the vehicle, personnel shall check for an Unattended Vehicle Permit.
  - i. Community members may obtain this permit from any area command.
  - ii. This permit is valid for fifteen (15) days and allows community members to store their vehicle on the street if it is operable and has a current license plate, consistent with ROA 1994, § 8-5-2-3B of the City's ordinances.
- b. Department personnel will determine whether the vehicle is violating any parking restrictions.
- c. Department personnel shall make a stolen vehicle inquiry and attempt to contact the vehicle owner.
- d. If the owner cannot be contacted or refuses to move the vehicle, Department personnel shall fill out an Abandoned Vehicle Notification Form in TraCS and place an abandoned vehicle sticker (red tag) on the vehicle.
  - i. Department personnel shall ensure that the Abandoned Vehicle Notification forms are mailed through the City's certified mailing system to registered owners.
  - ii. If possible, Department personnel who prepared the abandoned vehicle sticker shall be the same personnel who request for the vehicle to be towed.
  - iii. After seven (7) days from the issuance of the abandoned vehicle sticker, the vehicle may be towed, consistent with SOP Metro Traffic Division (refer to SOP Metro Traffic Division for sanction classifications and addition duties).
  - iv. The vehicle shall not be towed if notice is received from the City Hearing Officer that the owner contests the action.

N/A

N/A



- e. When Department personnel come across a vehicle that is abandoned on City or public property, they may contact the Abandoned Vehicle Unit at (505) 761-8800 for assistance.

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## 2. Private Property

Vehicles that have been abandoned on private property shall not be towed unless they are needed for evidentiary purposes involving a criminal offense, they are being confiscated subject to forfeiture proceedings, or they are in violation of § 7-5 of the City of Albuquerque Traffic Code.

### E.D. Vehicles with an Altered or Mutilated Vehicle Identification Number (VIN)

1. Vehicles with an altered or mutilated VIN shall be towed to the designated auto theft storage facility by the on-call tow service.
  - a. An evidence tag shall not be used; however, the following shall be indicated on the Tow-In Form:
    - i. The VIN is either altered, mutilated, or missing;
    - ii. The vehicle is going to the auto theft garage; and
    - iii. The Auto Theft Unit Detective that was contacted.
  - b. Department personnel who authorize the towing shall complete a Uniform Incident Report by the end of their shift and shall email it to the on-call Auto Theft Unit Detective. The officer shall list "NMSA 1978, § 66-3-507 Altered Vehicle Identification Numbers; Contraband" in the offense section of the Uniform Incident Report.
  - c. Department personnel shall not tow a vehicle to the auto theft garage without first notifying the on-call Auto Theft Unit Detective.
  - d. Department personnel shall take burned vehicles and vehicle shells with no VIN to the tow service's yard and shall not be taken to the Auto Theft Garage. Department personnel shall notify the on-call Auto Theft Unit Detective and notify them about which tow service towed the vehicle.

### F.E. Abandoned/Nuisance Recreational Vehicles (RV)

1. When it becomes necessary to tow an abandoned/nuisance RV, Department personnel shall:
  - a. Contact the Wrecker Services Unit; or
  - b. The Abandoned Vehicle Unit.
2. The Department does not have any wrecker companies on rotation for Class C&D towing. In most circumstances, the removal of an RV is not immediate.



**2-65 LANGUAGE ACCESS PROCEDURE**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 2-8 Use of On-Body Recording Devices (Formerly 1-39)
- 2-18 Contact with Individuals with Hearing, Speech, and or Vision Impairments or Disabilities (Formerly 2-09)
- 2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)
- 3-6 Language Access Policy
- 3-41 Complaints Involving Department Personnel (Formerly 3-22 and 3-43)
- 3-50 Forms Control (Formerly 3-22 and 3-27)

B. Form(s)

None

C. Other Resources

- ROA 1994, §§ 9-4-1-1 to 9-4-1-14 Civilian Police Oversight Agency
- U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting LEP Persons

D. Rescinded Special Order(s)

None

**2-65-1 Purpose**

The purpose of this policy is to provide Albuquerque Police Department (Department) personnel with procedures to provide Department law enforcement services to people who have limited or no proficiency in speaking, understanding, reading, or writing English (LEP) and people who are Deaf and Hard of Hearing (D/HH).

**2-65-2 Policy**

It is the policy of the Department to take reasonable steps to provide meaningful access to all Department services to people who are not proficient in speaking, understanding, reading, or writing English and people who are D/HH in accordance with federal law. No person shall be denied services based on the ability to communicate effectively in English.

**N/A 2-65-3 Definitions**

A. Bilingual



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A person with the ability to communicate proficiently and accurately in English and one or more languages.

**B. Department Language Access Coordinator (Department LAC)**

A professional staff member that reports directly to the Deputy Chief of the Support Services Bureau, their designee or as otherwise assigned by the Chief of Police. The Department LAC is responsible for thorough oversight and implementation of the Language Access Policy (LAP). The Department LAC ensures that the Department takes reasonable steps to provide meaningful access to all Department services by coordinating and implementing all language access assistance efforts, procedures, training, and signage.

**C. Department Certified Bilingual Personnel (Department CBP)**

Personnel who the City's Human Resources Department has tested and qualified as proficient in a language other than English with demonstrated ability to read, write, or speak at the proficiency level required by a validated language test.

**D. Direct Communication**

Communication in one (1) language other than English between qualified bilingual Department interpreter personnel and limited English proficient (LEP) person.

**E. Direct English Communication**

Communication in English between Department personnel and a bilingual person.

**F. Exigent Circumstances**

An emergency situation(s) requiring swift action to prevent death, injury, serious damage to property, escape of an individual, or the destruction of evidence.

**G. I-Speak Card**

An electronic or physical card provided by the Department that allows an LEP person to identify that LEP person's primary language.

**H. Interpretation**

The act of understanding, analyzing, and processing communication in one language and rendering it into another language while retaining the same meaning. Interpretation pertains to both oral and signed languages.

**I. Department Language Access Implementation Committee (Department LAIC)**



Department personnel, except as otherwise required, including bilingual personnel, that are broadly representative of the experience of Department units, divisions, commands, and bureaus. The Department LAIC includes Field Services Bureau (FSB) sworn personnel who encounter LEP persons most frequently, along with at least one (1) Department division manager or commander. Members shall be familiar with language access issues and are responsible for implementing all aspects of the Department's language access policies and procedures.

J. Limited English Proficient (LEP) Persons

A person whose primary language is not English and who has a limited ability to read, speak, or understand English. LEP persons may be competent in certain types of communication, e.g., speaking or understanding, but still be LEP for other purposes, e.g. reading or writing. Similarly, LEP designations are content-specific: a person may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

K. Non-Vital Document

Written information that provides general Department services information to the reader, but has no critical content about individual rights, obtaining access to court, or is not required for official law enforcement purposes.

L. Primary Language

The language in which an individual most effectively communicates.

M. Safe Harbor Language

The City of Albuquerque provides language access to those primary languages spoken by five percent (5%) or one-thousand (1,000) residents of the City's population, whichever is less, based on the most recent United States Census Bureau ([data.census.gov](http://data.census.gov)) data showing the population table of those who "Speak a language other than English," under the sub-category of persons who "Speak English less than very well."

N. Translation

The process of converting written text from one language into equivalent written text in another language as fully and accurately as possible while maintaining the style, tone, and meaning.

O. Teletype (TTY) Device

The device to access telephone services by persons who are deaf, deaf-blind, hard of hearing, or speech-disabled.





P. Vital Document

1. A form that provides essential information for accessing Department services. A vital document contains critical details about an individual's rights, ensures access to a court, or is required by the Department to record and track law enforcement case activities. A vital document may include, but is not limited to:
  - a. Documents and forms that must be provided to persons by law;
  - b. Consent, intake, detention, incarceration, release, or waiver forms;
  - c. Forms or any written material related to individual rights, e.g., *Miranda* warning;
  - d. Letters or notices pertaining to prosecution;
  - e. Notices, I-Speak cards, Language Self-Identification posters, and materials regarding the availability of free language assistance services for LEP persons;
  - f. Documents or forms relating to accessing emergency services;
  - g. Documents or forms relating to criminal citations, summons, and warrants;
  - h. Documents or forms relating to complaints against the Department or Department personnel;
  - i. Documents indicated as Department case letters or notices that require a response by an LEP person; or
  - j. Other documents that the Chief of Police or their designee recognizes as vital to communicate with the City's population as a whole.

**7** 2-65-4 **Language Access Procedures**

A. Access to Department Services and Information

1. The following list provides several points of contact in which the Department provides services and information to the public. This is not an all-inclusive list:
  - a. Emergency Communications Center (ECC);
  - b. Telephone Reporting Unit (TRU);
  - c. APD Help Desks:
    - i. Substations;
    - ii. Family Advocacy Center (FAC);
    - iii. Records; or
    - iv. Evidence Unit.
  - d. All Department Outreach and Engagement Programs;
  - e. Press conferences;
  - f. Social media; and
  - g. Department personnel in the field.

B. Department Resources

1. To facilitate accurate, efficient, and timely communication with LEP and D/HH persons the Department offers the following resources:
  - a. Department CBP;



- b. Interpretation (oral or signed, or tactile communication); and
  - i. Remote; or
  - ii. In-person.
- c. Translation of documents (written communication).

2. Department CBP

- a. The Department has certified bilingual personnel for Spanish and Vietnamese for direct communication with the public. Department CBP are qualified bilingual speakers certified through the City of Albuquerque's Human Resources Department testing process. Department CBP receive bilingual pay according to their certified level of proficiency.
- b. The Department shall maintain a list of qualified Department personnel with bilingual certification based on the City of Albuquerque's Human Resources Department testing process. This list must be made available to the LAC after each testing session, posted on the Department's Share Hub intranet site, and provided to the Office of Immigrant Affairs (OIRA) Steering Committee or its successor.

3. Language Certification Levels (Spanish and Vietnamese)

- a. There are two (2) levels of proficiency in which Certified Bilingual Personnel can be certified in according to their demonstrated proficiency during the testing process:
  - i. Level I- Demonstrated oral proficiency; and
  - ii. Level II- Demonstrated oral and written proficiency.

4. Language Certification Guidelines

- a. Certified Bilingual personnel shall use their language proficiency skills according to their certification level (Level I or Level II, respectively).
  - i. Level I – A Level I Department CBP has demonstrated *oral* proficiency. Therefore, a Level I CBP shall not engage or assess written information (text messages, emails, notes, etc).
  - ii. Level II – A Level II Department CBP has demonstrated both oral and written proficiency. Therefore, a Level II CBP may engage or assess oral and written information (text messages, emails, notes, etc.)
  - iii. Department CBP of any level of proficiency may find their bilingual skills insufficient on a case-by-case basis such as being unfamiliar with terminology (medical, legal, other), or speaking a different dialect. To ensure accuracy in such situations, Department CBP may use telephonic interpretation as a resource for assistance in ensuring accurate and efficient communication.

5. Non-certified Personnel



- a. Spoken Languages:
  - i. Department personnel without a Department bilingual certification in Spanish or Vietnamese must utilize a professional interpreter to communicate accurately with the public regardless of their language skills in a language other than English unless exigent circumstances require it.
- b. American Sign Language (ASL):
  - ii. New Mexico requires all signed language interpreters to be licensed by the state. Practicing without a license is a misdemeanor in the State of New Mexico.
  - iii. The City of Albuquerque and the Department does not test for proficiency for ASL or grant ASL certifications. Therefore, all Department personnel must use a certified ASL interpreter to ensure accurate communication with the public as needed.

6. Machine Translation and Artificial Intelligence (AI)

- a. Department personnel are discouraged from utilizing unapproved methods for translation and interpretation, such as Google Translate or Chat GPT and similar applications, as they are not reliable. These applications shall only be used in exigent circumstances.

C. Interpretation

1. All Department personnel have access to two (2) interpretation types. In-person and remote. The type of interpretation needed may vary according to the circumstance such as service being provided, location where service is being provided, person's preference or communication needs, (disability, mental or behavioral health) etc.
2. In-Person Interpretation
  - a. Involves a qualified interpreter traveling to a location to facilitate communication via face-to-face interactions with the public. Available upon request.
  - b. Most appropriate for more personable interactions, or when there are additional communication needs such as a suspected disability or impairment.
3. Remote Interpretation
  - a. Involves a qualified interpreter providing interpretation for spoken languages or ASL remotely via a device such as a telephone, tablet, or computer.
  - b. All Department personnel have access to remote interpretation twenty-four (24) hours a day, seven (7) days per week, for spoken languages or ASL.
  - c. Remote interpretation may be accessed by dialing the Department's dedicated telephone number for interpretation in over two hundred forty (240) languages



or by accessing the mobile app for spoken or video interpretation via a Department-issued device.

4. Identifying an Individuals Primary Language

- a. When rendering services to an individual whose primary language is not English, Department personnel shall attempt to identify the individual's primary language to increase efficient and accurate communication.
- b. A primary language may be identified in the following ways:
  - i. Using a virtual or hard copy of an "I-Speak" card or poster; and
  - ii. The person may communicate their language preference.
- c. Department personnel shall not make assumptions about communicating with a D/HH person via writing. If the individual cannot read or write or their primary language is not English, written communication in English will not be considered effective communication.
- d. When dealing with an LEP or D/HH person, Department personnel must make attempts to find out how the individual wishes to communicate and make a reasonable attempt to accommodate the request by utilizing Department resources stated in this Standard Operating Procedure (SOP).

5. Professional Staff Members

- a. Spoken, ASL, and Tactile: In-person interpretation may be scheduled upon request ahead of time by submitting a request via the Department's LAC.

6. Sworn Personnel

- a. ASL and Tactile: In-person interpretation requests for the field for ASL, and tactile interpretation shall be made via the ECC.
- b. Spoken Languages: In-person interpretation for spoken languages shall be made by submitting a request via the Department's LAC.
- c. At no point shall Department personnel risk their safety to provide language services.

7. Requesting Department CBP

- a. After seeking professional language interpreter assistance through the ECC's telephonic language interpretation service, a responding officer may request a Department Certified Bilingual Officer join them at their location for language assistance.
- b. To request a Department Certified Bilingual Officer, the responding officer may contact an ECC dispatcher and request a Department Certified Bilingual Officer.
- c. The ECC dispatcher shall check to see if the Department Certified Bilingual Officer who speaks the LEP person's primary language is available to respond to assist with language assistance.



- d. The Department Certified Bilingual Officer who responds to assist with language assistance shall have the discretion to, only to facilitate communication or to facilitate communication and take the primary Uniform Incident Report.
- e. If a Department Certified Bilingual Officer facilitates communication only, another officer shall be the primary responding officer and shall be responsible for writing the Uniform Incident Report.
- f. The Uniform Incident Report shall include the language/communication barrier, the method used to interpret or translate, and the language needed for interpretation. This will assist the Department with consequent follow-up by corresponding units who need to get in touch with victims or witnesses.
- i. For instance: "I used Language Line for interpretation in Swahili to assist in speaking with the victim."

D. ECC Personnel

1. Interactions with LEP Persons

- a. Upon identifying, or suspecting that the caller or persons involved in the call for service have limited, or no English proficiency, the ECC dispatcher shall document a language barrier on the computer-aided dispatch (CAD).
- b. If the language needed is Spanish or Vietnamese, the ECC dispatch shall send a message to all dispatchers to see if a Department Certified Bilingual Officer is immediately available to respond and provide language assistance in the language they are certified in.
- c. For any other languages, sworn personnel shall use Department approved telephonic interpretation for liability purposes except in exigent circumstances.

2. Interactions with individuals who are D/HH or Deafblind

N/A

- a. The ECC Dispatcher(s) shall adhere to training procedures for taking calls from persons who are D/HH, and/or speech impaired consistent with SOP Emergency Communications Center (refer to SOP Emergency Communications Center for classifications and additional duties).
- b. The ECC Dispatcher(s) shall be responsible for sending a message to all talk group area commands and CAD skilled search.
- c. The ECC Dispatcher(s) shall document the call with comments, requests, and add remarks to the call pertaining to interpretation and communication needs.

5 2-65-5

**Exigent Situations, Reasonable Decisions Based on the Totality of the Circumstances, and the Most Reliable Temporary Language Interpreter**

- A. Exigent situations occasionally may require deviation(s) from this SOP. This includes using the telephonic language interpretation assistance service in an exigent situation or when Department personnel must quickly secure a scene which may create or worsen safety risks to the public and Department personnel.



- 6
1. Department personnel shall evaluate the totality of the circumstances to make a reasonable decision about whether there is an exigent situation including, but not limited to:
    - a. An urgent need to obtain descriptive information on a dangerous, fleeing individual;
    - b. The location of an injured person;
    - c. The need to know whether an individual has a weapon;
    - d. A hostage situation; or
    - e. Whether an individual poses an imminent risk to life or serious bodily injury.

- 6
2. Once Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is an exigent situation, Department personnel shall seek language interpretation assistance from the most reliable temporary language interpreter present.

N/A

- a. A reasonable decision that there is an emergency situation requiring assistance from the most reliable temporary language interpreter available, shall require mandatory recording by Department personnel through their on-body recording device (OBRD), consistent with SOP Use of On-Body Recording Devices.
- b. The most reliable temporary language interpreter available may initially include family members or other persons at the scene.
- c. Department personnel shall always treat children as the last option to act as the most reliable temporary language interpreter.

- 6
3. If Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is not an exigent situation or that the exigent situation has passed, Department personnel shall quickly revert to the procedures in this SOP and document them in the Uniform Incident Report.

