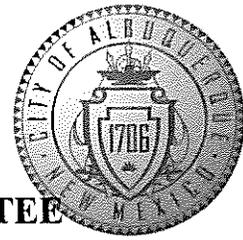


# CITY OF ALBUQUERQUE



## POLICE OVERSIGHT BOARD COMMUNITY OUTREACH SUBCOMMITTEE

Monday, January 22, 2018 – 5:30 p.m.  
Plaza del Sol Building, 600 2nd Street NW  
3<sup>rd</sup> Floor Small Conference Room

### Members Present

Johnny J. Armijo, Chair  
Chantal Galloway  
Dr. William Kass  
Valerie St. John

### Others Present

Executive Director Edward Harness  
Amanda Bustos  
Maria Patterson  
Jim Larson  
Eric Olivas

### MINUTES

- I. New Chair.** Prior to beginning the meeting, which began at 5:31 p.m., the subcommittee decided they needed to establish on record that Mr. Johnny J. Armijo is the chair of the subcommittee. Member St. John motioned to amend the December 7, 2017 minutes to state that Johnny Armijo was elected to be chairperson of the Community Outreach Subcommittee in that meeting. Member Kass seconded the motion. The motion was carried by the following vote:  
**For: 4 - Armijo, Galloway, Kass, St. John**

PO Box 1293

- II. Welcome and Call to Order (previously item I):** Subcommittee Chair Armijo officially called the meeting to order. He apologized for not bringing burritos.

Albuquerque

**III. Approval of the Agenda:**

- A. A motion was made by Subcommittee Member Kass to approve the agenda as written, other than what was already changed (addition of item I). Subcommittee Chair Armijo seconded the motion. The motion was carried by the following vote:

NM 87103

**For: 4 - Armijo, Galloway, Kass, St. John**

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**IV. Approval of the Minutes for December 7, 2017:**

- A. A motion was made by Subcommittee Chair Armijo to approve the December 7, 2018 minutes with the aforementioned amendment. Subcommittee Member Galloway seconded the motion. The motion was carried by the following vote:

**For: 4- Armijo, Galloway, Kass, St. John**

**V. Public Comments:**

- A. Member Kass introduced Jim Larson, a soon-to-be POB member.  
B. Eric Olivas, Chair of the Northwest CPC, introduced himself.

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- C. Chair Armijo described the subcommittee's role—to bring ideas from the community to the board—and invited Mr. Larson and Mr. Olivas to participate in the conversation throughout the meeting.
- D. Mr. Olivas expressed his interest in having more communication with the subcommittee. Chair Armijo agreed and added that transparency is important and that often officers do not have a chance to speak their mind.

## **VI. Review Research from POB Members – Outreach Committee**

### **A. Goals, Objectives, Timelines, etc.**

1. Chair Armijo described why it is time to reexamine the subcommittee's goals, objectives, and mission statement.
2. Chair Armijo appreciated the introduced in the last POB meeting about documenting and tracking occasions where the POB or CPOA is interacting with the public.
3. Chair Armijo also thought it was a great idea to have all of the subcommittee chairs send Director Harness updates about their subcommittees each week.
4. **Goals and Objectives.** Chair Armijo reintroduced the “Community Outreach Committee Structure” handout he had distributed to the subcommittee in November. Please see attachment “A.”
5. He added that it is important for all the subcommittee members to have a uniform message about the subcommittee's purpose and function.
6. **PowerPoint Presentation.** Chair Armijo described the PowerPoint presentation that Director Harness developed and Chair Armijo suggested that they work off of that presentation.
  - i. Amanda Bustos added that the presentation should be adapted for a CPC presentation and so that the CPCs can better understand how the CPOA and POB can be useful to them.
7. **Updates.** Chair Armijo commented on recent changes, such as the hiring of Chris Sylvan as CPC manger and having a representative from the mayor's office attend POB meetings. Chair Armijo and Director Harness updated the subcommittee about the reappointments of POB members Armijo and Waites.
8. **Mission Statement.** Chair Armijo suggested they start to come up with a mission statement that is short and concise.
9. Mr. Larson suggested they find a way to work the subcommittee's intent to provide feedback from the community into the mission statement.

