



**1-78 POLICE SERVICE AIDE PROGRAM**

**1-78-1 Policy**

It is the policy of the Department to provide Police Service Aides (PSAs) to assist law enforcement personnel in performing non-hazardous duties and to provide the public with a variety of community services.

**1-78-2 Rules and Responsibilities**

**A. Pre-Service Training**

The Albuquerque Police Academy Staff will be responsible for the pre-service training of all police service aides. Applicants must pass the police officer's entrance examination and other required examinations as determined by the director of training.

**B. Traffic Crashes**

1. Will investigate non-injury traffic crashes occurring on public roadways and private property. While Once at the scene of a non-injury crash occurring on private property, PSAs will handle the crash investigation and will not advise citizens to make station reports.
2. Will assist Field Services personnel and traffic officers at the scene of injury and fatal crashes with scene security, traffic control and direction, locating and obtaining witnesses, transporting passengers/witnesses, taking measurements, tow-in reports, tagging evidence and any other assistance as needed.

3. If necessary, Police Service Aides may take primary on traffic crashes with injuries that are not fatalities, as long as the following conditions are met:

- a. A sworn officer is able to assist. If no sworn personnel are available or able to clear to assist, a supervisor may authorize the PSA to take primary on the incident.
- b. If any person(s) is medically transported, the PSA will notify the supervisor of the reason for medical transport, where the injured person(s) are being transported to, and the category/severity of the injuries.
- c. If no injuries are sustained from the crash and those involved sign a medical waiver, the PSA will notify the supervisor and request to change the CAD to a traffic accident with no injuries.
- d. If a traffic crash has the possibility of containing criminal elements/contributing factors, the PSA will request for a sworn officer to assist and potentially turn over the investigation.

4. Hit and Run Crashes



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a. When responding to a hit and run crash, Police Service Aides must take the proper investigative measures to ensure that all known offender information is deemed viable. In the event the provided vehicle information matches the registered vehicle description an officer will be dispatched to assist with follow up investigation pursuant to Response to Traffic Crashes SOP.

5. Will take reports and process scenes as described in this section.

C. Traffic and Roadway Services

1. Will reasonably attempt to provide assistance to motorists in need of mechanical assistance, i.e., provide jumper cables, change flat tires, etc. Will not attempt to push-start vehicles.
2. Will summon the on-call wrecker at the request of a motorist, after explaining that the motorist is responsible for all towing charges.
3. Unless necessary to retrieve a child or an animal locked in a vehicle, will not attempt to unlock vehicles using "slim jims" or other unlocking devices. May summon a locksmith at the motorist's request or may call a third party when extra keys are available.
4. When requested by a stranded motorist, may transport the motorist to the nearest service station for fuel provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard.
5. Will provide traffic direction at crash scenes, fire scenes, traffic hazards, intersections where lights are malfunctioning and roadway closures.
6. Will be used to transport victims, witnesses and children to any of the police facilities, receiving homes, shelters, and residences as requested.

7. Will assist officers with the towing of vehicles at traffic stops and so forth. Will conduct a thorough inventory of the vehicle and advise the primary officer if any of the following is located:

- a. Weapons are located.
- b. Stolen property is located.
- c. Drugs and/or paraphernalia are located.
- d. Open containers of alcohol

D. Abandoned Vehicles on Public/City Property

1. Before placing an Abandoned Vehicle Sticker on the vehicle, PSAs will determine if the vehicle is abandoned by determining if:



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- a. The vehicle is parked on or along any street, alley or public way and does not display a current license plate, or;
  - b. The vehicle is left unattended on or along any street, alley or public way in the same place for 72 hours.
2. Will make a stolen vehicle inquiry and attempt to contact the owner.
  3. Will determine if the vehicle is violating parking restrictions and issue appropriate citation(s).
  4. If the owner cannot be contacted or refuses to move the vehicle, will fill out an Abandoned Vehicle Notification Form (PD 3060) and place an Abandoned Vehicle Sticker on the vehicle.
    - a. Abandoned Vehicle Notification forms will be forwarded to Records and then mailed to the registered owner.
    - b. When practical, the PSA who prepared the abandoned vehicle sticker will be the same PSA who tows the vehicle.
    - c. After seven days from the issuance of the Abandoned Vehicle Sticker, the vehicle may be towed. Before towing a vehicle, PSA will obtain permission from a field supervisor.
    - d. Upon towing an abandoned vehicle, the PSA will complete a Tow-In Report, Towed Vehicle Notification Form (PD. 306I) and an Offense/Incident Report and will issue the appropriate citation(s).
    - e. If notice is received from the City Hearing Officer that the owner contests the action, then the vehicle will not be towed until the decision of the Hearing Officer
  5. If a vehicle is abandoned on a public roadway and causing a traffic hazard, the PSA will ensure the vehicle is removed from the roadway after receiving authorization from the field supervisor. The PSA will stand by for a reasonable period to see if the owner returns. If the owner returns, the PSA will assist the motorist with removing the vehicle from the roadway.
  6. If an owner does not return after a reasonable period, the PSA will issue the appropriate citation(s). After receiving authorization from a field supervisor, the vehicle will be towed.
  7. PSAs will not tow vehicles abandoned on private property but are encouraged to make a referral to City Zoning.