6 2-65-6

**Restrictions on the Use of Children, Family, Bystanders, or Non-Certified Department Personnel for Language Interpretation or Translation**

A. General Procedure

1. Department personnel shall not use a victim's family member, friend, bystander, or children to provide interpretation or translation assistance for LEP, D/HH persons, due to potential issues regarding competency, confidentiality, or conflict of interest, unless exigent circumstances are determined.
  - a. Consistent with this SOP, if an LEP or D/HH victim demands that a person of their choice act as their interpreter, Department personnel shall refuse the request and use Department provided interpretation for liability purposes.
2. This SOP does not restrict Direct English Communication between Department personnel and people present at a scene or encountered in the community. Even in



an emergency situation involving LEP and D/HH persons, Department personnel may seek information from any English-speaking child, family member, or bystander, so long as Department personnel are not seeking full interpretation or translation assistance from the English-speaking person.

- a. Except in exigent circumstances, if the English-speaking person begins interpreting or translating for an LEP person(s), Department personnel shall instruct the English-speaking person to stop.
- b. Department personnel shall explain to the English-speaking person that Department personnel must use qualified language interpretation for accuracy, impartiality, and liability purposes. The assistance service will be provided at no cost to the public.
- c. If the person still refuses, they must state so clearly, and sworn personnel shall document the refusal in their Uniform Incident Report.
- d. Personnel shall document the interpretation method used and the language needed for interpretation to allow other Department personnel to follow-up with the victim as needed in their primary language.

**B. Voluntary, Affirmative, and Knowing Interpreter Choice of LEP Person**

1. Department personnel may encounter non-emergency situations where an LEP or D/HH person demands to use a language interpreter of their own choice and at their own cost, including professional interpreters, children, family, and friends.
2. If a person demands a language interpreter of their choice, Department personnel may make a reasonable choice based on the totality of the circumstances to request Department provided language interpretation assistance. In such situations, two (2) language interpreters shall be involved, and the Department provided language interpreter shall monitor the accuracy of the interpretation and relay any inaccuracies. Situations requiring two (2) language interpreters may include, but are not limited to:
  - a. When an LEP person has demanded that a child act as the language interpreter;
  - b. When an LEP victim has demanded that the individual act as the language interpreter; and
  - c. When an LEP individual suspected of committing a crime has demanded that the victim act as the language interpreter.
3. If an LEP person has demanded or provided a language interpreter of their choosing, Department personnel shall document details of the situation in the Uniform Incident Report, including why Department personnel did or did not choose to request additional language interpretation assistance from Department sources.



A. Written Communication Must Be Tagged as Evidence

N/A

1. Sworn personnel shall tag into evidence all written correspondence with the individual who was interrogated or the victim who was interviewed as outlined in SOP Contact with Individuals with Hearing, Speech, and/or Vision Impairments or Disabilities (refer to SOP Contact with Individuals with Hearing, Speech, and/or Vision Impairments or Disabilities).

N/A

2. Sworn personnel may send a copy of all written correspondence to the Records Division to be included with their Uniform Incident Report consistent with SOP Reports (refer to SOP Reports for sanction classifications and additional duties).

7 2-65-8

**Translation Procedures**

A. Types of Language Access

1. LEP persons obtain information and access Department services through different types of translated written communication. The following list represents some primary ways LEP persons access translated written Department communication but is not all-inclusive:

- a. Electronic; and
  - i. Public website;
  - ii. Online reports; or
  - iii. Social media content.
- b. Hard Copy.
  - i. Vital Documents;
  - ii. Non-vital public information materials;
  - iii. Signage; and
  - iv. Department records such as reports.

B. Identification, Prioritization, and Translation of the Department's Vital Documents

1. The LAC shall classify all standard information provided to community members as vital or non-vital and determining translation prioritization and process.

N/A

2. The LAC shall have Vital Documents translated and ensure the translated documents are forwarded to the Policy and Procedure Unit SOP Liaison, consistent with SOP Forms Control (refer to SOP Forms Control for sanction classifications and additional duties).

3. The Policy and Procedure Unit SOP Liaison shall ensure the Vital Document is approved by the Policy and Procedures Review Board (PPRB) and shall publish the document in the Department's document management system.

- a. As needed, the LAC shall assess demographic data, review telephonic language interpretation assistance services utilization data, consult with the





OIRA Steering Committee or its successor, consult with the City of Albuquerque Domestic Violence Task Force or its successor, and use the U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting LEP Persons to form these decisions.

4. The Department's LAC shall determine the Department's Safe Harbor languages according to demographic data, internal data collection on Department interactions with the public, and community feedback.
5. The Department's LAC shall ensure vital documents are translated and available in the Safe Harbor languages.
6. If Department personnel identify the need for a specific standard document to be translated, Department personnel shall send a memorandum through their chain of command along with the source electronic file of such document to the LAC.

C. The Department's Public Website

1. The Department maintains a website for the public at <http://www.cabq.gov/police> where approved vital documents and information in the Safe Harbor languages shall be provided. The Department will include information about access to translated vital documents in the Safe Harbor languages on the primary homepage. Each Safe Harbor language will link to translated Vital Documents and information in that language.
2. Internally, the Department will post translated materials on the Department's Share Hub intranet, divided by Safe Harbor or other languages.
3. To facilitate access to its programs and improve administrative effectiveness, the Department may place selected non-vital public information materials on its website in the Safe Harbor languages.

7

D. Public Signage

1. Written procedures for accessing the telephonic language interpretation assistance service shall be posted on the Department's Share Hub intranet and at every point of public contact (such as Area Commands, the Law Enforcement Center, and Substations). The Department shall distribute these written procedures to all Department personnel via the Department's document management system.
2. Large "I-Speak" posters shall be posted in all public lobbies of all Area Commands, Substations, and at the Law Enforcement Center to notify the public of free language assistance. The posters must be legible and in good condition.

7

E. Translation of Other Documents



1. If Department personnel need a letter, note, or other document translated for a particular case, they shall prepare a memorandum, which must be approved by a supervisor.
  - a. If approved, Department personnel shall send the electronic source document to be translated to the LAC.

**6** 2-65-9 **Criminal Interrogations and Witness Interviews**

A. *Miranda* Warnings and Vital Documents

1. *Miranda* warnings and other Vital Documents directly related to criminal prosecution or criminal defense shall be available in the Safe Harbor languages.
- 5 2. If an LEP individual cannot read in their primary language or if the *Miranda* warning or other Vital Document is not available in the individual's primary language, then Department personnel must read the vital document to the LEP individual, with assistance from a Department QBI officer or the telephonic language interpretation assistance service.
3. People or individuals with additional communication needs such as people with disabilities in addition to a communication barrier such as a Deaf person who only reads Spanish, a Hard of hearing person with a cognitive disability, or children, may need additional language access support such as an in-person interpreter. All in-person requests may be scheduled by submitting a request to the Department's LAC.

B. Interrogation and Interviews

1. Interrogation of individuals and witness interviews involve constitutional rights, evidence, and victims' rights that may be raised and challenged in court. It is crucial that all language interpretation and translation between Department personnel and an LEP individual or witness maintain the same meaning.
- 5 2. If an LEP, D/HH or Deafblind individual is the target of interrogation or interview, Department personnel shall:
  - a. First, seek language interpretation assistance from a Level II Department Certified Bilingual Officer or telephonic interpretation; and
  - b. Use a qualified ASL or tactile interpreter from a Department vendor.

**7** 2-65-10 **Training Academy**

A. Curriculum

1. The Department shall develop and provide training to all sworn personnel, Police Service Aide's (PSA), and Transit Safety Section (TSS) officers with information



about the language assistance resources and how to effectively use them.

2. The training academy curriculum shall work with the community and LAC to identify issues and educate on appropriate procedures for interactions with LEP and D/HH persons.

B. Annual Training

1. The Department shall annually train all Department personnel on this SOP through a training bulletin via the Department's document management system or a similar method. This training aid shall address all parts of this SOP fully.
2. The Department shall annually make all Department personnel aware of the content of this SOP, SOP Language Access Policy, and other SOPs related to language access.

**7** 2-65-11 **Complaint Procedure**

A. Department

1. General

**N/A**

- a. Except to the extent that language assistance is necessary, complaints made by LEP or D/HH persons shall be treated no differently from any other complaint as outlined in SOP Complaints Involving Department Personnel (refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties).
- b. Complaints forms shall be translated and available in all Safe Harbor Languages.

**6**

2. Verbal Complaints

- a. If an LEP or D/HH person wants or needs to file a verbal complaint, including anonymously on their behalf or on behalf of another person, Department personnel shall provide language interpretation assistance through the telephonic language interpretation service or bilingual Department personnel.

**6**

3. Written Complaints

- a. If an LEP or D/HH person wants or needs to file a written complaint, including anonymously on their behalf or on behalf of another person, on a complaint form, or through another writing, Department personnel shall provide language interpretation assistance through the telephonic interpretation service or a Level II bilingual officer.
- b. If the Department receives correspondence in a language other than English, Department personnel shall be responsible for routing that correspondence and shall forward it to the LAC for translation into English.



4. Internal Affairs

- a. If a complaint falls under the jurisdiction of the Internal Affairs Professional Standards (IAPS) Division, the IAPS Division supervisor shall transmit a written notification to the complainant translated into the LEP complainant's primary language within ten (10) days.
- b. No more than fourteen (14) days after the conclusion of the investigation and any disciplinary proceedings, the IAPS Division supervisor shall transmit a case closing letter translated into the LEP complainant's primary language setting forth the following:
  - i. Investigation results; and
  - ii. Discipline (if any).

B. Civilian Police Oversight Agency (CPOA)

N/A

- 1. The CPOA is an independent City agency.

N/A

- 2. The CPOA, among other things, conducts investigations of complaints related to Department personnel.

- 3. The Department shall seek to enter into a Memorandum of Understanding (MOU) with the CPOA to follow Department language access procedures.

N/A

- 4. Until an MOU is agreed upon, if the CPOA accepts a complaint, the CPOA will transmit a written notification of CPOA jurisdiction translated into the LEP person's primary language within ten (10) days of CPOA taking jurisdiction.

N/A

- a. No more than fourteen (14) days after the conclusion of the investigation and any disciplinary proceedings, the CPOA will transmit a case-closing letter translated into the LEP complainant's primary language setting forth the following:
  - i. Investigation results; and
  - ii. Discipline (if any).



## 2-65 LANGUAGE ACCESS PROCEDURE

### Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

#### A. Related SOP(s)

~~2-8 Use of On-Body Recording Devices (Formerly 1-39)~~ 2-8 Use of On-Body Recording Devices (Formerly 1-39)

~~2-18 Contact with Deaf, Hard of Hearing, or Speech Impaired Persons (Formerly 2-09)~~ 2-18 Contact with Individuals with Hearing, Speech, and or Vision Impairments or Disabilities (Formerly 2-09)

~~2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)~~ 2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)

~~3-6 Language Access Policy~~ 3-6 Language Access Policy

~~3-41 Complaints Involving Department Personnel (Formerly 3-22 and 3-43)~~ 3-41

~~Complaints Involving Department Personnel (Formerly 3-22 and 3-43)~~

~~3-50 Forms Control (Formerly 3-22 and 3-27)~~ 3-50 Forms Control (Formerly 3-22 and 3-

27)

#### B. Form(s)

None

#### C. Other Resources

ROA 1994, §§ 9-4-1-1 to 9-4-1-14 Civilian Police Oversight Agency  
U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting LEP Persons

#### D. Rescinded Special Order(s)

None

### 2-65-1 Purpose

The purpose of this policy is to provide Albuquerque Police Department (Department) personnel with procedures to provide Department law enforcement services to people who have limited or no proficiency ~~are not proficient~~ in speaking, understanding, reading, or writing English (LEP) and people who are Deaf and Hard of Hearing (D/HH).

### 2-65-2 Policy

It is the policy of the Department to take reasonable steps to provide meaningful access to all Department services to people who are not proficient in speaking, understanding, reading, or writing English and people who are Deaf and Hard of Hearing (D/HH) in accordance with federal law. No person shall be denied services based on the ability to communicate



effectively in English~~No person shall be turned away without causing an undue burden to the Department.~~

N/A

2-65-3 Definitions

A. Bilingual

~~The ability to speak and/or write in both English and another language proficiently to communicate fluently, accurately, and directly~~A person with the ability to communicate proficiently and accurately in English and one or more languages.

B. Department Language Access Coordinator (Department LAC)

~~A professional staff~~civilian employee member that reports directly to the Deputy Chief of the Management Services and Support Services Bureau, their designee or as otherwise assigned by the Chief of Police. The Department LAC is responsible for thorough oversight and implementation of the Language Access Policy (LAP). The Department LAC ensures that the Department takes reasonable steps to provide meaningful access to all Department services by coordinating and implementing all language access assistance efforts, procedures, training, and signage.~~The LAC reports directly to the Deputy Chief of the Management Services and Support Bureau, their designee, or as otherwise assigned by the Chief of Police. The LAC is the Department employee responsible for ensuring that the Department is taking reasonable steps to provide meaningful access to all Department language assistance services to LEP persons.~~

C. Department Certified~~Qualified~~ Bilingual Personnel (Department CBP~~Interpreter (QBI)~~)

~~Department bilingual or multilingual P~~ersonnel who the City's of Albuquerque's Human Resources Department has tested and qualified as proficient in a language at interpreting for others in a language other than English with demonstrated ability to read, write, or speak at the proficiency level required by a validated language test.

D. Direct Communication

Communication in one (1) language other than English between qualified bilingual Department interpreter personnel and limited English proficient (LEP) person.

E. Direct English Communication

Communication in English between Department personnel and a bilingual person.

F. Exigent~~emergency~~ Circumstances~~Situations~~

An emergency situation(s) requiring swift~~immediate~~ action to prevent death, injury, serious damage to property, escape of an individual, or the destruction of evidence.



G. I-Speak Card or Poster

An electronic or physical card or poster provided by the Department that allows an LEP person to identify that LEP person's primary language.

H. Interpretation

The act of listening to a communication in one ~~(1)~~ language (likely an LEP person's primary language) and verbally changing it into another language (likely English) while keeping the same meaning. understanding, analyzing, and processing communication in one language and rendering it into another language while retaining the same meaning. Interpretation pertains to both oral and signed languages.

I. Department Language Access Implementation Committee (Department LAIC)

~~LAIC members shall be~~ Department personnel, except as otherwise required, including bilingual personnel, that are broadly representative of the experience of Department uUnits, dDivisions, cCommands, and bBureaus. The Department Committee LAIC ~~shall include~~ Field Services sworn Bureau (FSB) sworn personnel who encounter LEP persons most frequently, along with at least one (1) Department dDivision manager or commander. Members shall be familiar with language access issues and are responsible for implementing all aspects of the Department's language access policies and procedures.

J. Limited English Proficient (LEP) Persons

A person ~~Designated persons~~ whose primary language is not English and who has ~~have~~ a limited ability to read, speak, or understand English. LEP persons may be competent in certain types of communication, e.g., speaking or understanding, but still be LEP for other purposes, e.g., reading or writing. Similarly, LEP designations are content-specific: a person may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

K. Non-Vital Document

Written information that provides general ~~Provides general~~ Department services information to the reader, but has no critical content about individual rights, obtaining access to court, or is not required for office ~~Department~~ official law enforcement purposes.

L. Primary Language

The language in which an individual most effectively communicates. ~~A person's native tongue, first language, or, the language in which a person most effectively communicates.~~

M. Safe Harbor Language



The City of Albuquerque provides language access to those primary languages spoken by five percent (5%) or one-thousand (1,000) residents of the City's population, whichever is less, based on the most recent United States Census Bureau ([data.census.gov](http://data.census.gov)) data showing the population table of those who "Speak a language other than English," under the sub-category of persons who "Speak English less than 'very well.'"

—Translation

N.

The process of converting written text from one language into equivalent written text in another language as fully and accurately as possible while maintaining the style, tone, and meaning. ~~The conversion of written text from one language (likely an LEP person's primary language) into equivalent written text in another language (likely English) while keeping the same meaning.~~

O. Teletype (TTY) Device

The device to access telephone services by persons who are deaf, deaf-blind, hard of hearing, or speech-disabled.

N.P. Vital Document

1. A form that provides essential information for accessing Department services. A vital document contains critical details about an individual's rights, ensures access to a court, or is required by the Department to record and track law enforcement case activities. A vital document may include, but is not limited to:
  - a. Documents and forms that must be provided to persons by law;
  - b. Consent, intake, detention, incarceration, release, or waiver forms;
  - c. Forms or any written material related to individual rights, e.g., *Miranda* warning;
  - d. Letters or notices pertaining to prosecution;
  - e. Notices, I-Speak cards, Language Self-Identification posters, and materials regarding the availability of free language assistance services for Limited English Proficient (LEP) persons;
  - f. Documents or forms relating to accessing emergency services;
  - g. Documents or forms relating to criminal citations, summons, and warrants;
  - h. Documents or forms relating to complaints against the Department or Department personnel;
  - i. Documents indicated as Department case letters or notices that require a response by an LEP person; or
  - j. Other documents that the Chief of Police or their designee recognizes as vital to communicate with the City's population as a whole.





—— Interpretation Procedures Reporting Data Collection for Written Interactions, All Written Communication Must be Tagged as Evidence

A. —— Types of Access

Albuquerque is widely linguistically and culturally diverse. The Department offers services and information in several ways to all persons including those who LEP persons, including access those who have limited or no English Proficiency (LEP), and/or are Deaf or Hard of Hearing (D/HH) access Department services are primarily accessed via in-person or telephonic interactions, telephonically, or through the media in many different ways. The Department's point of contact with the public are primarily categorized as face to face (in person) and telephonic interactions, and through written electronic or hard copy materials.