20. Mrs. Bustos suggested the topic of transparency as an addition to the mission statement.

**21. Discuss POB's Message to the Public**

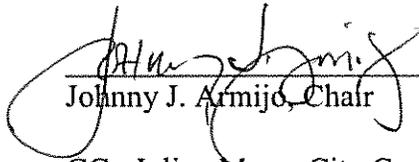
**VII. Discuss POB's Message to the Public**

- A. **Message.** Member Kass suggested that in order to write the mission statement they should consider the question, what is it the Outreach subcommittee has to offer to the public in terms of a message?
- B. In the view of Member Kass, the subcommittee acts as representatives of the POB who are committed to dialoging with the community.
- C. Director Harness stated that his "elevator pitch" for the subcommittee is that Outreach is the bridge between the public and the POB for advancing the POB's mission.
  - 1. Mr. Olivas said he thought that was the CPC's charter—a bridge between the community and APD.
  - 2. Director Harness agreed and said that Outreach and CPC's missions overlap and parallel each other somewhat.
- D. **Complaints and Commendations.** Mr. Olivas thought that it is important to advertise what the POB does with commendations and complaints, especially commendations.
- E. **Questions for Mr. Olivas.**
  - 1. Chair Armijo asked what the process is for complaints at CPCs. Mr. Olivas explained that complaints are generally resolved quickly by the area commander.
  - 2. Chair Armijo asked if most of the average CPC meeting is taken up by APD presentations rather than citizens' questions. Mr. Olivas said that was more often the case than not.
- F. **POB and CPC Relationship.** Jim Larson asked Mr. Olivas what he sees as the POB being able to do for CPCs? Mr. Olivas replied he isn't sure because how the POB can help CPCs because he isn't sure what the POB can do.
  - 1. Member Kass told Mr. Olivas that the POB makes policy recommendations based on citizen complaints, though Outreach has to find a way to better communicate this function to the public.
  - 2. Mr. Olivas agreed that the public doesn't know about the POB's policy-making process and that it would be great to help the community learn about that in CPC meetings.
  - 3. Director Harness noted that the CPOA also has the resources to do in-depth research, which might be useful to CPCs.

4. Member Galloway asked Mrs. Bustos she meant by “trends” and Mrs. Bustos clarified she was referring to the number and nature of trends.
  5. Mr. Larson asked if the numbers of complaints Mrs. Bustos talked about included 311 calls. Mrs. Bustos said 311 tickets were excluded from that statistic. A lot of them were small complaints related to paperwork.
  6. Member Kass remarked that the POB needs to be educated about those statistics. Mrs. Bustos suggested adding that as a standing agenda item.
  7. Mr. Larson said that minor complaints and inconsistencies in investigation timelines still point to problems within APD policy.
  8. Mrs. Bustos noted that APD generally takes 10 to 15 days to release statements about incidents but if they go outside of that they are not violating any SOPs and this information is not tracked. Director Harness added that that is why they carved out this type of complaint for mediation process so that it could be handled informally. This may be the focus of a policy recommendation at some point.
  9. Member Kass said that would be good information for the public to have.
  10. Director Harness reminded the subcommittee that they need to convey that they are not APD’s customer service, nor APD apologists.
  11. Member Kass argued that the subcommittee needs to focus on presenting data in a neutral way. Mr. Olivas agreed that even knowing APD’s basic statistics helps.
- I. **Message to the Public.** Member Galloway asked if there is an elevator pitch about what the POB and CPOA are.
1. Director Harness said he explains the CPOA as policing the police from the citizen’s side.
  2. Member Kass says his explanations are audience-dependent but that he basically says the POB reviews complaints and makes policy recommendations to make APD be what the citizens want it to be.
  3. Member Galloway asked how they could tie that back to the POB’s core functionality in the mission statement. Even if they create something larger and more in depth that we can have behind the mission statement.
- J. **Drafting Assignments.**
1. Chair Armijo suggested they take the key phrases and everyone write a rough draft of a mission statement for the next meeting.
  2. Mr. Larson suggested they all bring them back, share them with one another, and then pick one they all like and work on it.