E. Parking Enforcement

PSA will be responsible for enforcing parking violations on public and private property. On private property, PSA can only issue citations for handicap parking and fire lane violations.

F. Found Items



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1. PSA will be responsible for picking up found items and initiating an Offense/Incident Report. A reasonable effort should be made to contact the rightful owner of the recovered property. If an owner is not located, the PSA will tag the property into evidence before the end of his/her shift.
2. An Offense/Incident Report will be initiated regardless of whether or not the property was returned to the owner(s).

G. Adult Missing Persons Investigations

1. The Missing Person Unit is responsible for the investigation of cases involving individuals who are defined as adults by State Statute.
2. A PSA may take an adult missing person report if it appears the person is missing by his/her volition, foul play is not suspected, and a field supervisor has been notified of the facts regarding the event before the initiation of the report.
3. The report will be forwarded to the Missing Person's Unit for follow-up investigation.

H. Vandalism/ Larceny Reports

1. May take initial Vandalism and Petty Larceny reports Where there is no offender information and which no follow-up investigation is required.
2. Must decipher if the incident is a felony or misdemeanor.
  - a. If the incident is determined to be a misdemeanor the service aide will take the report and gather any potential leads or offender information and forward it to their direct supervisor to distribute to a sworn field officer for follow up investigation.
  - b. If the incident is determined to be a felony, the Police Service Aide will take the initial report, collect any viable offender information or leads and forward it to their area command's impact team for follow up investigation.

I. House, Business, and Beat Checks

1. Will conduct checks by checking the Blotter and Chief's Morning Report for locations.
2. Will also respond to house and business checks when dispatched.
3. Will conduct welfare checks on elderly and invalid persons.
4. If a PSA should find a suspicious situation, he/she will move a safe distance from the area, notify Radio and request an officer.

Commented [A1]: The following sections should be re-ordered as follows: M, K, H, I, J, N. The following sections should re-ordered so that the policy will go over safety first, calls not taken by PSAs, Calls that are taken by PSAs, and how to take them.



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5. Will conduct Beat Checks as a supplement to Beat Officers' checks to locate and red tag abandoned vehicles and enforce parking violations.

J. Administrative

1. Will be responsible for conducting mail runs and distributing the mail to include:
  - a. Inter-office correspondence will be taken from the substation to the fifth floor of the Main and distributed.
  - b. Completed reports will be turned into Report Review.
  - c. Report requests from officers will be picked up from Records.
  - d. Citation distribution.
  - e. License plates will be taken to MVD.
  - f. Picking up supplies from City Supply, City Warehouse and Property
  - g. Picking up requests for officers from ID.
  - h. Inter-office Correspondence from IA will be delivered to the Area Commander.
  - i. Any other items necessary.
2. Will enter the Daily Line-up and distribute copies to supervisors.
3. Will make copies of all Felony Reports and distribute to the Impact Teams and Investigations Support Bureau.
4. Will periodically be assigned to the substation to assist citizens with station reports and questions and answering the telephones.
5. Will check the supplies at the substation and restock as necessary.
6. Will transport officers and police vehicles (Pool Cars) to and from maintenance facilities.
7. Will take inventory of pool cars and ensure they are in working order, i.e., headlights, brake lights, turn signals, emergency equipment, batteries charged, etc.
  - a. If a vehicle is not in working order, the PSA will notify his/her immediate supervisor.
8. Will perform any other administrative duties as deemed necessary by a supervisor.