1. —— The following list provides several Department services accessed by the public, but it is not an all-inclusive list: Department services in many different ways. The following list represents some primary ways LEP persons access Department services, but it is not an all-inclusive list:

a. —— Direct contact with the Department's Emergency Communications Center (ECC) bilingual personnel;

b. —— Telephone Reporting Unit (TRU) Direct contact with Department personnel in the field; and Help desks;

All Department substations;

All Department substations;

Family Advocacy Center (FAC); or

Evidence Unit;

Department outreach and/or engagement programs:

Crime Prevention;

Coffee with a Cop; or

Chaplain services;

Press conferences;

Social media; and

Department personnel in the field.

c. —— The Department has contact with LEP and D/HH persons in many different ways such as direct contact in face-to-face (in-person) and telephonic interactions, as well as direct contact through written materials in the form of emails, reports, statements, and evidence written in languages other than English among others. Direct contact with Department personnel through Department public counters and offices.

A. Access to Department Services and Information



1. The following list provides several points of contact in which the Department provides services and information to the public. This is not an all-inclusive list::

- a. Emergency Communications Center (ECC);
- b. Telephone Reporting Unit (TRU);
- c. APD Help Desks:
  - i. Substations;
  - ii. Family Advocacy Center (FAC); or
  - iii. Records; or
  - iv. Evidence Unit.
- d. All Department Outreach and Engagement Programs;
- e. Press conferences;
- f. Social media; and
- g. Department personnel in the field.

B. Department Resources

1. To ~~In order to~~ facilitate accurate, efficient, and timely communication with LEP and Deaf and Hard of Hearing (D/HH) persons the Department offers the following resources:

~~several resources to provide meaningful language access. Those resources are:~~

- a. Department ~~Certified Bilingual Personnel (CBP);~~
- b. Interpretation (oral or signed, or tactile communication); and
  - i. Remote; or
  - ii. In-person. ~~and/or~~
- c. Translation of documents (written communication). ~~for interpretation (oral or signed communication) and translation (written communication).~~

2. Department ~~Certified Bilingual Personnel (CBP)~~

- a. The Department has certified bilingual personnel for Spanish and Vietnamese for ~~d~~Direct ~~c~~Communication with the public. Department ~~CBP~~Certified Bilingual Personnel are qualified bilingual speakers certified through the City of Albuquerque's Human Resources Department testing process. Department ~~CBP~~Certified Bilingual Personnel receive bilingual pay according to their certified level of proficiency.
- b. The Department shall maintain a list of qualified Department personnel with bilingual certification based on the City of Albuquerque's Human Resources Department testing process. This list must be made available to the ~~Language Access Coordinator (LAC)~~ after each testing session ~~to be posted on the Department's Share Hub intranet site~~, posted on the Department's Share Hub intranet site, and provided to the Office of Immigrant Affairs (OIRA) Steering Committee or its successor.



3. Language Certification Levels (Spanish and Vietnamese)

- a. There are two (2) levels of proficiency in which Certified Bilingual Personnel can be certified in according to their demonstrated proficiency during the testing process:
- i. Level I- Demonstrated oral proficiency; and
  - ii. Level II- Demonstrated oral and written proficiency.

4. Language Certification Guidelines

- a. Certified Bilingual Personnel shall use their language proficiency skills according to their certification level (Level I or Level II, respectively).
- i. Level I – A Level I Department CBP Certified Bilingual Personnel has demonstrated oral proficiency. Therefore, a Level I CBP shall not engage or assess written information (text messages, emails, notes, etc).
  - ii. Level II – A Level II Department CBP Certified Bilingual Personnel has demonstrated both oral and written proficiency. Therefore, a Level II CBP may engage or assess oral and written information (text messages, emails, notes, etc.)
  - iii. Department CBP Certified Bilingual Personnel of any level of proficiency may find their bilingual skills insufficient on a case-by-case basis such as being unfamiliar with terminology (medical, legal, other), or speaking a different dialect. To ensure accuracy in such situations, Department CBP Certified Bilingual Personnel may use telephonic interpretation as a resource for assistance in ensuring accurate and efficient communication.

5. Non-certified Personnel

- a. Spoken Languages:
- i. All Department personnel without a Department bilingual certification in Spanish or Vietnamese must utilize a professional interpreter to communicate accurately with the public regardless of their language skills in a language other than English unless exigent circumstances require it.
- b. American Sign Language (ASL):
- i. New Mexico requires all signed language interpreters to be licensed by the state. Practicing without a license is a misdemeanor in the State of New Mexico.
  - ii. The City of Albuquerque and the Department does not test for proficiency for ASL American Sign Language or grants ASL American Sign Language certifications. Therefore, all Department personnel must use a certified ASL interpreter to ensure accurate communication with the public as needed.

6. Machine Translation and Artificial Intelligence (AI)

- a. Department All personnel are discouraged from utilizing unapproved methods



for translation and interpretation such as Google Translate or Chat GPT and similar applications, such as Google Translate or Chat GPT and similar applications, as they are not reliable. These applications shall may only be used in exigent circumstances.

C. Interpretation

Interpretation

All Department personnel has access to two (2) interpretation types. In-person and Remote. The type of interpretation needed may vary according to the circumstance such as

1. Interpretation service being provided, location where service is being provided, person's preference or communication needs, (disability, mental or behavioral health) etc.

D. In-Person Interpretation

2.

- a. Involves a qualified interpreter traveling to a location to facilitate communication via face-to-face interactions with the public. Available upon request.
- b. Most appropriate for more personable interactions, or when there are additional communication needs such as a suspected disability or impairment.

3. Remote Interpretation

- a. Involves a qualified interpreter providing interpretation for spoken languages or ASL remotely via a device such as a telephone, tablet, or computer.
- Sworn or Professional Staff:
- b. All Department personnel has have access to remote interpretation twenty-four (24) hours a day, seven (7) days per week, for spoken languages or ASL.
  - c. Remote interpretation may be accessed by dialing the Department's dedicated telephone number for interpretation in over two hundred forty (240) languages or by accessing the mobile app for spoken or video interpretation via a Department-issued device.

4. Identifying an Individuals Person's Primary Language

- a. When rendering services to a an individual person whose primary language is not English, Department all-personnel shall attempt to identify the individual person's primary language to increase efficient and accurate communication.
- b. A primary language may be identified in the following ways:
  - i. Using a virtual or hard copy of an "I-Speak" card or poster; and



- ii. The person may communicate their language preference.
- c. Department personnel shall not make assumptions about communicating with a D/HH person via writing. If the individual person cannot read or write or their primary language is not English, written communication in English will not be considered effective communication.
- 4. ~~Personnel shall ask in every case When dealing with an LEP or D/HH person, all Department personnel must make attempts to find out how the individual wishes to communicate and make a reasonable attempt to accommodate the request in which way they prefer to communicate and make a reasonable attempt to accommodate that request by utilizing Department resources stated in this Standard Operating Procedure (SOP).~~

d. Sworn Personnel

~~ASL and Tactile: In-person interpretation requests for the field for American Sign Language, and tactile interpretation shall be made via Emergency Communication Center (ECC).  
Spoken Languages: In person interpretation for spoken languages shall be made by submitting a request via the Department's Language Coordinator.  
At no point should Department personnel risk their safety to provide language services.~~

5. Professional Staff Members

- a. Spoken, ASL, and Tactile: In-person interpretation may be scheduled upon request ahead of time by submitting a request via the Department's Language Access Coordinator.
- ~~Spoken, ASL, and Tactile in-person interpretation may be scheduled upon request ahead of time by submitting a request via the Department's LAC.~~

6. Sworn Personnel

- a. ASL and Tactile: In-person interpretation requests for the field for American Sign Language, and tactile interpretation shall be made via the Emergency Communication Center (ECC).
- b. Spoken Languages: In-person interpretation for spoken languages shall be made by submitting a request via the Department's LAC.
- c. At no point should Department personnel risk their safety to provide language services.

7. Requesting Departmenting CBP Certified Bilingual Personnel

- a. After seeking professional language interpreter assistance through the ECC's telephonic language interpretation service, a responding officer may request a Department Certified Bilingual Officer join them at their location for language assistance.



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- b. To request a Department Certified Bilingual Officer, the responding officer may contact an ECC dispatcher and request a Department Certified Bilingual Officer.
- c. The ECC dispatcher shall check to see if the Department Certified Bilingual Officer who speaks the LEP person's primary language is available to respond to assist with language assistance.
- d. The Department Certified Bilingual Officer who responds to assist with language assistance shall have the discretion to, only to ~~only~~ facilitate communication or to facilitate communication and take the primary Uniform Incident Report.
- e. If a Department Certified Bilingual Officer facilitates communication only, another officer shall be the primary responding officer and shall be responsible for writing the Uniform Incident Report.
- f. The Uniform Incident Report shall include the language/communication barrier, the method ~~utilized~~ used to interpret or translate, and the language needed for interpretation. This will assist the Department with consequent follow-up by corresponding units who need to get in touch with victims or witnesses.
  - ~~the need for interpretation in consequent follow-ups with victims or witnesses with corresponding units.~~
  - ~~Remote interpretation~~
  - ~~Involves a qualified interpreter providing interpretation for spoken languages or ASL remotely via a device such as a telephone, tablet, or computer.~~
  - ~~Sworn or Professional Staff:~~
  - ~~All personnel has access to remote interpretation twenty four (24) hours a day, seven (7) days per week, for spoken languages or ASL.~~
  - ~~Remote interpretation may be accessed by dialing the Department's dedicated telephone number for interpretation in over two hundred forty (240) languages or by accessing the mobile app for spoken or video interpretation via a Department issued device.~~
  - ~~s are most helpful for in person appropriate during face to face (in person) and telephonic interactions.~~
  - ~~Upon encountering a person with LEP, Best Practice: Department personnel must utilize interpretation services to provide accurate and timely information (when there is no CBP immediately available).~~
  - ~~There are two (2) types of interpretation services available to all Department personnel. Certified Bilingual Assistance~~
  - ~~In-person interpretation (an interpreter will show up on-site to facilitate communication) The best practice for providing language service assistance to LEP and D/HH persons is through immediate, direct service by Department Certified Bilingual personnel.~~
  - ~~Remote interpretation (via telephone or video). In the absence of immediately available Certified Bilingual personnel, Department personnel must utilize professional interpretation to facilitate communication unless exigent circumstances demand it. Department Bilingual Certification is discussed in more detail as outlined in SOP.~~
  - ~~At no point should Department personnel risk their safety to provide language services.~~
  - ~~The Department offers two (2) types of interpretation services to all Department personnel. Interpretation services can be rendered in-person or remotely. Personnel~~



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- ~~should use one type or a combination depending on what is most appropriate for their duties.~~
- ~~— In-person interpretation~~
- ~~— The Department has several third-party vendors to provide in-person interpretation for spoken languages and American Sign Language (ASL) as needed.~~
- ~~— In-person interpretation may be scheduled upon request for in-person interactions with the public as well as events or press conferences.~~
- ~~— Procedures vary for professional staff and sworn personnel. In-person interpretation is most appropriate during face-to-face interactions with the public. For in-person interpretation, upon request, a qualified professional interpreter will be on-site to facilitate communication between Department personnel and the public.~~
- ~~— American Sign Language (ASL) and Tactile Interpretation:~~
- ~~— ASL is a language predominantly used in the United States (US) by people who are D/HH.~~
- ~~— Tactile Interpretation is a method of communication primarily used to communicate with individuals who are Deafblind.~~
- ~~— Accommodations must be made to provide interpretation to all people who are Deaf, hard of hearing or Deafblind to access all Department services.~~
- ~~— To schedule or request ASL or ta~~
- ~~— ctile interpreter, Department personnel with the exception of Field Service Officers must contact the Department's Language Access Coordinator and submit their request for an in-person interpreter via email or phone.~~
- ~~— Officers in the field (refer to sworn personnel section XXXX)~~
- ~~— Spoken Languages~~
- ~~— For interpretation of spoken languages other than English the Department offers access remote telephonic and video services twenty-four hours, seven days a week (24/7). However, if Department personnel or the public require an in-person interpreter, Department personnel must contact the Department's Language Access Coordinator via email or phone to submit their request.~~
- ~~— Department Certified Bilingual sworn personnel in Spanish and Vietnamese.~~
- ~~—~~
- ~~— Remote Interpretation~~
- ~~— Remote interpretation can be accessed by all Department personnel twenty-four hours, seven days a week (24/7).~~
- ~~— Dial-up~~
- ~~— The Department has established a dedicated hotline for Department personnel to provide remote interpretation in over two-hundred (200) languages over the phone.~~
- ~~— This line is readily available to all Department personnel via telephone twenty-four hours, seven days a week (24/7).~~
- ~~— To access the Department's dedicated line for telephonic interpretation Department personnel can access this information on the ShareHub. may dial 1-844-577-5075 the number below at any time. 1-844-577-5075.~~
- ~~— Mobile App~~
- ~~— Department personnel who have been issued Department devices such as mobile phones and tablets may download a mobile app to access professional interpreter services in over two-hundred (200) languages twenty-four hours, seven days a week (24/7).~~
- ~~— Instructions on how to download and use the app are posted on the Share Hub.~~
- ~~— Spoken Languages~~



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~~For interpretation of spoken languages other than English the Department offers access remote telephonic and video services twenty-four, seven days a week (24/7). However, if Department personnel must contact the Department's Language Access Coordinator via email or phone to submit their request.~~

~~i. Department CBP sworn personnel in Spanish and Vietnamese.~~

~~All~~

~~Identifying a Person's Primary Language~~

~~When rendering services to a person whose primary language is not English, all personnel shall make an attempt to identify the person's primary language to increase efficient and accurate communication.~~

~~1. A primary language may be identified in the following ways:~~

~~Using a virtual or hard copy of an "I Speak" card or poster; and.~~

~~a. The person may communicate their language preference.~~

~~Department Personnel shall not make assumptions to communicate with a D/HH Deaf or hard of hearing person via writing. If the person cannot't read or write or their primary language is not English, written communication in English will not be considered effective communication.~~

~~E.~~

~~F. Personnel shall ask in every case when dealing with an LEP or D/HH person in which way they prefer to communicate and make a reasonable attempt to accommodate that request by utilizing Department resources stated in this SOP.~~

~~G.~~

~~i. For instance: "I used Language Line for interpretation in Swahili to assist in speaking with the victim."~~

D. Emergency Communications Center (ECC) Personnel

~~Emergency Communications Center (ECC) Personnel must ECC personnel as outlined in SOP (refer to SOP for sanction classifications and additional duties).~~

~~H. Sworn Personnel Sworn~~

~~Upon encountering a person who is D/HH, sworn personnel must make an attempt to identify the person's primary language is ASL.~~





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ASL is a language predominantly used in the United States (US) by people who are D/HH.  
Tactile Interpretation is a method of communication primarily used to communicate with individuals who are Deadblind/Deafblind.  
Accommodations must be made to provide interpretation to all people who are D/HH or Deafblind to access all Department services.  
To schedule or request ASL or tactile interpreter, Department personnel with the exception of Field Services Bureau (FSB) officer must contact the Department's Language Access Coordinator and submit their request for an in-person interpreter via email or phone.  
FSB officers (refer to sworn personnel section XXXX).  
Spoken Languages  
For interpretation of spoken languages other than English the Department offers access remote telephonic and video services twenty fours, seven days a week (24/7). However, if Department personnel must contact the Department's Language Access Coordinator via email or phone to submit their request.  
Department CBP sworn personnel in Spanish and Vietnamese.

- 6** Best Practice: Department Certified Bilingual Assistance  
 The best practice for providing language service assistance to LEP and D/HH persons is through immediate, direct service by Department CBP personnel.  
 In the absence of immediately available Certified Bilingual personnel, Department personnel must utilize professional interpretation to facilitate communication unless exigent circumstances demand it. Department Bilingual Certification is discussed in more detail as outlined in SOP.  
 At no point should Department personnel risk their safety to provide language services.
- i. ——— Live Language Access Assistance
  - 1. ——— The Department provides two (2) sources of live language access interpretation assistance that enable Department personnel to provide service to LEP persons:
    - a. ——— Professional interpreter services, including the telephone application for Field Service Bureau (FSB) sworn personnel; and
      - i. ——— The Department has professional interpreter services available to LEP persons through telephonic assistance hotlines.
      - ii. ——— The Department provides all Department personnel with the contact information for the telephonic services, as well as step by step instructions and training on its use.
    - b. ——— Department QBI personnel.

- 6** j. ——— Best Practice: Department QBI Assistance
- 1. ——— The best practice for providing quality interpretation assistance to LEP persons is through immediate, direct service by Department QBI personnel, regardless of that person's language abilities, so long as Department personnel use Department QBI provided assistance to communicate with the LEP person.
    - a. ——— ECC Personnel
      - i. ——— When ECC personnel receive a call and determine that the caller is an LEP person, ECC personnel shall try to determine the caller's primary language.
      - ii. ——— If the caller's primary language is one for which the ECC has bilingual Department QBI personnel on duty and available, ECC personnel shall immediately transfer the caller to the Department QBI ECC personnel.
      - iii. ——— If there is Department QBI ECC personnel available who speak the caller's primary language, the ECC personnel shall immediately conference the call with the telephonic interpretation assistance service.
        - 1. ——— While conferencing the call among ECC personnel, the LEP caller, and the telephonic interpretation assistance service, ECC personnel may try to get some information about the location and nature of the call.
- N/A** ——— If the LEP caller's primary language is unknown, the telephonic interpretation service operator will attempt to determine the caller's primary language and connect to the appropriate language interpreter.
- N/A**



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- iv. — If the connection with the telephonic interpretation assistance service is delayed or the interpretation is not progressing quickly enough, ECC personnel shall create a welfare check.
- v. — If the LEP caller disconnects, ECC personnel shall call back with the telephonic interpretation assistance service conferenced in as soon as possible.
- vi. — Once a three way call is established between ECC personnel, the LEP caller, and the telephonic language interpreter, ECC personnel shall follow the checklist for all emergency and non-emergency calls.
- vii. — ECC personnel shall dispatch all calls for service based on the priority system.
- viii. — ECC personnel shall document that a caller is an LEP person as well as their primary language in the Computer-Aided Dispatch (CAD) system so that this information shall be provided to responding Department personnel.
- b. — All Other Department Personnel Telephonic language Interpretation assistance
  - i. — First, determine whether there is a Department QBI already onsite and/or immediately available.
  - ii. — If a Department QBI is not already onsite or immediately available, all Department personnel are to use one (1) of the options listed in the instructions found on the Department's SharePoint intranet to access the telephonic interpretation assistance service when they encounter LEP persons.