2. Mr. Olivas noted that all of the goals and objectives listed in attachment “A” seem to point to the subcommittee’s desire to build the police department they want to see.
  3. Chair Armijo thought that was a great point. Director Harness rephrased that as “seeking organizational transformation.”
  4. Member Galloway agreed that that is a broad stroke objective and needs to be refined into a goal with measurables.
  5. Member Kass pointed out that this transformation is already happening, which was especially noticeable in the ride-alongs he went on. He didn’t know how that could be measured but he has noticed a positive change in attitude.
  6. Director Harness noted that he sent everyone the resource about community policing.
- M. **Emails.** Member Galloway asked about all of the emails she has been getting.
- N. Mr. Larson suggested that “voice of the community” is a useful phrase. Chair Armijo asked if it should be “voice of” or “voice for.”
- O. Director Harness commented that the last administration missed out by isolating themselves from connecting to the community; it would have saved them from a lot of criticism.
- P. **Mission Statement.** Mr. Larson made another noted that the mission statement should give insight about what the subcommittee as well as be inspiring.
- Q. **Looking Ahead.** Chair Armijo reviewed what they covered in the meeting and what needs to be tabled until the next meeting.
1. They ran out of time to discuss item V. i. – Goals, Objectives, Timelines, etc. fully. This will be addressed at the next meeting.
  2. They covered item VI (Discussion of POB’s message to the public).
  3. Agenda items VII (Discussion of outreach strategies for next six months) and VIII (Develop final goals, Objectives, etc. to present to POB board) will be moved to next month’s agenda as well.
  4. Chair Armijo emphasized the need to determine their new mission statement in the next meeting.
- R. **Update from Director Harness.**
1. Director Harness remarked that this is a unique time because the monitor team is going to act more as technical advisers. This means that the more the POB can step in now and create a base, the better the POB’s position will be in the new administration.

APPROVED:

  
\_\_\_\_\_  
Johnny J. Armijo, Chair

2.20.18  
Date

CC: Julian Moya, City Council Staff  
Trina Gurule, Interim City Clerk  
Isaac Benton, City Council President (via email)

Minutes drafted and submitted by:  
Maria Patterson, Temporary Administrative Assistant

**POLICE OVERSIGHT BOARD  
COMMUNITY OUTREACH  
COMMITTEE  
STRUCTURE**

*D-R-A-F-T*

*November 2017*

***Mission:***

*For all members to communicate the same message and provide factual information and understanding on the CASA agreement and the Police Oversight Board and Civilian Police Oversight Agency roles to citizens - and gain insight from the citizens to share with the Police Oversight Board*

**GOALS:**

1. To educate as many citizens as feasible on the POB/CPOA and CASA agreement and gather information from them to take to the Board
2. To complete a 15/20-minute studio quality video presentation in conjunction with GOV TV to include the chairperson/executive director and community engagement specialist explaining the CASA agreement and the roles of the POB and CPOA

Attachment "A"