K. Calls Not Handled by PSA

1. PSA will not respond to the following types of call unless directed to do so after the scene has been secured by a field supervisor or officer.
  - a. Felony offenses except as described in 4-2-2-N



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- b. Audible or silent alarms
- c. Officer in need of assistance
- d. Police vehicle pursuits
- e. Burglaries where offender may be present Suspicious deaths
- f. Officer involved foot pursuits
- g. Welfare checks on emotionally disturbed persons
- h. Shall not engage in self-initiated traffic stops or follow traffic violators
- i. Shall not be used to stand by with or guard suspects or offenders
- j. Shall not actively pursue investigative leads

L. DWI

1. Ensuring Intoxilyzers are picked up at the end of each briefing and placed into the BATmobiles.
2. Pickup MVD statements from the Main Station and deliver to the DWI Sergeant.
3. Towing vehicles for DWI officers.
4. Transporting passengers, if necessary.
5. Transporting DWI checkpoint materials to and from checkpoints.
6. Setting up and breaking down DWI checkpoints.
7. Learning the operation of all DWI equipment including, BATmobiles, Prisoner Transport Van, electronic signs, intoxilizers, etc.
8. Will ensure that Intoxilizers are stored at the end of each shift.
9. Will conduct inventories on vehicles to be towed and will document any open containers found in the vehicle.
10. Will ensure that BATmobiles are stocked with necessary supplies, i.e.:
  - a. Reports, Offense/Incident/Traffic Offense Reports
  - b. Criminal Complaints
  - c. Pre-Booking Worksheets
  - d. Juvenile Booking Worksheets
  - e. DWI Citations
  - f. Moving Citations
  - g. Any other relevant DWI paperwork.

M. Response to Burglary/Stolen Vehicle

1. Shall be dispatched as a primary unit to any burglary/stolen vehicle call (auto, residential or commercial)/ where there is no indication of an offender on the scene or in the area.



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2. Under no circumstances will a PSA be dispatched to a burglary that just occurred.
3. Supervisors and dispatchers will review calls to ensure the safety of PSAs.
4. If requested by the PSA, an officer shall be dispatched to assist.
5. If a PSA should find a suspicious situation, he/she shall move a safe distance from the area, notify ECC, and request an officer.
6. PSAs shall process all burglary/stolen vehicle scenes and collect evidence using standard evidence collection procedures.

N. Response to Burglary/Stolen Vehicle/Vandalism/Larceny/Hit & Run

1. Shall be dispatched as a primary unit to any burglary/stolen vehicle call (auto, residential or commercial)/vandalism/larceny/hit & run where there is no indication of an offender on the scene or in the area.
2. Under no circumstances will a PSA be dispatched to a burglary that just occurred.
3. Supervisors and dispatchers will review calls to ensure the safety of PSAs.
4. If requested by the PSA, an officer shall be dispatched to assist.
5. If a PSA should find a suspicious situation, he/she shall move a safe distance from the area, notify ECC, and request an officer.
6. PSAs shall process all burglary/stolen vehicle scenes and collect evidence using standard evidence collection procedures.
  - a.

O. Welfare Checks

1. May conduct periodic watches on houses and businesses.
2. May conduct welfare checks on elderly and person(s) who are confined to a residence or who are too sick to care for themselves.
3. If a PSA should find a suspicious situation, he/she will move a safe distance from the area, notify Radio and request an officer.
4. Will conduct Beat Checks as a supplement to Beat Officers' checks to locate and red tag abandoned vehicles and enforce parking violations.

P. DWI



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1. Ensuring Intoxilyzers are picked up at the end of each briefing and placed into the BATmobiles.
2. Pickup MVD statements from the Main Station and deliver to the DWI Sergeant.
3. Towing vehicles for DWI officers.
4. Transporting passengers, if necessary.
5. Transporting DWI checkpoint materials to and from checkpoints.
6. Setting up and breaking down DWI checkpoints.
7. Learning the operation of all DWI equipment including, BATmobiles, Prisoner Transport Van, electronic signs, intoxilyzers, etc.
8. Will ensure that Intoxilyzers are stored at the end of each shift.
9. Will conduct inventories on vehicles to be towed and will document any open containers found in the vehicle.
10. Will ensure that BATmobiles are stocked with necessary supplies, i.e.:
  - a. Reports, Offense/Incident/Traffic Offense Reports
  - b. Criminal Complaints
  - c. Pre-Booking Worksheets
  - d. Juvenile Booking Worksheets
  - e. DWI Citations
  - f. Moving Citations
  - g. Any other relevant DWI paperwork.