6 D. Department Certified Bilingual/QBI Sworn Personnel

1. The Department Certified Bilingual Personnel are persons who have received certification through the City of Albuquerque's Human Resources Department testing process and have demonstrated the required level of proficiency in the language they were certified in. has sworn personnel qualified in various languages, including Spanish. These sworn personnel are qualified as bilingual interpreters through the City of Albuquerque's Human Resources Department testing process. Sworn personnel may be qualified for oral interpretation (Level I) or oral interpretation and written translation (Level II).

2. Testing proficiency allows for accuracy and liability. he Department shall maintain a list of qualified Department personnel who can act as language interpreters based on the City of Albuquerque's Human Resources Department testing process. This list shall be posted on the Department's SharePoint intranet site and provided to the Office of Immigrant Affairs (OIRA) Steering Committee or its successor and the City of Albuquerque Domestic Violence Task Force or its successor quarterly.

Sworn Personnel

Bilingual Proficiency Testing Process

The bilingual pay proficiency test is conducted annually. The Department currently offers bilingual certifications in two (2) languages, Spanish and Vietnamese.

The Departments bilingual test is made up of two (2) components. Correspondingly, sworn personnel is certified as Level I or Level II according to the demonstrated fluency.

Level I - Demonstrated oral proficiency;

Level II - Demonstrated oral and written proficiency.

All Sworn personnel without Department bilingual certification must utilize a professional interpreter regardless of their language fluency, unless exigent circumstance require it.

If due to exigent circumstances an officer is forced to use their language skills without a certification, this must be documented on the Uniform Incident Report.

As soon as the exigent circumstance is over, an uncertified bilingual officer must contact a professional interpreter.

Professional Staff

i. — Due to the lack/shortage of Bilingual certification, except for ECC and Telephone Reporting Unit (TRU) professional staff may render services in a language other than English at their supervisor's discretion. However, to handle legally binding documents and in situations where Department personnel identifies their fluency is insufficient to provide accurate services in another language they must utilize telephonic interpretation. — Level II - Demonstrated oral and written proficiency. Requesting a Department QBI Officer



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- a. After seeking professional language interpreter assistance through the telephonic language interpretation assistance service, a responding officer may request a Department QBI Officer join them at their location for language interpretation assistance.
- b. To request a Department QBI Officer, the responding officer may contact an ECC Dispatcher and request a Department QBI Officer.
- c. The ECC Dispatcher shall check to see if a Department QBI Officer who speaks the LEP person's primary language is available to respond to assist with language interpretation.
- d. The Department QBI Officer who responds to assist with language interpretation shall have the discretion to only interpret or to interpret and take the primary Uniform Incident Report.
- e. If a Department QBI Officer interprets only, another officer shall be the primary responding officer and shall be responsible for writing the Uniform Incident Report.

The Department shall maintain a list of qualified Department personnel with bilingual certification based on the City of Albuquerque's Human Resources Department testing process. This list shall be posted on the Department's Share Hub intranet site and provided to the Office of Immigrant Affairs (OIRA) Steering Committee or its successor quarterly.

3. Additional information regarding the City of Albuquerque's Qualified Bilingual Interpreter program is located on the City of Albuquerque's Human Resources Department website and for sworn personnel on the union contract?

1. Interactions with Limited English Proficient (LEP) Persons Requesting Department Certified Bilingual Personnel

- a. Upon identifying, or suspecting that the caller or persons involved in the call for service have limited, or no English proficiency, the ECC dispatcher shall document a language barrier on the computer-aided dispatch (CAD).
- b. If the language needed, is Spanish or Vietnamese, the ECC dispatch shall send a message to all dispatchers to see if a Department Certified Bilingual Officer is immediately available to respond and provide language assistance in the language they are certified in.
- c. For any other languages, sworn personnel shall use Department approved telephonic interpretation for liability purposes except in exigent circumstances.

2. After Interactions with individuals who are D/HH deaf or, Deafblind, or Hard of Hearing

N/A

- a. The ECC Dispatcher(s) shall adhere to training procedures for taking calls from persons who are D/HH deaf, H/HH, and/or speech impaired consistent with SOP Emergency Communications Center (refer to SOP Emergency Communications Center for classifications and additional duties). Refer to SOP 2-100, pg. 19
- b. The ECC Dispatcher(s) shall will be responsible for sending a message to all talk group area commands and CAD skilled search.
- c. The ECC Dispatcher(s) shall will document the call with comments, requests, and add remarks to the call pertaining to interpretation and communication needs. seeking professional language interpreter assistance through the telephonic language interpretation assistance service, a responding officer may request a Department Certified Bilingual Officer join them at their location for language assistance.



~~To request a Per an officer's sworn duty to assist the public and this Standard Operating Policy (SOP), all other sworn personnel are required to assist with language interpretation if bilingual sworn personnel is/are capable and needed. Department Certified Bilingual Officer, the responding officer may contact an ECC Dispatcher and request a Department Certified Bilingual Officer.~~

~~The ECC Dispatcher shall check to see if the Department Certified Bilingual Officer who speaks the LEP person's primary language is available to respond to assist with language assistance.~~

~~The Department Certified Bilingual Officer who responds to assist with language assistance shall have the discretion to only facilitate communication or to facilitate communication and take the primary Uniform Incident Report.~~

~~If a Department Certified Bilingual Officer facilitates communication only, another officer shall be the primary responding officer and shall be responsible for writing the Uniform Incident Report.~~

4. ■

**5** 2-65-5 Exigent Situations, Reasonable Decisions Based on the Totality of the Circumstances, and the Most Reliable Temporary Language Interpreter

A. Exigent situations occasionally may require deviation(s) from this SOP. This includes using the telephonic language interpretation assistance service in an Exigent Situation or when Department personnel must quickly secure a scene which may create or worsen safety risks to the public and Department personnel.

**6** 1. Department personnel shall evaluate the totality of the circumstances to make a reasonable decision about whether there is an Exigent Situation including, but not limited to:

- a. An urgent need to obtain descriptive information on a dangerous, fleeing individual;
- b. The location of an injured person;
- c. The need to know whether an individual has a weapon;
- d. A hostage situation; or
- e. Whether an individual poses an imminent risk to life or serious bodily injury.

**6** 2. Once Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is an Exigent Situation, Department personnel shall seek language interpretation assistance from the most reliable temporary language interpreter present.

**N/A** a. A reasonable decision that there is an Emergency Situation requiring assistance from the most reliable temporary language interpreter available, shall require mandatory recording by Department personnel through their on-body recording device (OBRD), consistent with SOP Use of On-Body Recording Devices. (refer to SOP On-Body Recording Devices for sanction classifications and additional duties).



- b. The most reliable temporary language interpreter available may initially include family members or other persons at the scene.
- c. Department personnel shall ~~could~~ always treat children as the last option to act as the most reliable temporary language interpreter.

6

- 3. If Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is not an eExigent sSituation or that the eExigent sSituation has passed, all-Department personnel shall quickly revert to the procedures in this SOP and document them in the Uniform Incident Report.

6

2-65-6 **5** — **Restrictions on the Use of Children, Family, and Bystanders, or Non-Certified Department Personnel for Language Interpretation or Translation**

A. General Procedure

- 1. Department personnel shall not use a victim's family member, friend, bystander, or children to provide interpretation or translation assistance for LEP, D/HH persons, due to potential issues regarding competency, confidentiality, or conflict of interest, unless exigent circumstances are determined. Interpreters are professionals who have been trained on conveying information from one language into another effectively, accurately, and impartially while keeping the same meaning.
  - a. Consistent with this SOP, if an LEP or D/HH victim demands that a person of their choice act as their interpreter, Department personnel shall refuse the request and use Department provided interpretation for liability purposes.
- 2. Department personnel shall use a qualified language interpreter who can interpret effectively, accurately, and impartially. This SOP does not restrict Direct English Communication between Department personnel and people present at a scene or encountered in the community. Even in an emergency situation involving LEP and D/HH persons, Department personnel may seek information from any English-speaking child, family member, or bystander, so long as Department personnel are not seeking full interpretation or translation assistance from the English-speaking person.
  - a. Except in exigent circumstances, if the English-speaking person begins interpreting or translating for an LEP person(s), Department personnel shall instruct the English-speaking person to stop.
  - b. Department personnel shall explain to the English-speaking person that Department personnel must use qualified language interpretation for accuracy, impartiality, and liability purposes. The assistance service will be provided at no cost to the public.
  - c. If the person still refuses, they must state so clearly, and sworn personnel shall document the refusal in their Uniform Incident Report.



d. Personnel shall document the interpretation method used and the language needed for interpretation to allow other Department personnel to follow-up with the victim as needed in their primary language.

B. Voluntary, Affirmative, and Knowing Interpreter Choice of LEP Person

1. Department personnel may encounter non-emergency situations where an LEP or D/HH person demands to use a language interpreter of their own choice and at their own cost, including professional interpreters, children, family, and friends.

2. If a person demands a language interpreter of their choice, Department personnel may make a reasonable choice based on the totality of the circumstances to request Department provided language interpretation assistance. In such situations, two (2) language interpreters shall be involved, and the Department provided language interpreter shall monitor the accuracy of the interpretation and relay any inaccuracies. Situations requiring two (2) language interpreters may include, but are not limited to:

- a. When an LEP person has demanded that a child act as the language interpreter;
- b. When an LEP victim has demanded that the individual act as the language interpreter; and
- c. When an LEP individual suspected of committing a crime has demanded that the victim act as the language interpreter.

3. If an LEP person has demanded or provided a language interpreter of their choosing, Department personnel shall document details of the situation in the Uniform Incident Report report, including why Department personnel did chose or did not choose to request additional language interpretation assistance from Department sources.

~~It is against the Department policy and U.S. Department of Justice (DOJ).~~

7

~~1. 3. The DOJ advises against using children, family, bystanders, or non-certified Department personnel for language interpretation.~~

~~a. Department personnel shall not use an LEP victim's family member, friend, bystander, or children to provide interpretation or translation assistance for LEP, D/HH persons, due to potential issues regarding competency, confidentiality, or conflict of interest.~~

~~b. Department personnel shall not use any of these other persons to provide interpretation or translation assistance for LEP victims.~~

~~i. Consistent with this SOP, if an LEP victim demands that person act as their interpreter, or if an LEP person demands that a victim act as their interpreter, Department personnel shall refuse the request and use Department provided interpretation. If refusal happens personnel shall provide a form to be signed.~~



N/A

2. This SOP does not restrict Direct English Communication between Department personnel and people present at a scene or encountered in the community. Even in an Emergency Situation involving LEP and D/HH persons, Department personnel may seek information from any English-speaking child, family member, or bystander—so long as Department personnel are not seeking full interpretation or translation assistance from the English-speaking person.

6

a. Except in an Emergency Situation, if the English-speaking person begins interpreting or translating for an LEP person(s), Department personnel shall instruct the English-speaking person to stop.

Department personnel shall explain to the English-speaking person that Department personnel must use the free, qualified Department provided language interpretation assistance services at no cost to the public for accuracy and impartiality.

b. If the person still refuses, they must sign the form.

~~B. Emergency Situations, Reasonable Decisions Based on the Totality of the Circumstances, and the Most Reliable Temporary Language Interpreter~~

~~1. Emergency situations occasionally may require deviation(s) from this SOP. Using the telephonic language interpretation assistance service in an Emergency Situation or when Department personnel must quickly secure a scene may create or worsen safety risks to the public and Department personnel.~~

6

~~a. Department personnel shall evaluate the totality of the circumstances to make a reasonable decision about whether there is an Emergency Situation including, but not limited to:~~

~~a. An urgent need to obtain descriptive information on a dangerous, fleeing individual;~~

~~b. The location of an injured person;~~

~~c. The need to know whether an individual has a weapon;~~

~~d. A hostage situation; or~~

~~e. Whether an individual poses an imminent risk to life or serious bodily injury.~~

6

~~2. Once Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is an Emergency Situation, Department personnel shall seek language interpretation assistance from the most reliable temporary language interpreter present.~~

N/A

~~A reasonable decision that there is an Emergency Situation requiring assistance from the most reliable temporary language interpreter available shall require mandatory recording by Department personnel through their on-body recording device (OBRD), consistent with SOP Use of On-Body Recording Devices (refer to SOP On-Body Recording Devices for sanction classifications and additional duties).~~

~~b. The most reliable temporary language interpreter available may initially include family members or other persons at the scene.~~

~~c. Department personnel should always treat children as the last option to act as the most reliable temporary language interpreter.~~



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3. ~~If Department personnel have evaluated the totality of the circumstances and made a reasonable decision that there is not an Emergency Situation or that any Emergency Situation has passed, all Department personnel shall quickly revert to the procedures in this SOP.~~
4. ~~If Department personnel rely upon children, family members, or other persons at the scene for any language interpretation or translation, Department personnel shall document in the Uniform Incident Report why it was reasonable to use each person to interpret or translate.~~

6

Documentation, Department personnel must document the interaction with the public and the language.

~~C. Voluntary, Affirmative, and Knowing Interpreter Choice of LEP Person~~

N/A

1. ~~Department personnel may encounter non-emergency situations where an LEP person demands to use a language interpreter of their own choice and at their own cost, including professional interpreters, children, family, and friends.~~

N/A

- a. ~~Such demand shall require mandatory recording by Department personnel through their OBRD, consistent with SOP Use of On-Body Recording Devices (refer to SOP Use of On-Body Recording Devices for sanction classifications and additional duties).~~
2. ~~Department personnel may comply with such a demand for child, family, friend, or other non-professional language interpretation only after:~~
  - a. ~~Department personnel have clearly and affirmatively offered free, Department-provided interpretation services to the LEP person via the telephonic language interpretation service or a Department QBI officer;~~
  - b. ~~Department personnel have clearly and affirmatively explained the risks of using a child, family member, friend, or other non-professional interpreters to the LEP person; and~~
  - c. ~~The LEP person still voluntarily and affirmatively chooses to use the language interpreter of their choice, even with the knowledge that their choice of a child, family member, friend, or other non-professional interpreters may impact the contact of the interpretation and any subsequent legal proceedings.~~

6

3. ~~Even if an LEP person demands a language interpreter of their choice, Department personnel may make a reasonable choice based on the totality of the circumstances to request Department-provided language interpretation assistance. In such situations, two (2) language interpreters shall be involved, and the Department-provided language interpreter shall monitor the accuracy of the interpretation and relay any inaccuracies. Situations requiring two (2) language interpreters may include, but are not limited to:~~





- a. ~~When an LEP person has demanded that a child act as the language interpreter;~~
- b. ~~When an LEP victim has demanded that the individual act as the language interpreter; and~~
- c. ~~When an LEP individual suspected of committing a crime has demanded that the victim act as the language interpreter.~~

- 7 4. ~~If an LEP person has demanded or provided a language interpreter of their choosing, Department personnel shall document details of the situation in the report, including why Department personnel chose or did not choose to request additional language interpretation assistance from Department sources.~~

**2-65-67** Reporting Data Collection for Written Interactions, All Written Communication Must be Tagged as Evidence **ten**

A. Written Communication Must be Tagged as Evidence

- N/A 1. Sworn personnel shall tag into evidence all written correspondence with the individual who was interrogated or the victim who was interviewed as outlined in SOP Contact with Individuals with Hearing, Speech, and/or Vision Impairments or Disabilities (refer to SOP Contact with Individuals with Hearing, Speech, and/or Vision Impairments or Disabilities).

- N/A 2. Sworn personnel may send a copy of all written correspondence to the Records Division to be included with their Uniform Incident Report consistent with SOP Reports (refer to SOP Reports for sanction classifications and additional duties).

7 ~~2-6556-8~~ **Translation Procedures**

A. Types of Language Access

- 1. LEP persons obtain information and access Department services through different types of translated written communication. The following list represents some primary ways LEP persons access translated written Department communication but is not all-inclusive:
    - a. Electronic; and
      - i. Public website;
      - ii. Online reports; or
      - iii. Social media content.
    - b. Hard Copy.
      - i. Vital Documents;
      - ii. Non-vital public information materials;
      - iii. Signage; and
      - iv. Department records such as reports.
- ~~— Vital Documents; Public website;~~  
~~— Online reports; or~~



~~— Social media content.~~

~~a.;~~

~~— Hard Copy~~

~~b. Public website;~~

~~— Vital Documents;~~

~~c. Non-vital public information materials; and~~

~~\_\_\_\_\_~~

~~d. Signage.~~

B. Identification, Prioritization, and Translation of the Department's Vital Documents

1. The LAC shall classify all standard information provided to community members as vital or non-vital and determining translation prioritization and process.