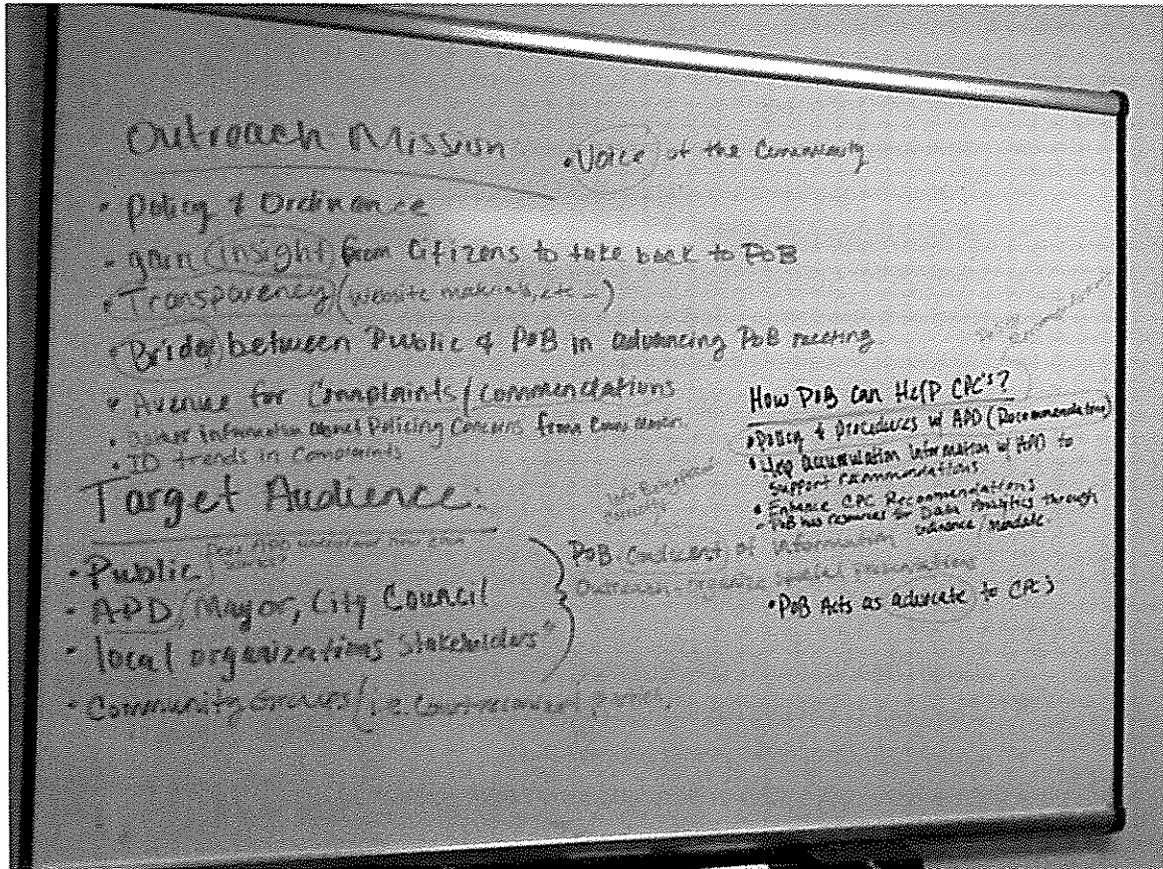
5. Have the engagement specialist work with GOV TV and identified Board members to develop a video overview presentation.
6. Present the video *and or* the power point presentation at various community meetings to continue the same information to all in attendance at different locations in the city and listen and bring back comments to the Board
7. Develop **relationship(s)** with one or several of the local television stations to help foster the correct information being
8. broadcast to the community about the CASA agreement/CPOA and the POB, and relay any achievements or lack thereof
9. Members are to miss no more than **three (3)** Outreach Subcommittee meetings yearly

**TIMELINES:**

General information and ideas to start:

1. First community education outreach effort at the CNM (2017) Montoya camps on *April 11<sup>th</sup>*, 5:30-6:30

Attachment "A"



Attachment "B"

## **GOALS AND OBJECTIVES**

A goal is defined as

1. The purpose toward which an endeavor is directed.
2. The result or achievement toward which effort is directed or aimed.

### **Attributes of goals vs. objectives**

Differences in scope

Goals are broader than objectives in the sense that goals are general intentions and are not specific enough to be measured. Objectives are narrow and are set for certain tasks in particular.

Specificity

Goals are general while objectives are specific. Goals are just general intentions towards the attainment of something while objectives are precise actions for accomplishment of a specific task.

Tangibility

Goals may be intangible while objectives ought to be tangible. Goals may be directed at achieving non-measurable things while objectives may be targeted at getting measurable things or tasks.

### **Comparison chart**

Goal versus Objective comparison chart

	<b>Goal</b>	<b>Objective</b>
<b>Meaning</b>	The purpose toward which an endeavor is directed.	Something that one's efforts or actions are intended to attain or accomplish; purpose; target.
<b>Example</b>	I want to achieve success in the field of genetic research and do what no one has ever done.	I want to complete this thesis on genetic research by the end of this month.
<b>Action</b>	Generic action, or better still, an outcome towards which we strive.	Specific action - the objective supports attainment of the associated goal.

Attachment "D"