Q. Calls Not Handled by PSA

1. PSA will not respond to the following types of call unless directed to do so after the scene has been secured by a field supervisor or officer.
  - a. Audible or silent alarms
  - b. Officer in need of assistance
  - c. Police vehicle pursuits
  - d. Any crime in progress where an offender may be present.
  - e. Suspicious/unattended deaths
  - f. Officer involved foot pursuits
  - g. Welfare checks on emotionally disturbed persons
  - h. Shall not engage in self-initiated traffic stops or follow traffic violators
  - i. Shall not be used to stand by with or guard suspects or offenders
  - j. Shall not actively pursue investigative leads that potentially lead to physical contact with an offender/suspect





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R. Administrative

1. Will be responsible for conducting mail runs and distributing the mail to include:
  - a. Inter-office correspondence will be taken from the substation to the fifth floor of the Main and distributed.
  - b. Completed reports will be turned into Report Review.
  - c. Report requests from officers will be picked up from Records.
  - d. Citation distribution.
  - e. License plates will be taken to MVD.
  - f. Picking up supplies from City Supply, City Warehouse and Property
  - g. Picking up requests for officers from ID.
  - h. Inter-office Correspondence from IA will be delivered to the Area Commander.
  - i. Any other items necessary.
2. Will enter the Daily Line-up and distribute copies to supervisors.
3. Will make copies of all Felony Reports and distribute to the Impact Teams and Investigations Support Bureau.
4. Will periodically be assigned to the substation to assist citizens with station reports and questions and answering the telephones.
5. Will check the supplies at the substation and restock as necessary.
6. Will transport officers and police vehicles (Pool Cars) to and from maintenance facilities.
7. Will take inventory of pool cars and ensure they are in working order, i.e., headlights, brake lights, turn signals, emergency equipment, batteries charged, etc.
  - a. If a vehicle is not in working order, the PSA will notify his/her immediate supervisor.
8. Will perform any other duties as deemed necessary by a supervisor.

S. Other Duties

Will be responsible for any other duties as assigned.



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SOP 4-6

Effective: 01/14/16 Review Due: 01/14/17 Replaces: 06/11/15

## 4-6 POLICE SERVICE AIDE PROGRAM

### 4-6-1 Policy

It is the policy of the Department to provide Police Service Aides (PSAs) to assist law enforcement personnel in performing non-hazardous duties and to provide the public with a variety of community services.

### 4-6-2 Rules and Responsibilities

#### A. Pre-Service Training

The Albuquerque Police Academy Staff will be responsible for the pre-service training of all police service aides. Applicants must pass the police officer's entrance examination and other required examinations as determined by the director of training.

#### B. Traffic Crashes

1. Will investigate non-injury traffic crashes occurring on public roadways and private property. Once at the scene of a non-injury crash occurring on private property, PSAs will handle the crash investigation and will not advise citizens to make station reports.
2. Will assist Field Services personnel and traffic officers at the scene of injury and fatal crashes with scene security, traffic control and direction, locating and obtaining witnesses, transporting passengers/witnesses, taking measurements, tow-in reports, tagging evidence and any other assistance as needed.
3. Will take reports and process scenes as described in this section.

#### C. Traffic and Roadway Services

1. Will reasonably attempt to provide assistance to motorists in need of mechanical assistance, i.e., provide jumper cables, change flat tires, etc. Will not attempt to push-start vehicles.
2. Will summon the on-call wrecker at the request of a motorist, after explaining that the motorist is responsible for all towing charges.
3. Unless necessary to retrieve a child or an animal locked in a vehicle, will not attempt to unlock vehicles using "slim jims" or other unlocking devices. May summon a locksmith at the motorist's request or may call a third party when extra keys are available.



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4. When requested by a stranded motorist, may transport the motorist to the nearest service station for fuel provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard.
5. Will provide traffic direction at crash scenes, fire scenes, traffic hazards, intersections where lights are malfunctioning and roadway closures.
6. Will be used to transport victims, witnesses and children to any of the police facilities, receiving homes, shelters, and residences as requested.
7. Will assist officers with the towing of vehicles at traffic stops and so forth. Will conduct a thorough inventory of the vehicle and advise the primary officer if:
  - a. Weapons are located.
  - b. Stolen property is located.
  - c. Drugs and/or paraphernalia are located.