N/A

2. The LAC shall have Vital Documents translated and ensure the translated documents are forwarded to the Policy and Procedure Unit SOP Liaison, consistent with SOP Forms Control (refer to SOP Forms Control for sanction classifications and additional duties) ~~(refer to SOP Forms Control for sanction classification and additional duties).~~

3. The Policy and Procedure Unit SOP Liaison shall ensure the Vital Document is approved by the Policy and Procedures Review Board (PPRB) and shall publish the document in the Department's document management system.

a. As needed, the LAC shall assess demographic data, review telephonic language interpretation assistance services utilization data, consult with the OIRA Steering Committee or its successor, consult with the City of Albuquerque Domestic Violence Task Force or its successor, and use the U.S. Department of Justice (DOJ) Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting LEP Persons to form these decisions.

4. The Department's LAC shall determine the Department's Safe Harbor languages according to demographic data, internal data collection on Department interactions with the public, and community feedback.

4.5. The Department's LAC shall ensure vital documents are translated and available in the Safe Harbor languages.

5.6. If Department personnel identify the need for a specific standard document to be translated, Department personnel shall send a memorandum through their chain of command along with the source electronic file of such document to the LAC.

C. The Department's Public Website



1. The Department maintains a website for the public at <http://www.cabq.gov/police> where approved vital documents and information in the Safe Harbor languages ~~shall~~ may be provided. The Department will include information about access to translated vital documents in the Safe Harbor languages on the primary homepage. Each Safe Harbor language will link to translated Vital Documents and information in that language.
2. Internally, the Department will post translated materials on the Department's Share ~~Hub~~Point intranet, divided by Safe Harbor or other languages.
3. To facilitate access to its programs and improve administrative effectiveness, the Department may place selected non-vital public information materials on its website in the Safe Harbor languages.

**7** D. Public Signage

1. Written procedures for accessing the telephonic language interpretation assistance service shall be posted on the Department's Share ~~Hub~~Point intranet and at every point of public contact (such as Area Commands, the Law Enforcement Center, and Substations). The Department shall distribute these written procedures to all Department personnel via the Department's document management system.
2. Large "I-Speak" posters shall be posted in ~~all~~ the public lobbies of all Area Commands, Substations, and at the Law Enforcement Center to notify the public of free language assistance. The posters must be legible and in good condition.

**7** E. Translation of Other Documents

1. If Department personnel need a letter, note, or other document translated for a particular case, they shall prepare a memorandum, which must be approved by a supervisor.
  - a. If approved, Department personnel shall send the electronic source document to be translated to the LAC.

**6** 2-65-97 **Criminal Interrogations and Witness Interviews**

A. *Miranda* Warnings and Vital Documents

1. *Miranda* warnings and other Vital Documents directly related to criminal prosecution or criminal defense shall be available in the Safe Harbor languages.
- 5** 2. If an LEP individual cannot read in their primary language or if the *Miranda* warning or other Vital Document is not available in the individual's primary language, then Department personnel must read the vital document to the LEP individual, with



assistance from a Department QBI officer or the telephonic language interpretation assistance service.

2.3. People or individuals with additional communication needs such as people with disabilities in addition to a communication barrier such as a Deaf person who only reads Spanish, a Hard of hearing person with a cognitive disability, or children, may need additional language access support such as an in-person interpreter. All in-person requests may be scheduled by submitting a request to APD's Language Access Coordinator, the Department's LAC.

## B. Interrogation and Interviews

1. Interrogation of individuals and witness interviews involve constitutional rights, evidence, and victims' rights that may be raised and challenged in court. It is crucial that all language interpretation and translation between Department personnel and an LEP individual or witness maintain the same meaning.
2. If an LEP, D/HH or Deafblind individual is the target of interrogation or interview, Department personnel shall:
  - a. First, seek language interpretation assistance from a Level II Department Certified Bilingual-QBI Officer or telephonic interpretation qualified officer; and
  - b. If the individual is the target of an interrogation or interview is D/HH or Deafblind, Department personnel shall use a qualified ASL or tactile interpreter from a Department vendor a Level II Department QBI officer is not immediately available, seek language assistance from a Level I Department QBI officer; and
  - c. If no Department QBI officer is immediately available, seek language interpretation assistance from the telephonic interpretation assistance service hotline.

5

7 2-65-108

## Training Academy

### A. Curriculum

1. The Department shall develop and provide training to all sworn personnel, and Police Service Aide's (PSA), and Transit Safety Section (TSS) officers -with information about the language assistance resources and how services the Department uses or plans to effectively use them.
2. ~~The training academy curriculum shall work with the community and LAC Language Access Coordinator to identify issues and educate on appropriate address LEP issues and procedures for interactions with to use when Department personnel encounter an LEP and D/HH persons.~~
- 2.
3. ~~The Department shall provide Department personnel with written information about the language assistance services that the Department uses or plans to use.~~



B. Annual Training

2-1. The Department shall annually train all Department personnel on this SOP policy through a training bulletin via the Department's document management system or a similar method. This training aid shall address all parts of this SOP fully.

3-2. The Department shall annually make all Department personnel aware of the content of this SOP, SOP Language Access Policy, and other SOPs related to language access.

**7** 2-65-119 ——— **Complaint Procedure**

A. Department

1. General

**N/A**

- a. Except to the extent that language assistance is necessary, complaints made by LEP or D/HH persons shall be treated no differently from any other complaint as outlined in under SOP Complaints Involving Department Personnel (refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties) ~~(refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties)~~.
- b. Complaints forms shall be translated and available in all Safe Harbor Languages.

**6**

2. Verbal Complaints

- a. If an LEP or D/HH person wants or needs to file a verbal complaint, including anonymously on their behalf or on behalf of another person, Department personnel shall provide language interpretation assistance through the telephonic language interpretation service or bilingual Department personnel.

**6**

3. Written Complaints

- a. If an LEP or D/HH person wants or needs to file a written complaint, including anonymously on their behalf or on behalf of another person, on a complaint form, or through another writing, Department personnel shall provide language interpretation assistance through the telephonic interpretation service or a Level II bilingual officer.
- b. If the Department receives correspondence in a language other than English, Department personnel shall be responsible for routing that correspondence and shall forward it to the LAC for translation into English.

4. Internal Affairs

- a. If a complaint falls under the jurisdiction of the Internal Affairs Professional Standards (IAPS) Division, the IAPS Division supervisor shall transmit a written



notification to the complainant translated into the LEP complainant's primary language within ten (10) days.

- b. No more than fourteen (14) days after the conclusion of the investigation and any disciplinary proceedings, the IAPS Division supervisor shall transmit a case closing letter translated into the LEP complainant's primary language setting forth the following:
  - i. Investigation results; and
  - ii. Discipline (if any).

B. Civilian Police Oversight Agency (CPOA)

N/A

1. The CPOA is an independent City agency.

N/A

2. The CPOA, among other things, conducts investigations of complaints related to Department personnel.

3. The Department shall seek to enter into a Memorandum of Understanding (MOU) with the CPOA to follow Department language access procedures.

N/A

4. Until an MOU is agreed upon, if the CPOA accepts a complaint, the CPOA will transmit a written notification of CPOA jurisdiction translated into the LEP person's primary language within ten (10) days of CPOA taking jurisdiction.

N/A

- a. No more than fourteen (14) days after the conclusion of the investigation and any disciplinary proceedings, the CPOA will transmit a case-closing letter translated into the LEP complainant's primary language setting forth the following:
  - i. Investigation results; and
  - ii. Discipline (if any).



**2-59 EXTREME RISK FIREARM PROTECTION ORDER**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

2-80 Arrests, Arrest Warrants, and Booking Procedures (Formerly 2-14)

B. Form(s)

PD 3029 Extreme Risk Firearm Protection Order Relinquishment Receipt  
PD 3123 Exhibit A: Affidavit in Support of a Petition for an Extreme Risk Firearm Protection Order  
PD 3124 Petition for Extreme Risk Firearm Protection Order  
PD 3125 City Notary Publics  
Return of Service

C. Other Resource(s)

NMSA 1978, §§ 40-17-1 to 40-17-13 Extreme Risk Firearm Protection Order Act  
Rule 1-004(F) NMRA Process; Personal Service Upon Individual

D. Rescinded Special Order(s)

None

**2-59-1 Purpose**

The purpose of this policy is to set forth the procedures to comply with the Extreme Risk Firearm Protection Order (ERFPO) Act.

**2-59-2 Policy**

It is the policy of the Albuquerque Police Department (Department) to seek an ERFPO at the request of reporting parties and to otherwise comply with the ERFPO Act.

**N/A 2-59-3 Definitions**

A. Extreme Risk Firearm Protection Order (ERFPO)

Either a temporary or a one (1) year order, granted pursuant to the ERFPO Act that prohibits the respondent from possessing a firearm, or purchasing, receiving, or attempting to purchase a firearm while the order is in effect. Violations of the protection order are charged as misdemeanors. The order must be filed in the district court of the county where the respondent resides, but shall be enforced statewide. The order can either demand that the respondent immediately surrender all firearms when served or within forty-eight (48) hours of service.



B. Firearm

Any weapon that is designed to expel a projectile by an explosion or the frame or receiver of any such weapon.

C. Petitioner

The Department officer who files an ERFPO petition. Normally, this will be a detective who is contacted by a Field Services Bureau (FSB) officer when a reporting party requests a petition, but could be any sworn personnel.

D. Reporting Party

A person who requests that a law enforcement officer file a petition for an extreme risk firearm protection order. The reporting party could include a spouse, former spouse, parent, present or former stepparent, present or former parent-in-law, grandparent, grandparent-in-law, co-parent of a child, child, person with whom a respondent has or had a continuing personal relationship, employer or public or private school administrator. A law enforcement officer may also function as a reporting party in situations where no other reporting party is available.

E. Respondent

The person identified in or subject to an ERFPO petition or an ERFPO.

**2-59-4 Rules and Responsibilities**

A. A court-approved ERFPO allows law enforcement to seize and store the firearms of a respondent for up to one (1) year.

6 B. By statute, only a law enforcement officer, including an assistant district attorney, is permitted to file an ERFPO petition. An officer shall file a petition if they receive credible information from a reporting party, or in the case of a detective from information obtained from their own investigation that gives them probable cause to believe that the respondent poses a significant danger of imminent injury to self or others by having custody or control of, or by purchasing, possessing or receiving, a firearm.

**2-59-5 FSB Sworn Personnel Responsibilities**

A. An FSB officer will often be the first law enforcement officer to encounter a reporting party seeking an ERFPO.

6 B. The officer shall:





1. Advise the reporting party they will need to complete a sworn affidavit that will need to be notarized. Also, the officer shall advise the reporting party that the sworn affidavit is the first step in the filing process and the order is not active until approved by a judge;

N/A

- a. The sworn affidavit form and a list of City notary publics are on the APD Share Hub and can be found by searching ERFPO in the search bar.
2. If a reporting party is willing to complete a sworn affidavit, provide a copy of the sworn affidavit to the reporting party and immediately contact the investigative unit that would normally handle the case (e.g., the Crisis Intervention Unit (CIU) for requests due to documented or suspected mental health history, or the Crimes Against Children Unit (CACU) for crimes against children); and
  - a. If there is no underlying crime or request due to a mental health crisis, the officer shall contact the appropriate Impact Team.
3. Determine if a domestic abuse victim requires immediate protection. If so, the officer shall seek an Emergency Restraining Order (ERO) in addition to filing a petition for an ERFPO because the district court will only accept the filing of an ERFPO petition during normal court hours.

- 6 C. A detective from the investigative unit as outlined in Subsection 2-59-5 B.2. shall file the ERFPO petition.

#### 6 2-59-6 **Detective Responsibilities for Filing an ERFPO Petition**

##### A. Determining Probable Cause of Significant Danger

1. The detective shall evaluate whether probable cause of significant danger to file an ERFPO petition exists. Existence of the following factors could constitute probable cause of significant danger to file an ERFPO petition:
  - a. Any recent act or threats of violence by the respondent against self or others, regardless of whether the threat or act involved a firearm;
  - b. A pattern of acts or threats of violence to self or others by the respondent in the last twelve months;
  - c. The respondent's mental health history;
  - d. The respondent's abuse of controlled substances or alcohol;
  - e. The respondent's previous violations of any court order;
  - f. Previous ERFPOs issued against the respondent;
  - g. The respondent's criminal history, including arrests and convictions for violent felony and misdemeanor offenses, crimes involving domestic abuse, and stalking;
  - h. The respondent's history of the use, attempted use, or threatened use of physical violence against another person, stalking another person, or of cruelty to animals; and



N/A

i. Any recent acquisition or attempted acquisition of a firearm by the respondent.

2. In situations where a reporting party is unwilling to complete a sworn affidavit, or is not available, and a detective believes that a respondent poses such a risk that an ERFPO is required to reduce the potential for violence, that detective may file for an ERFPO absent a reporting party.

a. Detectives shall document in their affidavit efforts to locate a reporting party in a filing of this type.

3. In situations where an individual requests an ERFPO and the detective identifies there is not probable cause of significant danger, the detective shall complete a supplemental narrative report documenting this fact and email a copy of the report to [SHERIFFBHU@bernco.gov](mailto:SHERIFFBHU@bernco.gov) with the subject line APD Denied ERFPO.

#### B. Filing an ERFPO petition

1. If an officer, detective, or assistant district attorney, believes there is probable cause of significant danger, the detective shall complete the ERFPO petition and have the reporting party complete the Sworn Affidavit in Support of a Petition for an ERFPO. The sworn affidavit and ERFPO petition form are available on the APD Share Hub by searching for ERFPO.

2. After completing the forms, the petitioner (detective) will go to the district court's clerk's office in room 119. The petitioner will use the kiosk to request forms to be filed under domestic. Once called to a window, the clerk will accept the forms, and a judge will be assigned to the case. The judge will review the Affidavit and ERFPO petition in their chambers and determine whether to issue a temporary ERFPO.

3. If the judge declines the petition, the detective shall complete a Uniform Incident Report documenting the incident and advise the reporting party of the judge's decision.

6 2-59-7

#### Hearings

A. If the judge grants the ERFPO petition and issues a temporary ERFPO, the judge will set a hearing within the next ten (10) days to determine whether to issue a one (1) year ERFPO. The detective who completed the petition is the petitioner and shall attend the hearing.

B. The detective who completed the petition shall attend all future hearings on the ERFPO unless the case responsibility has been reassigned by the unit supervisor.

C. A respondent may ask the court to terminate a one (1) year ERFPO at any time prior to the expiration of the order. The detective will attend any hearings on such a request as the detective is the petitioner.



- D. Prior to any ERFPO hearing, the detective shall check the respondent's criminal and Uniform Incident Report history and be prepared to testify on the criminal history in court, including charges, convictions, and mental health history.

**7 2-59-8 Serving the ERFPO**

- A. If the district court judge approves a temporary ERFPO and requires the respondent to surrender all possessed firearms, the detective shall attempt to serve the respondent. In addition to the order, the detective shall provide the respondent a copy of the petition, the affidavit, any other supporting documents, and notice of the hearing.
- B. If a judge issues a one (1) year ERFPO, sworn personnel shall attempt to serve the respondent if they reside within the Department's jurisdiction. If a respondent resides in the jurisdiction of the Bernalillo County Sheriff's Office, the service will be completed by BCSO. Sworn personnel must notify the BCSO emergency communications center to serve this process.
- C. Personal service should be made consistent with civil court rules (Rule 1-004(F) NMRA).
  - 1. If the respondent refuses to accept service, sworn personnel may leave the documents at the location where the respondent was found.
  - 2. If the respondent is not at their residence or does not answer the door, sworn personnel should attempt to reach the respondent by phone to arrange for personal service.
  - 3. If sworn personnel are unable to serve the respondent personally, service can be made by leaving the documents with any person over fifteen (15) years old at the respondent's residence and sending them by first class mail to the respondent's residence.
  - 4. If there is no one at the respondent's residence to leave the documents with, service can be made by delivering a copy of the documents to a person apparently in charge of the respondent's place of business or employment and by mailing copies first class to the respondent's residence and place of business or employment.
- D. After successful service, sworn personnel shall complete an ERFPO Return of Service and file the ERFPO Return of Service with the court by the end of the personnel's subsequent shift.

**6 2-59-9 Seized or Relinquished Firearms**

- A. When firearms are relinquished to the Department pursuant to an ERFPO, sworn personnel who take custody of the firearm shall:



1. Complete an ERFPO Relinquishment Receipt identifying all firearms seized or relinquished;
  2. Provide the respondent with a copy of the receipt;
  3. Provide the receipt to the reporting party within seventy-two (72) hours;
  4. File the original receipt with the court within seventy-two (72) hours; and
  5. Send a copy of the receipt to the [ERFPO@cabq.gov](mailto:ERFPO@cabq.gov) email.
- B. There may be situations where a respondent contacts sworn personnel who were not the filing detective to relinquish firearms. In these situations, any sworn personnel shall take custody of the firearms and complete the steps in section A above.

**6 2-59-10 Transfer or Return of Firearms**

- A. Upon written request of the respondent, the firearm shall be transferred to the possession of a federally-licensed firearms dealer or lawful private party purchaser designated by the respondent, provided that:
1. The transfer is the result of a sale. A purchaser must provide a copy of the bill of sale;
  2. The purchaser is the actual owner of the firearm thereafter;
  3. A National Crime Information Center (NCIC) check confirms the purchaser is not prohibited from possessing a firearm pursuant to state or federal law. However, the detective does not need to check a federally-licensed firearms dealer through NCIC; and
  4. No fee shall be charged for background checks required by this policy.
- B. A federally-licensed firearms dealer must provide proof of license, and the purchaser must provide a bill of sale prior to transfer of a firearm. Prior to transferring possession of a firearm to a federally-licensed firearms dealer or private party purchaser, the detective shall notify the purchaser in writing that it is unlawful to transfer or return the firearm to the respondent while the ERFPO is in effect.
- C. Any firearm relinquished consistent with the ERFPO Act shall be returned to the respondent within ten (10) days following the expiration or termination of an ERFPO.
- D. If an ERFPO has expired, sworn personnel shall conduct an NCIC check for the respondent. The firearm will be returned to the respondent if they can legally possess a firearm pursuant to federal and state law.



**6 2-59-11 Failure to Relinquish**

A. If sworn personnel receive information establishing probable cause that a respondent is violating an ERFPO, but the personnel does not witness the violation, they shall issue a summons for a misdemeanor violation under NMSA 1978, § 40-17-11.

**N/A** B. If sworn personnel observe a respondent violating an ERFPO, they will determine whether to arrest the respondent (refer to SOP Arrests, Arrest Warrants, and Booking Procedures for sanction classifications and additional duties).

C. Sworn personnel shall report the residence of a respondent who fails to relinquish firearms pursuant to an ERFPO as a hazard to the Emergency Communications Center (ECC).

**6 2-59-12 Documentation**

A. All ERFPO petitions, orders, returns of service, dismissals, and terminations shall immediately be sent to [ERFPO@cabq.gov](mailto:ERFPO@cabq.gov), which will be used to track ERFPOs and to inform when petitions to extend ERFPOs need to be filed.

B. A detective shall complete a Uniform Incident Report documenting all steps from receiving the request for an ERFPO petition, determining whether or not to file a petition, whether the judge granted the temporary ERFPO, and service of the temporary ERFPO.

C. All approved ERFPOs must be emailed to [NICS\\_Index\\_Submissions-External@fbi.gov](mailto:NICS_Index_Submissions-External@fbi.gov) for entry to into NICs by the end of the petitioning detective's shift.



**2-59 EXTREME RISK FIREARM PROTECTION ORDER**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

2-80 Arrests, Arrest Warrants, and Booking Procedures (Formerly 2-14)

B. Form(s)

PD 3029 Extreme Risk Firearm Protection Order Relinquishment Receipt  
PD 3123 Exhibit A: Affidavit in Support of a Petition for an Extreme Risk Firearm Protection Order  
PD 3124 Petition for Extreme Risk Firearm Protection Order  
PD 3125 City Notary Publics  
Return of Service

C. Other Resource(s)

NMSA 1978, §§ 40-17-1 to 40-17-13 Extreme Risk Firearm Protection Order Act  
Rule 1-004(F) NMRA Process; Personal Service Upon Individual

D. Rescinded Special Order(s)

None

**2-59-1 Purpose**

The purpose of this policy is to set forth the procedures to comply with the Extreme Risk Firearm Protection Order (ERFPO) Act.

**2-59-2 Policy**

It is the policy of the Albuquerque Police Department (Department) to seek an ERFPO at the request of reporting parties and to otherwise comply with the ERFPO Act.

**N/A 2-59-3 Definitions**

A. Extreme Risk Firearm Protection Order (ERFPO)

Either a temporary or a one (1) year order, granted pursuant to the ERFPO Act that prohibits the respondent from possessing a firearm, or purchasing, receiving, or attempting to purchase a firearm while the order is in effect. Violations of the protection order are charged as misdemeanors. The order must be filed in the district court of the county where the respondent resides, but shall be enforced statewide. The order can either demand that the respondent immediately surrender all firearms when served or within forty-eight (48) hours of service.



B. Firearm

Any weapon that is designed to expel a projectile by an explosion or the frame or receiver of any such weapon.

C. Petitioner

The Department officer who files an ERFPO petition. Normally, this will be a detective who is contacted by a Field Services Bureau (FSB) officer when a reporting party requests a petition, but could be any sworn personnel.

D. Reporting Party

A person who requests that a law enforcement officer file a petition for an extreme risk firearm protection order. The reporting party could include a spouse, former spouse, parent, present or former stepparent, present or former parent-in-law, grandparent, grandparent-in-law, co-parent of a child, child, person with whom a respondent has or had a continuing personal relationship, employer or public or private school administrator. A law enforcement officer may also function as a reporting party in situations where no other reporting party is available.

E. Respondent

The person identified in or subject to an ERFPO petition or an ERFPO.

**2-59-4 Rules and Responsibilities**

A. A court-approved ERFPO allows law enforcement to seize and store the firearms of a respondent for up to one (1) year.

6 B. By statute, only a law enforcement officer, including an assistant district attorney, is permitted to file an ERFPO petition. An officer shall file a petition if they receive credible information from a reporting party, or in the case of a detective from information obtained from their own investigation that gives them probable cause to believe that the respondent poses a significant danger of imminent injury to self or others by having custody or control of, or by purchasing, possessing or receiving, a firearm.

**2-59-5 FSB Sworn Personnel Responsibilities**

A. An FSB officer will often be the first law enforcement officer to encounter a reporting party seeking an ERFPO.

6 B. The officer shall:



1. Advise the reporting party they will need to complete a sworn affidavit that will need to be notarized. Also, the officer shall advise the reporting party that the sworn affidavit is the first step in the filing process and the order is not active until approved by a judge;

N/A

a. The sworn affidavit form and a list of City notary publics are on the APD Share Hub and can be found by searching ERFPO in the search bar.

2. If a reporting party is willing to complete a sworn affidavit, provide a copy of the sworn affidavit to the reporting party and immediately contact the investigative unit that would normally handle the case (e.g., the Crisis Intervention Unit (CIU) for individuals requests due to with a documented or suspected mental health history, or the Crimes Against Children Unit (CACU) for crimes against children); and :

2-a. If there is no underlying crime or ~~known or suspected mental health issue~~ or request due to a mental health crisis, the officer shall contact the appropriate Impact Team; and

3. Determine if a domestic abuse violence victim requires immediate protection. If so, the officer shall seek an Emergency Restraining Order (ERO) in addition to filing a petition for an ERFPO because the district court will only accept the filing of an ERFPO petition during normal court hours.

6 C. A detective from the investigative unit as outlined in Subsection 2-59-5 B.2. shall file the ERFPO petition.

6 2-59-6 **Detective Responsibilities for Filing an ERFPO Petition**

A. Determining Probable Cause of Significant Danger

1. The detective shall evaluate whether probable cause of significant danger to file an ERFPO petition exists. Existence of the following factors could constitute probable cause of significant danger to file an ERFPO petition:

- a. Any recent act or threats of violence by the respondent against self or others, regardless of whether the threat or act involved a firearm;
- b. A pattern of acts or threats of violence to self or others by the respondent in the last twelve months;
- c. The respondent's mental health history;
- d. The respondent's abuse of controlled substances or alcohol;
- e. The respondent's previous violations of any court order;
- f. Previous ERFPOs issued against the respondent;
- g. The respondent's criminal history, including arrests and convictions for violent felony and misdemeanor offenses, crimes involving domestic abuse violence, and stalking;





ALBUQUERQUE POLICE DEPARTMENT  
PROCEDURAL ORDERS

SOP 2-59

CPOAB Draft 01/23/2025

N/A

- h. The respondent's history of the use, attempted use, or threatened use of physical violence against another person, stalking another person, or of cruelty to animals; and
- i. Any recent acquisition or attempted acquisition of a firearm by the respondent.

2. In situations where a reporting party is unwilling to complete a sworn affidavit, or is not available, and a detective believes that a respondent poses such a risk that an ERFPO is required to reduce the potential for violence, that detective may file for an ERFPO absent a reporting party.
  - a. Detectives shall document in their affidavit efforts to locate a reporting party in a filing of this type.
3. In situations where an individual requests an ERFPO and the detective identifies there is not probable cause of significant danger, ~~they are to contact an assistant city attorney for guidance. Should the assistant city attorney advise that no grounds for filing a petition exist,~~ the detective shall complete a supplemental narrative report documenting this fact and email a copy of the report to [SHERIFFBHU@bernco.gov](mailto:SHERIFFBHU@bernco.gov) with the subject line APD Denied ERFPO.

B. Filing an ERFPO petition

1. If an officer, detective, or assistant district attorney, ~~or assistant city attorney~~ believes there is probable cause of significant danger, the detective shall complete the ERFPO petition and have the reporting party complete the Sworn Affidavit in Support of a Petition for an ERFPO. The sworn affidavit and ERFPO petition form are available on the APD Share Hub by searching for ERFPOOP.
2. After completing the forms, the petitioner (detective) will go to the district court's domestic violence clerk's office in room 119. The petitioner will use the kiosk to request forms to be filed under domestic. Once called to a window, the clerk will accept the forms, where and a judge will be assigned to the case. The judge will review the Affidavit and ERFPO petition in their chambers and determine whether to issue a temporary ERFPO.
3. If the judge declines the petition, the detective shall complete a Uniform Incident Report documenting the incident and advise the reporting party of the judge's decision.

6 2-59-7

Hearings

- A. If the judge grants the ERFPO petition and issues a temporary ERFPO, the judge will set a hearing within the next ten (10) days to determine whether to issue a one (1) year ERFPO. The detective who completed the petition is the petitioner and shall attend the hearing.



- B. The detective who completed the petition shall attend all future hearings on the ERFPO unless the case responsibility has been reassigned by the unit supervisor.
- C. A respondent may ask the court to terminate a one (1) year ERFPO at any time prior to the expiration of the order. The detective will attend any hearings on such a request as the detective is the petitioner.
- D. Prior to any ERFPO hearing, the detective shall check the respondent's criminal and Uniform Incident Report history and be prepared to testify on the criminal history in court, including charges, convictions, and mental health history.

**7 2-59-8 Serving the ERFPO**

- A. If the district court judge approves a temporary ERFPO and requires the respondent to surrender all possessed firearms, the detective shall attempt to serve the respondent. In addition to the order, the detective shall provide the respondent a copy of the petition, the affidavit, any other supporting documents, and notice of the hearing.
- B. If a judge issues a one (1) year ERFPO, sworn personnel shall attempt to serve the respondent if they reside within the Department's jurisdiction. If a respondent resides in the jurisdiction of the Bernalillo County Sheriff's Office, the service will be completed by BCSO. Sworn personnel must notify the BCSO emergency communications center to serve this process.
- C. Personal service should be made consistent with civil court rules (Rule 1-004(F) NMRA).
  - 1. If the respondent refuses to accept service, sworn personnel may leave the documents at the location where the respondent was found.
  - 2. If the respondent is not at their residence or does not answer the door, sworn personnel should attempt to reach the respondent by phone to arrange for personal service.
  - 3. If sworn personnel are unable to serve the respondent personally, service can be made by leaving the documents with any person over fifteen (15) years old at the respondent's residence and sending them by first class mail to the respondent's residence.
  - 4. If there is no one at the respondent's residence to leave the documents with, service can be made by delivering a copy of the documents to a person apparently in charge of the respondent's place of business or employment and by mailing copies first class to the respondent's residence and place of business or employment.



D. After successful service, sworn personnel shall complete an ERFPO Return of Service and file the ERFPO Return of Service with the court by the end of the personnel's subsequent shift.

D.

1. ~~Sworn personnel shall immediately provide copies of the filed Return of Service to:~~
  - a. ~~SOWarrants@bernco.gov;~~
  - b. ~~ERFPO@cabq.gov; and~~
  - c. ~~The respondent, either in-person or by mail.~~

**6 2-59-9 Seized or Relinquished Firearms**

- A. When firearms are relinquished to the Department pursuant to an ERFPO, sworn personnel who take custody of the firearm shall:
  1. Complete an ERFPO Relinquishment Receipt identifying all firearms seized or relinquished;
  2. Provide the respondent with a copy of the receipt;
  3. Provide the receipt to the reporting party within seventy-two (72) hours;
  4. File the original receipt with the court within seventy-two (72) hours; and
  5. Send a copy of the receipt to the ERFPO@cabq.gov email. ~~Records Division.~~
- B. There may be situations where a respondent contacts sworn personnel who were not the filing detective to relinquish firearms. In these situations, any sworn personnel shall take custody of the firearms and complete the steps in section A above.

**6 2-59-10 Transfer or Return of Firearms**

- A. Upon written request of the respondent, the firearm shall be transferred to the possession of a federally-licensed firearms dealer or lawful private party purchaser designated by the respondent, provided that:
  1. The transfer is the result of a sale. A purchaser must provide a copy of the bill of sale;
  2. The purchaser is the actual owner of the firearm thereafter; ~~and~~
  3. A National Crime Information Center (NCIC) check confirms the purchaser is not prohibited from possessing a firearm pursuant to state or federal law. However, the detective does not need to check a federally-licensed firearms dealer through NCIC; and;
  4. No fee shall be charged for background checks required by this policy.



- B. A federally-licensed firearms dealer must provide proof of license, and the purchaser must provide a bill of sale prior to transfer of a firearm. Prior to transferring possession of a firearm to a federally-licensed firearms dealer or private party purchaser, the detective shall notify the purchaser in writing that it is unlawful to transfer or return the firearm to the respondent while the ERFPO is in effect.
- C. Any firearm relinquished consistent with the ERFPO Act shall be returned to the respondent within ten (10) days following the expiration or termination of an ERFPO.
- D. If an ERFPO has expired, sworn personnel shall conduct an NCIC check for the respondent. The firearm will be returned to the respondent if they can legally possess a firearm pursuant to federal and state law.

**6 2-59-11 Failure to Relinquish**

- A. If sworn personnel receive information establishing probable cause that a respondent is violating an ERFPO, but the personnel does not witness the violation, they shall issue a summons for a misdemeanor violation under NMSA 1978, § 40-17-11.
- N/A B. If sworn personnel observe a respondent violating an ERFPO, they will determine whether to arrest the respondent (refer to SOP Arrests, Arrest Warrants, and Booking Procedures for sanction classifications and additional duties).
- C. Sworn personnel shall report the residence of a respondent who fails to relinquish firearms pursuant to an ERFPO as a hazard to the Emergency Communications Center (ECC).

**6 2-59-12 Documentation**

- A. All ERFPO petitions, orders, returns of service, dismissals, and terminations shall immediately be emailed to ~~Bernalillo County Sheriff's Office, Warrants Section~~ after service to ~~SOWarrants@berncs.gov~~ for NCIC entry. They shall also be sent to [ERFPO@cabq.gov](mailto:ERFPO@cabq.gov), which will be used to track ERFPOs and to inform when petitions to extend ERFPOs need to be filed.
- B. A detective shall complete a Uniform Incident Report documenting all steps from receiving the request for an ERFPO petition, determining whether or not to file a petition, whether the judge granted the temporary ERFPO, and service of the temporary ERFPO.
- C. All approved ERFPOs must be emailed to [NICS\\_Index\\_Submissions-External@fbi.gov](mailto:NICS_Index_Submissions-External@fbi.gov) for entry to into NICs by the end of the petitioning detective's shift.



## **3-12 AWARDS AND RECOGNITION**

### **Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 2-1 Uniforms (Formerly 2-06)
- 3-31 Physical Fitness Assessment (Formerly 3-83)
- 3-33 Performance Evaluation and Management Systems (PEMS) (Formerly 3-20 and 3-49)

B. Form(s)

None

C. Other Resource(s)

[Awards Manual](#)  
IA Database Web Application Awards Nomination

D. Rescinded Special Order(s)

SO 24-101 Amendment to SOP 3-12 Awards and Recognition

### **3-12-1 Purpose**

The purpose of this policy is to outline the Albuquerque Police Department's (Department) presentation process for awards, commendations, and other forms of recognition to create consistency in award nominations and seek to increase Department personnel productivity.

### **3-12-2 Policy**

It is the policy of the Department to recognize exceptional performance, strong leadership, and dedication to the Department and to award Department personnel who demonstrate exceptional heroism and performance above and beyond what is expected in the normal course of their duties.

**N/A** **3-12-3 Definitions**

A. Team

A group of Department employees who work together on a daily basis and answer to the same chain of command or a group of Department employees who have been designated by the Chief of Police for a specific mission.

**N/A** **3-12-4 Award Descriptions**



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- A. The Department gives Department personnel achievement awards as follows:
1. The Active Military Service ribbon is given to an officer who has been called to active military duty while working as a Department officer or has served a minimum of three (3) years of active, honorable military service.
    - a. The ribbon has five (5) blue, red, white, red, and blue bars.
  2. The Community Recognition ribbon is given to an employee who receives fifteen (15) or more letters of appreciation/commendation from community members or their chain of command.
    - a. Letters of appreciation/commendation must be from separate incidents.
    - b. The employee's supervisor shall keep copies of their employee's letters of appreciation/commendation on file.
    - c. The ribbon has four (4) alternating small blue blocks and three (3) large red blocks.
  3. The Department Seniority ribbon is given to an officer for every five (5) years of service with the Department.
    - a. Service may be for any duty assignment within the Department.
    - b. Lateral time does not apply.
    - c. The ribbon has a solid blue background with one (1) gold star for each five (5) years of service with the Department.
  4. The Field Services Bureau (FSB) Seniority ribbon is given to an officer for every five (5) years of service with the Department.
    - a. FSB sworn personnel are eligible for the FSB Seniority ribbon when their sole responsibility is taking calls for service.
    - b. The ribbon has a solid red background with one (1) gold star for each five (5) years of FSB experience.
  5. The Field Training Officer (FTO) ribbon is given to an officer who has trained five (5) recruit officers and who has completed two (2) years of service as an active FTO.
    - a. The ribbon is green with a gold border, and it has two (2) small white bars on either side of the letters "F.T.O.," which are centered.
  6. The Marksmanship ribbon is given to an officer who qualifies with a perfect score of one-hundred percent (100%) during their annual firearms qualification with their Department-issued firearms for two (2) years in a row.
    - a. The ribbon has two (2) solid blocks of white and blue.