D. Abandoned Vehicles on Public/City Property

1. Before placing an Abandoned Vehicle Sticker on the vehicle, PSAs will determine if the vehicle is abandoned by determining if:
  - a. The vehicle is parked on or along any street, alley or public way and does not display a current license plate, or;
  - b. The vehicle is left unattended on or along any street, alley or public way in the same place for 72 hours.
2. Will make a stolen vehicle inquiry and attempt to contact the owner.
3. Will determine if the vehicle is violating parking restrictions and issue appropriate citation(s).
4. If the owner cannot be contacted or refuses to move the vehicle, will fill out an Abandoned Vehicle Notification Form (PD 3060) and place an Abandoned Vehicle Sticker on the vehicle.
  - a. Abandoned Vehicle Notification forms will be forwarded to Records and then mailed to the registered owner.
  - b. When practical, the PSA who prepared the abandoned vehicle sticker will be the same PSA who tows the vehicle.
  - c. After seven days from the issuance of the Abandoned Vehicle Sticker, the vehicle may be towed. Before towing a vehicle, PSA will obtain permission from a field supervisor.
  - d. Upon towing an abandoned vehicle, the PSA will complete a Tow-In Report. Towed Vehicle Notification Form (PD. 306I) and an Offense/Incident Report and will issue the appropriate citation(s).



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e. If notice is received from the City Hearing Officer that the owner contests the action, then the vehicle will not be towed until the decision of the Hearing Officer

5. If a vehicle is abandoned on a public roadway and causing a traffic hazard, the PSA will ensure the vehicle is removed from the roadway after receiving authorization from the field supervisor. The PSA will stand by for a reasonable period to see if the owner returns. If the owner returns, the PSA will assist the motorist with removing the vehicle from the roadway.

6. If an owner does not return after a reasonable period, the PSA will issue the appropriate citation(s). After receiving authorization from a field supervisor, the vehicle will be towed.

7. PSAs will not tow vehicles abandoned on private property but are encouraged to make a referral to City Zoning.

E. Parking Enforcement

PSA will be responsible for enforcing parking violations on public and private property. On private property, PSA can only issue citations for handicap parking and fire lane violations.

F. Found Items

1. PSA will be responsible for picking up found items and initiating an Offense/Incident Report. A reasonable effort should be made to contact the rightful owner of the recovered property. If an owner is not located, the PSA will tag the property into evidence before the end of his/her shift.

2. An Offense/Incident Report will be initiated regardless of whether or not the property was returned to the owner(s).

G. Adult Missing Persons Investigations

1. The Missing Person Unit is responsible for the investigation of cases involving individuals who are defined as adults by State Statute.

2. A PSA may take an adult missing person report if it appears the person is missing by his volition, foul play is not suspected, and a field supervisor has been notified of the facts regarding the event before the initiation of the report.

3. The report will be forwarded to the Missing Person's Unit for follow-up investigation.



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H. Vandalism/Petty Larceny Reports

May take Vandalism and Petty Larceny Reports where there is no offender information and which no follow-up investigation is required.

I. House, Business, and Beat Checks

1. Will conduct house and business checks by checking the Blotter and Chief's Morning Report for locations.
2. Will also respond to house and business checks when dispatched.
3. Will conduct welfare checks on elderly and invalid persons.
4. If a PSA should find a suspicious situation, he/she will move a safe distance from the area, notify Radio and request an officer.
5. Will conduct Beat Checks as a supplement to Beat Officers' checks to locate and red tag abandoned vehicles and enforce parking violations.

J. Administrative

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  - e. License plates will be taken to MVD.
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  - g. Picking up requests for officers from ID.
  - h. Inter-office Correspondence from IA will be delivered to the Area Commander.
  - i. Any other items necessary.
2. Will enter the Daily Line-up and distribute copies to supervisors.
3. Will make copies of all Felony Reports and distribute to the Impact Teams and Investigations Support Bureau.
4. Will periodically be assigned to the substation to assist citizens with station reports and questions and answering the telephones.
5. Will check the supplies at the substation and restock as necessary.



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6. Will transport officers and police vehicles (Pool Cars) to and from maintenance facilities.
7. Will take inventory of pool cars and ensure they are in working order, i.e., headlights, brake lights, turn signals, emergency equipment, batteries charged, etc.
  - a. If a vehicle is not in working order, the PSA will notify his/her immediate supervisor.
8. Will perform any other administrative duties as deemed necessary by a supervisor.