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7. The Master Patrol Officer ribbon is given to an officer who has worked a minimum of five (5) years within FSB, a minimum of two (2) years in another bureau within the Department, and a minimum of two (2) years as an FTO.
  - a. The ribbon is solid blue with two (2) small white bars and a white diamond in the center.
8. The Most Physically-Fit Superior Designation ribbon is given to an officer who achieves a superior score on their annual physical fitness assessment.
  - a. The ribbon has a silver star in the middle over a red ribbon, flanked by blue, then white bars.
9. The Most Physically-Fit Excellence Designation ribbon is given to an officer who achieves an excellent score on their annual physical fitness assessment.
  - a. The ribbon has a red middle, flanked by blue, then white.
10. The Recruitment ribbon is given to an officer who refers ten (10) qualified applicants who then complete interest cards and list the referring officer's name on their application.
  - a. The ribbon has seven (7) bars that are blue, white, red, blue, red, white, and blue.
  - b. If one (1) applicant completes on-the-job training (OJT), the ribbon will have one (1) white star.
  - c. If five (5) or more applicants complete OJT, the ribbon will have two (2) white stars.

B. Chief's Awards

1. The Medal of Valor is awarded by the Chief of Police to a Department employee who goes above and beyond through exceptional acts of heroism or intrepidity at the risk of their own life.
  - a. The accompanying ribbon has three (3) equal-sized bars of red, white, and blue.
2. The Medal of Meritorious Service is awarded by the Chief of Police to a Department employee who:
  - a. Distinguishes themselves through exceptional acts of courage or fortitude but does not rise to the level of the Medal of Valor Award; and
  - b. Performs their duties at a level that has a direct, sustained, and consequential effect on the Department's ability to achieve its goals and mission in an efficient and effective manner.



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- i. The accompanying ribbon is solid blue.
3. The Medal of Outstanding Service is awarded by the Chief of Police to the Department employee who distinguishes themselves by performing exceptional skills in a duty of great responsibility, in a crisis situation, or of critical importance to law enforcement or the community.
  - a. The accompanying ribbon has three (3) equal-sized bars of white, blue, and white.
4. The Medal for Life Saving is awarded by the Chief of Police to a Department employee who:
  - a. Has distinguished themselves by employing exceptional tactics and exercising sound judgment beyond the normal demands of duty to preserve the life of another during a volatile or dangerous encounter while protecting the safety of the public and their fellow officers.
    - i. The accompanying ribbon has two (2) equal-sized bars of red and white.
5. The Purple Heart Medal is awarded by the Chief of Police to an officer who endured a life-threatening injury or serious bodily harm in the line of duty.
  - a. Line-of-duty service includes an action(s) taken while off-duty but acting as a police officer.
  - b. The accompanying ribbon has three (3) equal-sized bars of purple, white, and purple.
6. The Courage Under Fire ribbon is awarded by the Chief of Police to an officer who has successfully performed an act of extraordinary courage while engaged in personal combat with an armed adversary, under circumstances of imminent personal hazard to life, or while protecting others from an imminent loss of life.
  - a. The accompanying ribbon has four (4) equal-sized bars of white, blue, red, and white.
7. The Top Cadet/Top of the Promotional List ribbon is awarded by the Chief of Police to the officer who graduated as the top cadet in their academy class or who was first on their respective promotional list to become a Sergeant or Lieutenant.
  - a. The accompanying ribbon is solid red.
8. Department personnel may wear their ribbons and medals as outlined in SOP Uniforms (refer to SOP Uniforms for sanction classifications and additional duties).

C. Commendations





1. The Chief's Cup Award is given to a Department employee who goes above and beyond their normal duties by contributing to the Department's efficiency, quality, technical advances, and training while on-duty or off-duty or while handling a specific situation.
  - a. The award is a Department-logged cup.
2. The Community Servant Award is given to a Department employee who performs acts of personal commitment to help others by cultivating a positive working relationship with the public.
  - a. The award is a certificate from the Chief of Police.
3. A Letter of Commendation is given to an employee for their actions, conduct, or activities that exhibit quality, professionalism, or skill at the highest level expected by the Department, or division.
  - a. A Letter of Commendation is given by the Chief of Police for performance above the expected level of performance for an employee who brings credit to the Department, or for participation in a Department-sponsored special event.
  - b. A Letter of Appreciation is given by the Area/Division Commander for performance above the expected level of performance for an employee who brings credit to the division or bureau.
4. The Most Physically-Fit Honors award is given to the highest-scoring male and female officers who score highest in the Department's annual physical fitness assessment in the categories of Lieutenant and above, Sergeant, Uniformed Officer, and Non-Uniformed Officer.
  - a. The award is a Department placard listing the employee's name and accomplishments.
  - b. Department personnel may refer to SOP Physical Fitness Assessment for the physical fitness assessment scoring components.

N/A

D. Recognition Awards

1. Monthly Recognition awards
  - a. The Professional Staff Member of the Month award is given to a civilian employee for exceptional heroic acts and contributions to the community and/or the Department.
    - i. Only one (1) civilian employee will receive this award each month.
  - b. The Community Outreach Officer of the Month award is given to an officer who demonstrates exemplary service and commitment to community members, or to an officer whose voluntary actions go above and beyond their assigned responsibilities.
    - i. Only one (1) officer will receive this award each month.



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- c. The De-Escalation Officer of the Month award is given to an officer who displays exceptional communication and active listening skills in order to reduce volatility and agitation that may otherwise result in harm to an individual or others, particularly to those in a behavioral health crisis or individuals living with behavioral health issues.
    - i. Only one (1) officer will receive this award each month.
  - d. The Non-Uniformed Officer of the Month award is given to an officer who consistently demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) officer will receive this award each month.
  - e. The Recruitment Employee of the Month award is given to the officer who refers an eligible applicant who tests with the Department for the positions of Police Cadet, Police Lateral, Police Service Aide (PSA), or Prisoner Transport Officer.
    - i. Up to five (5) awards will be given out each month.
  - f. The Supervisor of the Month award is given to a supervisor who exemplifies the characteristics of leadership, competence, and integrity.
    - i. Only one (1) supervisor will receive this award each month.
  - g. The Team of the Month award is given to the team that demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) team will receive this award each month.
  - h. The Uniformed Officer of the Month award is given to an officer who consistently demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) officer will receive this award each month.
2. A monthly recognition award consists of a Department placard, which includes:
- a. The Department employee's name;
  - b. The award title;
  - c. The month and year that the award was received; and
  - d. A letter from the Chief of Police that lists the Department employee's accomplishments.
3. Yearly Recognition Awards
- a. To be eligible for a yearly recognition award, Department personnel had to have been selected for a monthly recognition award for the same type of annual recognition award for that calendar year.
  - b. The Department gives Department personnel yearly recognition awards as follows:
    - i. The Professional Staff Member of the Year Award, which consists of:
      1. A Department crystal, which includes the employee's name, award title, and year the award was received; and
      2. A letter from the Chief of Police that lists the employee's accomplishments.



- A. Only one (1) Professional Staff Member shall receive this award each year.
- ii. The Community Outreach Officer of the Year Award;
  - 1. Only one (1) officer shall receive this award each year.
- iii. The De-Escalation Officer of the Year Award;
  - 1. Only one (1) officer shall receive this award each year.
- iv. The Non-Uniformed Officer of the Year Award;
  - 1. Only one (1) officer shall receive this award each year.
  - 2. The ribbon has three (3) equal-sized bars of white, red, and white.
- v. The Supervisor of the Year Award;
  - 1. Only one (1) supervisor shall receive this award each year.
  - 2. The ribbon has a green background with two (2) equal-sized vertical bars of white in the middle.
- vi. The Team of the Year Award; and
  - 1. This ribbon has a black background with two (2) equal-sized vertical bars of white in the middle.
- vii. The Uniformed Officer of the Year Award.
  - 1. Only one (1) officer shall receive this award each year.
  - 2. The ribbon has three (3) equal-sized bars of white, red, and white.

N/A 3-12-5

**Procedures**

- A. The nominations for awards will be submitted using the Internal Affairs (IA) database web application.
  - 1. Award nominations will be forwarded to the Commander of the division that the employee is assigned to for review.
- B. The Commander will review the award nominations and take one (1) of the following actions:
  - 1. Forward a recommendation to the Awards Committee for the level of award to be considered;
  - 2. Approve the Letter of Appreciation for the employee; or
  - 3. Deny the award nomination.
- C. Awards Committee
  - 1. The Awards Committee serves under the authority of the Chief of Police and is comprised of the following:
    - a. The Compliance and Oversight Commander or their designee who functions as the Awards Committee Chair; and
    - b. A representative from each of the Department's bureaus.



2. If an Awards Committee member changes bureaus, the Awards Committee Chair will notify the Deputy Chief of the bureau that does not have a representative.
    - a. The Deputy Chief will appoint a temporary Awards Committee member within thirty (30) days until candidates from their bureaus can apply for the opening.
    - b. In the event that no one from the bureau applies or no one is approved to sit on the Awards Committee, the Deputy Chief over the bureau can appoint someone to represent the bureau.
  3. Awards Committee members may not serve consecutive terms without the approval of the Chief of Police.
- D. The Awards Committee meets monthly to review award nominations.
1. There must be three (3) members present for a quorum, and a simple majority vote is necessary for approving a nomination.
  2. The Awards Committee Chair will only vote in the case of a tie.
- E. Executive Review
1. The Chief of Police or their designee shall review the Awards Committee recommendations and make the final approval of awards.
  2. Only the Chief of Police or their designee may override the Awards Committee's decision.
- F. The decision of the Executive Review, or Commander review for a Letter of Appreciation is final.
1. Department personnel are prohibited from resubmitting an award in order to change the outcome of a previous submission.

N/A

3-12-6

**Award Presentation**

- A. Department personnel who are being presented with an award are encouraged to be present at the awards ceremony.
  1. Department personnel may send a designee in their place to receive the award.
- B. The following awards will be presented by the Chief of Police or their designated Deputy Chief of Police:
  1. Chief's Awards; and
  2. Recognition Awards.



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- C. The employee's area commander/division head will present their employee with the following awards:
1. Achievement Awards; and
  2. Commendations.
- D. The Chief of Police or their designee will schedule for presentation within forty-five (45) days of signing the award approval unless the presentation must be rescheduled due to unforeseen circumstances.
1. The Director for the Office of the Chief of Police or designee shall notify presenters within ten (10) days from the Chief of Police's signed approval to meet the award presentation timelines.
  2. The Chief of Police may waive in writing the timelines for the award presentation to accommodate unforeseen circumstances, such as when an employee is on Family Medical Leave Act (FMLA), military leave, and/or any unforeseen emergencies.

REDLINED



### 3-12 AWARDS AND RECOGNITION

#### Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

- 2-1 Uniforms (Formerly 2-06)
- 3-31 Physical Fitness Assessment (Formerly 3-83)
- 3-33 Performance Evaluation and Management Systems (PEMS) (Formerly 3-20 and 3-49)

B. Form(s)

None

C. Other Resource(s)

[Awards Manual](#)  
IA Database Web Application Awards Nomination

D. Rescinded Special Order(s)

[SO 24-101 Amendment to SOP 3-12 Awards and Recognition](#) ~~None~~

#### 3-12-1 Purpose

The purpose of this policy is to outline the Albuquerque Police Department's (Department) presentation process for awards, commendations, and other forms of recognition to create consistency in award nominations and seek to increase Department personnel productivity.

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  - a. The ribbon has seven (7) bars that are blue, white, red, blue, red, white, and blue.
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1. The Medal of Valor is awarded by the Chief of Police to a Department employee who goes above and beyond through exceptional acts of heroism or intrepidity at the risk of their own life.
  - a. The accompanying ribbon has three (3) equal-sized bars of red, white, and blue.
2. The Medal of Meritorious Service is awarded by the Chief of Police to a Department employee who:
  - a. Distinguishes themselves through exceptional acts of courage or fortitude but does not rise to the level of the Medal of Valor Award; and.
  - b. Performs their duties at a level that has a direct, sustained, and consequential effect on the Department's ability to achieve its goals and mission in an efficient and effective manner.





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  - a. Line-of-duty service includes an action(s) taken while off-duty but acting as a police officer.
  - b. The accompanying ribbon has three (3) equal-sized bars of purple, white, and purple.
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  - a. The accompanying ribbon has four (4) equal-sized bars of white, blue, red, and white.
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  - a. The accompanying ribbon is solid red.
8. Department personnel may wear their ribbons and medals as outlined in SOP Uniforms (refer to SOP Uniforms for sanction classifications and additional duties).



C. Commendations

1. The Chief's Cup ~~A~~ award is given to a Department employee who goes above and beyond their normal duties by contributing to the Department's efficiency, quality, technical advances, and training while on-duty or off-duty or while handling a specific situation.
  - a. The award is a Department-logged cup.
2. The Community Servant ~~A~~ award is given to a Department employee who performs acts of personal commitment to help others by cultivating a positive working relationship with the public.
  - a. The award is a certificate from the Chief of Police.
3. A Letter of Commendation is given to an employee for their actions, conduct, or activities that exhibit quality, professionalism, or skill at the highest level expected ~~or for their participation in a special event that is promoted by the Department, or division.~~
  - ~~a. The award is a Department letter from the Chief of Police listing the Department employee and their accomplishments.~~ A Letter of Commendation is given by the Chief of Police for performance above the expected level of performance for an employee who ~~that~~ brings credit to the Department, or for participation in a Department-sponsored special event.
  - ~~a.b.~~ A Letter of Appreciation is given by the Area/Division Commander for performance above the expected level of performance for an employee who ~~that~~ brings credit to the division or bureau.
4. The Most Physically-Fit Honors award is given to the highest-scoring male and female officers who score highest in the Department's annual physical fitness assessment in the categories of Lieutenant and above, Sergeant, Uniformed Officer, and Non-Uniformed Officer.
  - a. The award is a Department placard listing the employee's name and accomplishments.
  - b. Department personnel may refer to SOP Physical Fitness Assessment for the physical fitness assessment scoring components.

N/A

D. Recognition Awards

1. Monthly Recognition awards
  - a. The Professional Staff Member of the Month award is given to a civilian employee for exceptional heroic acts and contributions to the community and/or the Department.
    - i. Only one (1) civilian employee will receive this award each month.



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- b. The Community Outreach Officer of the Month award is given to an officer who demonstrates exemplary service and commitment to community members, or to an officer whose voluntary actions go above and beyond their assigned responsibilities.
    - i. Only one (1) officer will receive this award each month.
  - c. The De-Escalation Officer of the Month award is given to an officer who displays exceptional communication and active listening skills in order to reduce volatility and agitation that may otherwise result in harm to an individual or others, particularly to those in a behavioral health crisis or individuals living with behavioral health issues.
    - i. Only one (1) officer will receive this award each month.
  - d. The Non-Uniformed Officer of the Month award is given to an officer who consistently demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) officer will receive this award each month.
  - e. The Recruitment Employee of the Month award is given to the officer who refers an eligible applicant who tests with the Department for the positions of Police Cadet, Police Lateral, Police Service Aide (PSA), or Prisoner Transport Officer.
    - i. Up to five (5) awards will be given out each month.
  - f. The Supervisor of the Month award is given to a supervisor who exemplifies the characteristics of leadership, competence, and integrity.
    - i. Only one (1) supervisor will receive this award each month.
  - g. The Team of the Month award is given to the team that demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) team will receive this award each month.
  - h. The Uniformed Officer of the Month award is given to an officer who consistently demonstrates exceptional work performance and makes positive contributions to the Department or the community.
    - i. Only one (1) officer will receive this award each month.
2. A monthly recognition award consists of a Department placard, which includes:
- a. The Department employee's name;
  - b. The award title;
  - c. The month and year that the award was received; and
  - d. A letter from the Chief of Police that lists the Department employee's accomplishments.
3. Yearly Recognition Awards
- a. To be eligible for a yearly recognition award, Department personnel had to have been selected for a monthly recognition award for the same type of annual recognition award for that calendar year.
  - b. The Department gives Department personnel yearly recognition awards as follows:
    - i. The Professional Staff Member of the Year Award, which consists of:



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1. A Department crystal, which includes the employee's name, award title, and year the award was received; and
2. A letter from the Chief of Police that lists the employee's accomplishments.
  - A. Only one (1) Professional Staff Member shall receive this award each year.
- ii. The Community Outreach Officer of the Year Award;
  1. Only one (1) officer shall receive this award each year.
- iii. The De-Escalation Officer of the Year Award;
  1. Only one (1) officer shall receive this award each year.
- iv. The Non-Uniformed Officer of the Year Award;
  1. Only one (1) officer shall receive this award each year.
  2. The ribbon has three (3) equal-sized bars of white, red, and white.
- v. The Supervisor of the Year Award;
  1. Only one (1) supervisor shall receive this award each year.
  2. The ribbon has a green background with two (2) equal-sized vertical bars of white in the middle.
- vi. The Team of the Year Award; and
  1. This ribbon has a black background with two (2) equal-sized vertical bars of white in the middle.
- vii. The Uniformed Officer of the Year Award.
  1. Only one (1) officer shall receive this award each year.
  2. The ribbon has three (3) equal-sized bars of white, red, and white.

N/A 3-12-5

**Procedures**

- A. The nominations for awards will be submitted using the Internal Affairs (IA) database web application. ~~and presentations are consistent with the Awards Manual.~~
  1. ~~Department personnel will document when an award is received, consistent with SOP Performance Evaluation and Management System (PEMS).~~ Award nominations will be forwarded to the Commander of the division that the employee is assigned to for review.
- B. The Commander will review the award nominations and take one (1) of the following actions:
  1. Forward a recommendation to the Awards Committee for the level of award to be considered;
  2. Approve the Letter of Appreciation for the employee; or
  3. Deny the award nomination.