K. Calls Not Handled by PSA

1. PSA will not respond to the following types of call unless directed to do so after the scene has been secured by a field supervisor or officer.
  - a. Felony offenses except as described in 4-2-2-N
  - b. Audible or silent alarms
  - c. Officer in need of assistance
  - d. Police vehicle pursuits
  - e. Burglaries where offender may be present
  - f. Suspicious deaths
  - g. Officer involved foot pursuits
  - h. Welfare checks on emotionally disturbed persons
  - i. Shall not engage in self-initiated traffic stops or follow traffic violators
  - j. Shall not be used to stand by with or guard suspects or offenders
  - k. Shall not actively pursue investigative leads

L. DWI

1. Ensuring Intoxilyzers are picked up at the end of each briefing and placed into the BATmobiles.
2. Pickup MVD statements from the Main Station and deliver to the DWI Sergeant.
3. Towing vehicles for DWI officers.
4. Transporting passengers, if necessary.
5. Transporting DWI checkpoint materials to and from checkpoints.
6. Setting up and breaking down DWI checkpoints.
7. Learning the operation of all DWI equipment including, BATmobiles, Prisoner Transport Van, electronic signs, intoxilizers, etc.



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8. Will ensure that Intoxilizers are stored at the end of each shift.
9. Will conduct inventories on vehicles to be towed and will document any open containers found in the vehicle.
10. Will ensure that BATmobiles are stocked with necessary supplies, i.e.:
  - a. Reports, Offense/Incident/Traffic Offense Reports
  - b. Criminal Complaints
  - c. Pre-Booking Worksheets
  - d. Juvenile Booking Worksheets
  - e. DWI Citations
  - f. Moving Citations
  - g. Any other relevant DWI paperwork.

M. Response to Burglary/Stolen Vehicle

1. Shall be dispatched as a primary unit to any burglary/stolen vehicle call (auto, residential or commercial) where there is no indication of an offender on the scene or in the area.
2. Under no circumstances will a PSA be dispatched to a burglary that just occurred.
3. Supervisors and dispatchers will review calls to ensure the safety of PSAs.
4. If requested by the PSA, an officer shall be dispatched to assist.
5. If a PSA should find a suspicious situation, he/she shall move a safe distance from the area, notify ECC, and request an officer.
6. PSAs shall process all burglary/stolen vehicle scenes and collect evidence using standard evidence collection procedures.

N. Other Duties

Will be responsible for any other duties as assigned.

Policy Development Form  
Office of Policy Analysis



Name and Title: Armendariz, Alix - Police Service Aide

Phone: (505)414-5462

Email: aarmendariz@cabq.gov

SOP: (4-6) 1-78 Police Service Aide Program

Date Completed: 10/15/2018

In order to gain a clear understanding of the reason for the policy change, please answer the questions below with as much detail as possible as this information will be shared with internal and external stakeholders interested in participating in APD's policy development process.

Explain the rationale or purpose for the new policy or amended policy? Example: Best practices, case law, liability, conflicts with other policies or regulations, CASA related.

The reason to amend SOP 4-6 is to have a more up to date job description for the position of Police Service Aides. It has become common practice for PSAs to be dispatched and to take primary on incidents that are not written within the SOP. The revision is to expand the basic SOP and to give a more precise description of PSA duties. Meetings were conducted with entities/units within the department to confirm the changes and to ensure that the revision does not violate any other sections of SOP.

What is the policy intended to accomplish? Explain the general intent with respect to the specific topic of the policy.

This policy update is to provide a more modern form of the position of Police Service Aides to better assist officers in the field as well as take on more responsibility for the Albuquerque Police Department and to better serve the community.

How will the policy be measured to determine its effectiveness? (Example: Will data be collected, if so, in what format and who will maintain the information?)

MyPal will be used to statistically gather all calls for service that will be taken by PSAs to determine the overall efficiency and how many are taken. Audits would be conducted at random of the calls for service which would include video review and reports that were written for the incident.

Please list any references used to draft the policy such as policies from other agencies, case law, directives from the CASA,

Please submit this form to [OPA@cabq.gov](mailto:OPA@cabq.gov)

Should you have any questions or concerns regarding this form, contact Jolene Luna at 768-2223 or email [jjluna@cabq.gov](mailto:jjluna@cabq.gov).

Updated 7/25/18



Policy Development Form  
Office of Policy Analysis



research papers, etc.

Original SOP 4-6, CAD data of PSA dispatches from January 1, 2018 to March 1, 2018. Department personnel: Motors, Hit & Run, Impact, and the Academy training staff.