~~B.~~ C. Awards Committee



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1. The Awards Committee serves under the authority of the Chief of Police and is comprised of the following:
  - a. ~~An area commander/division head who functions as the Awards Committee Chair; and~~ The Compliance and Oversight Commander or their designee who functions as the Awards Committee Chair; and
  - b. A representative from each of the Department's bureaus.
2. If an Awards Committee member changes bureaus, the Awards Committee Chair will notify the Deputy Chief of the bureau that does not have a representative.
  - a. The Deputy Chief will appoint a temporary Awards Committee member within thirty (30) days until candidates from their bureaus can apply for the opening.
  - b. In the event that no one from the bureau applies or no one is approved to sit on the Awards Committee, the Deputy Chief over the bureau can appoint someone to represent the bureau.
3. Awards Committee members may not serve consecutive terms without the approval of the Chief of Police.

~~C.~~ D. The Awards Committee meets monthly to review award nominations.

1. There must be three (3) members present for a quorum, and a simple majority vote is necessary for approving a nomination.
2. The Awards Committee Chair will only vote in the case of a tie.

E. Executive Review

1. The Chief of Police or their designee shall review the Awards Committee recommendations and make the final approval of awards.
2. Only the Chief of Police or their designee ~~Director for the Office of the Chief of Police~~ may override the Awards Committee's decision.

F. The decision of the Executive Review, or Commander review for a Letter of Appreciation is final.

- ~~D.~~ 1. Department personnel are prohibited from resubmitting an award in order to change the outcome of a previous submission.

N/A 3-12-6 Award Presentation

- A. Department personnel who are being presented with an award are encouraged to be present at the awards ceremony.



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1. Department personnel may send a designee in their place to receive the award.
- B. The following awards will be presented by the Chief of Police or their designated Deputy Chief of Police:
  1. Chief's Awards; and
  2. Recognition Awards.
- C. The employee's area commander/division head will present their employee with the following awards:
  1. Achievement Awards; and
  2. Commendations.
- D. The Chief of Police or their designee will schedule for presentation within forty-five (45) days of signing the award approval unless the presentation must be rescheduled due to unforeseen circumstances.
  1. The Director for the Office of the Chief of Police or designee shall notify presenters within ten (10) days from the Chief of Police's signed approval to meet the award presentation timelines.
  2. The Chief of Police may waive in writing the timelines for the award presentation to accommodate unforeseen circumstances, such as when an employee is on Family Medical Leave Act (FMLA) ~~leave~~, military leave, and or any unforeseen emergencies.



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## 1-78 POLICE SERVICE AIDE (PSA) PROGRAM

### Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[2-46 Response to Traffic Crashes](#)

[2-71 Search and Seizure Without a Warrant \(Formerly 2-17\)](#)

[2-73 Collection, Submission, and Disposition of Evidence and Property  
\(Formerly 2-08\)](#)

[2-106 Lost and Found Government-Issued Identification Cards and Driver's Licenses  
\(Formerly 3-21 and 4-27\)](#)

B. Form(s)

Abandoned Vehicle Notification (In TraCS)

Towed Vehicle Notification (In TraCS)

Tow-In Report (In TraCS)

C. Other Resource(s)

None

D. Rescinded Special Order(s)

SO 24-34 (Amended) Amendment to SOP 1-78 Police Service Aide (PSA) Program

### 1-78-1 Purpose

The purpose of this policy is to outline the job duties and responsibilities of an Albuquerque Police Department (Department) Police Service Aide (PSA).

### 1-78-2 Policy

It is the policy of the Department for a PSA to assist sworn personnel by performing non-hazardous duties within the Department and to provide the community with a variety of community services, including assisting motorists and responding to traffic crashes and calls for service that pertain to abandoned vehicles.

### N/A 1-78-3 Definitions

A. Sleeping Individual

An individual who is considered sleeping and/or unresponsive due to possible intoxication, substance abuse, and/or unknown medical issues.



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**6** 1-78-4 **Training**

A. A PSA shall:

1. Participate in pre-service training conducted by Academy Division personnel; and
2. Attend any additional training as ordered.

**7** 1-78-5 **General Responsibilities**

A. A PSA, as their position requires, shall:

- 6** 1. Handle Department correspondence, including:
  - a. Hand-delivering interoffice correspondence from the Internal Affairs Force Division (IAFD) and the Internal Affairs Professional Standards (IAPS) Division to the area commanders; and
  - b. Picking up interoffice correspondence from the area commands and distributing the correspondence to Department personnel through the Office of the Chief's mail sorting system.
- 6** 2. Distribute citations in the appropriate mail sorting system on the first (1st) floor of the Law Enforcement Center;
  - a. A PSA shall only place the court's original copy and the abstract copy of the citations in the mail sorting system.
- 6** 3. Deliver license plates to the New Mexico Motor Vehicle Division (MVD);
4. When requested, pick up supplies from the City of Albuquerque Pino Yards warehouse, and the Property Unit;
5. Provide assistance at the area commands, including:
  - a. Assist community members with Uniform Incident Reports by answering their questions, and by answering telephone calls; and
  - b. Ensure that area commands are stocked with supplies.
6. When necessary, transport sworn personnel and Department-issued police vehicles and pool cars;
7. Maintain the Department-issued area command pool cars and ensure they are in good working condition, including, but not limited to:
  - a. Checking the headlights and brake lights;
  - b. Verifying the turn signals;
  - c. Ensuring emergency equipment is operational;





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- d. Verifying the battery is charged; and
  - e. If the Department-issued pool car needs to be repaired, the PSA shall notify their immediate supervisor.
8. Perform any other duties as directed by a supervisor; and
9. Only use vehicle emergency equipment when on scene of a police-related incident.

- 5
- a. PSAs are not permitted to use vehicle emergency equipment to clear intersections or respond to calls for service while operating the equipment to expedite response.

7 1-78-6 **Assisting with Calls for Service**

A. Response to Traffic Crashes

1. A PSA shall:

- N/A
- a. Investigate traffic crashes occurring on public roadways consistent with the requirements outlined in SOP Response to Traffic Crashes;
    - i. If the PSA identifies elements or contributing factors that appear to be criminal in nature, they shall discontinue their investigation and request for sworn personnel to assist with their investigation and/or to potentially transfer investigative responsibility to an officer;

- N/A
- b. Investigate crashes on private property consistent with the requirements outlined in SOP Response to Traffic Crashes; and
    - i. If the PSA identifies elements or contributing factors that appear to be criminal in nature, they shall discontinue their investigation and request for sworn personnel to assist with their investigation and/or to potentially transfer investigative responsibility to an officer.

- c. Assist sworn personnel at the scene of traffic crashes that involve injuries and fatal crashes by:
  - i. Securing the scene;
  - ii. Directing and controlling traffic around the scene;
  - iii. Locating and identifying potential witnesses;
  - iv. Transporting victims, passengers, or witnesses;
  - v. Taking measurements as directed by the primary unit;
  - vi. Completing tow-in reports;
  - vii. Tagging evidence as necessary; and
  - viii. Any other assistance as directed by a supervisor or the primary unit.

- N/A
- 2. A PSA may function as the primary responding personnel for traffic crashes that involve injuries when sworn personnel are unable to respond to the crash in a timely manner.



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- a. If any person(s) is medically transported, the PSA shall notify the on-duty supervisor of the reason for the medical transport and the category/severity of the injuries.
  - i. If no injuries are sustained from the traffic crash or the injured person signed a medical waiver with Albuquerque Fire Rescue (AFR), the PSA shall notify the supervisor and request to change the call type to a traffic crash with no injuries.

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- ii. If the PSA identifies elements or contributing factors that appear to be criminal in nature, they shall discontinue their investigation and request for sworn personnel to assist and/or to potentially transfer investigative responsibility to the officer.

3. Hit and Run Crashes

N/A

- a. A PSA may be dispatched as primary responding personnel to a hit-and-run crash where there is no indication of a suspected individual on-scene or in the area.
  - i. If a PSA finds criminal elements or activity, they shall move to a safe distance from the area, notify the Emergency Communications Center (ECC), and request an officer to respond and assist.

N/A

- b. A PSA shall investigate hit-and-run crashes consistent with the requirements outlined in SOP Response to Traffic Crashes.
    - i. In the event the provided vehicle information matches the registered vehicle description, sworn personnel shall be dispatched to assist with the follow-up investigation, consistent with SOP Response to Traffic Crashes.

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B. Response to Traffic Hazards and Assisting Motorists

1. A PSA shall:

- a. Reasonably attempt to provide assistance to motorists in need of mechanical assistance (i.e., provide jumper cables, change flat tires, etc);
  - i. The PSA shall not attempt to push-start a vehicle.
- b. When a tow truck is requested by the motorist and after explaining that the motorist is responsible for all towing charges, request for the on-call wrecker company to respond to the scene; and
- c. Provide traffic direction at the scene of a crash or fire, traffic hazards, intersections where lights are malfunctioning, and/or for roadway closures.

N/A

2. A PSA may transport a stranded motorist to the nearest service station for fuel, provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard.
  3. A PSA shall only attempt to unlock a vehicle by using an unlocking device (e.g., Slim Jim) in exigent circumstances, such as to retrieve a child or an animal locked in the vehicle otherwise:



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N/A

- a. A PSA shall request a locksmith at the motorist's request.
- b. A PSA may call a third party when extra keys are available.

C. Assisting Sworn Personnel on their Calls for Service

1. A PSA shall:

- a. Transport victims, witnesses, and children to any of the Department facilities and outside law enforcement facilities, receiving homes, shelters, and/or residences as requested by an officer or supervisor;
- b. Assist sworn personnel with the towing of vehicles at traffic stops; and
- c. Conduct a thorough inventory consistent with the requirements outlined in SOP Search and Seizure Without a Warrant and advise sworn personnel if any of the following is located:
  - i. Weapons;
  - ii. Stolen property;
  - iii. Drugs and/or paraphernalia; and
  - iv. Open containers of alcohol.

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D. Abandoned Vehicles on Public or City Property

- 1. When dispatched to an abandoned vehicle call, a PSA shall determine whether the vehicle is abandoned by confirming that:
  - a. The vehicle is parked on or along any street, alley, or public way and does not display a current license plate or have a current registration;
  - b. The vehicle was left unattended on or along any street, alley, or public way in the same place for thirty-six (36) hours;
  - c. The vehicle is violating a parking ordinance, and if so, issue appropriate citations; or
  - d. The vehicle has an abandoned vehicle sticker (red tag) and check for an Unattended Vehicle Permit.
- 2. When the owner cannot be contacted or refuses to move the vehicle, the PSA shall complete an Abandoned Vehicle Notification and place an abandoned vehicle sticker on the vehicle.
  - a. The PSA shall forward completed Abandoned Vehicle Notifications to Central Records personnel.
    - i. Central Records personnel shall mail Abandoned Vehicle Notifications to the registered owner.
  - b. When practicable, the PSA who prepared the abandoned vehicle sticker shall be the same as the PSA who has the vehicle towed.
  - c. After seven (7) days from placing the abandoned vehicle sticker, the PSA may have the vehicle towed.
    - i. The PSA shall obtain permission from an on-duty Field Services Bureau (FSB) supervisor before having a vehicle towed.

N/A



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- d. When the abandoned vehicle is being towed, the PSA shall complete a Tow-In Report, Towed Vehicle Notification, and a Uniform Incident Report, and shall issue the appropriate citation(s).
  - e. If notice is received from the City Hearing Officer that the registered owner contests the action, the PSA shall not have the vehicle towed until the City Hearing Officer makes a decision about how to proceed.
3. When a vehicle is abandoned on a public roadway and causing a traffic hazard, the PSA shall ensure the vehicle is removed from the roadway after receiving authorization from the FSB supervisor. The PSA shall stand by for a minimum of thirty (30) minutes from the time the call was created to see if the owner returns.
- a. If the owner returns, the PSA shall assist the motorist with removing the vehicle from the roadway.
  - b. If an owner does not return after the thirty (30) minutes, the PSA shall issue the appropriate citation(s) and have the vehicle towed.
4. A PSA shall not tow vehicles that have been abandoned on private property.
- a. The PSA is encouraged to make a referral to City of Albuquerque Zoning personnel.
5. Parking Enforcement
- a. A PSA shall be responsible for enforcing parking violations on public and private property.
    - i. On private property, a PSA may only issue citations for handicap parking and fire lane violations.
  - b. When a PSA is notified by the Emergency Communications Center (ECC) or Real Time Crime Center (RTCC) of a "hotlist" vehicle or identified as a vehicle with outstanding parking or speeding violations, they shall respond to the scene and verify the vehicle is the correct vehicle through license plate, and by the Vehicle's Identification Number (VIN).
    - i. Once verified, the PSA shall contact the Parking Enforcement Division at 505-924-3908 or 505-924-3950 to confirm the vehicle has two (2) or more outstanding parking or speed violations and have them issue a boot device.
    - ii. The PSA shall apply the boot device, complete a Boot Citation, and notify the Parking Enforcement Division of the time and the location of the vehicle.
      1. The PSA shall upload the Boot Citation to the Parking Enforcement Division's online system or hand-deliver it to their office in City Hall before close of business on the day of issuance.
    - iii. At no time shall a PSA apply a boot device to a vehicle that is not verified by the Parking Enforcement Division.

E. Calls for Service for Property Crimes



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1. Response to a Burglary or Stolen Vehicle

N/A

- a. A PSA may be dispatched as primary responding personnel to any delayed auto, residential, or commercial burglary call for service, or a stolen vehicle call for service where there is no indication the individual is on-scene or in the area.
  - i. FSB sworn supervisors and ECC Dispatchers shall review calls for service to ensure the safety of PSAs
- b. Under no circumstances shall a PSA be dispatched as the primary unit to a burglary that just occurred or is in progress.
  - i. A PSA may be dispatched to assist in perimeter duties if the call requires it.
- c. If requested by the PSA, sworn personnel shall be dispatched to assist.
- d. If a PSA encounters a potentially dangerous scene, they shall move away from the scene and, from a safe distance, notify the ECC to request sworn personnel to respond to the scene.
- e. A PSA shall process all burglary and stolen vehicle scenes and collect evidence using standard evidence collection procedures consistent with SOP Collection, Submission, and Disposition of Evidence and Property.

2. Calls for Service for Vandalism or Larceny

N/A

- a. A PSA may be dispatched as the primary responding personnel for vandalism or larceny calls for service where there is no indication of an individual on-scene or in the area.
- b. A PSA may take initial vandalism and larceny calls for service.
- c. The PSA shall determine whether the incident is a felony or a misdemeanor.
  - i. If the PSA determines that the incident is a misdemeanor, they shall complete a Uniform Incident Report.
    - 1. If any potential leads develop, the PSA shall obtain the individual's information and forward it to their direct supervisor to provide to sworn personnel to conduct a follow-up investigation.
  - ii. If the incident is determined to be a felony, the PSA shall take the initial call for service, collect any viable individual information or leads, and forward it to their area command's Impact Team for follow-up investigation.

N/A

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3. Found Items

- a. A PSA shall pick up found items and complete a Uniform Incident Report.
- b. A PSA shall make a reasonable effort to contact the rightful owner of the recovered property.
  - i. If an owner is not located, the PSA shall tag the property into evidence before the end of their shift, consistent with SOP Lost and Found Government-Issued Identification Cards and Driver's Licenses.

N/A

F. Periodic Watches and Welfare Checks

N/A

- 1. A PSA may be dispatched to:



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- a. Periodic watches on houses and businesses; and
- b. Conduct welfare checks on elderly people who are confined to a residence, or people who are too sick to care for themselves.

G. Response to Sleeping Individuals

N/A

1. A PSA may be dispatched as the primary responding personnel to a call for service involving a sleeping individual (39-6) where the only reason for the call is that the individual is sleeping or is otherwise not-responsive due to presumed intoxication, substance abuse, and/or unknown medical issue.
  - a. If a PSA finds criminal elements or activity, or the individual becomes disorderly, they shall move to safe distance from the area, notify the ECC, and request an officer to respond and assist.
2. FSB supervisors and ECC Dispatchers shall review, screen, and read calls for service prior to a PSA being dispatched to ensure the safety of PSAs.
  - a. If the call has possible criminal elements or activity, a PSA shall not be dispatched.

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H. Calls for Service Not Handled by a PSA

1. A PSA shall not respond to the following types of calls for service unless they have been directed to do so by an FSB supervisor or sworn personnel and the scene has been secured:
  - a. Audible or silent alarms;
  - b. Police vehicle pursuits;
  - c. Any crime that is in progress;
  - d. Suspicious/unattended deaths;
  - e. To assist sworn personnel who are involved in a foot pursuit; or
  - f. Welfare checks on emotionally disturbed persons.

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2. A PSA shall not:

- a. Engage in self-initiated traffic stops or follow traffic violators;
- b. Arrest or assist with an arrest, including searching any person for any reason;
- c. Detain or guard individuals; or
- d. Actively pursue investigative leads that potentially lead to physical contact with a suspected individual.
  - i. This includes following up on hit-and-run investigations by going to the registered owner's house without sworn personnel present.

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I. Assigned to the Transit Safety Section (TSS).

1. A PSA shall:



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N/A

- a. Attend additional and ongoing training as directed;
- b. Board and ride City buses at the direction of TSS supervisor(s);
- c. Monitor community members riding on City buses to ensure they adhere to the City's bus safety rules; and
  - i. A PSA may request backup assistance from a TSS officer and/or sworn personnel if a violation is observed.
  - ii. A PSA shall disengage and request backup assistance when encountering a community member that appears to be aggressive or hostile.
- d. Monitor community members riding on City buses to ensure they adhere to local ordinances and/or laws.
  - i. A PSA may request backup assistance from sworn personnel if a violation is observed.