



**Southwest
Community Policing Council
April 6, 2022**

Approximately 18 members of the public attended, including APD civilians and council members.

CPC members present: Teresa Garcia, Wanda Harrison, Mona Varela, Andrea Lester Young

CPC members not present: David Raza, Joseph Kolozsy

- 1. Call to order – 6:00**
- 2. Approval of Agenda- Approved**
- 3. Approval of March Minutes – Approved**
- 4. New SW CPC chair Mona Varela**
- 5. SW area commander Rene Barraza**
 - Provided updates on the SW
 - Questions
 - What is APD doing with the 98th street and Dennis Chavez?
 - Deploying traffic stop
 - Why is there a long hold time for 242-cops?
- 6. Erika Wilson- 9/11 calls and 242-cops come into the same place**
 - Answers 911
 - 311 non-emergency or calls about city of Albuquerque
 - General FAQ questions
 - Graffiti clean up
 - Solid waste
 - Animal house complaint
 - Partnered with APD
 - Call 311 in ABQ and outside of city (505) 768-2000
 - APD app all goes to the 911 call center
 - 311 takes some calls and city calls
 - What happen when you dial 911?
 - From a cell phone it hits the providers tower where it hits a state switch that determines which 911 center the call goes to and delivers the call using the information like location, and some info from the phone. The switch delivers the call to the PSAT emergency communication center.

- The call can get lost; however, they do have ways to determine if the call was delivered to the state switch or 911 system.
- When calling 911 and a person doesn't get connected, notify them and they can trace it back and let them know what happen to the phone call and discover issues with the phone lines.
- Effects of call wait time:
 - Staffing
 - Call volume 1.1 million calls a year
 - Call duration phone call coverage 2 minutes which is in line with national standards
- Don't hang up when calling 911 or 242-cops
- They encourage you to stay online
 - Call takers – answering calls, getting information and calls for service into computer for dispatch center.
 - Call dispatchers – on the radio with the police officer dispatching those officers
 - When they get a call, they use a priority system from 1-5
- Two national organization they follow
 - NENA
 - APCO
- Staffing
 - Fully staffed with call takers, when new hires in June with call takers all positions will be filled.
- Service levels
 - 80% of all calls answered in 15 seconds
 - 81% of all calls answered within 20 seconds
 - 242-cops 80% of all calls answered within 3 minutes = 180 seconds self-imposed goal.
- Recruiting
 - They are hiring at job fairs, social media, advertisements, film commercials, and looking at technology starting with new radio last year. This system allows them to dispatch by GPS location officers will be backed by GPS, not necessarily police officers that will back the call but closes to the call and cut down on response time.
- New system when a person calls 911 or 242-cops, it's a survey called spider tech similar to any other business which you receive a survey with questions on experience with calls, officers, and demographics plus feedback.
- Upgraded phone system
 - New hardware and most updated software.
 - Piece of software that does automated call back. It will call back asking if there's a 911 call, and if so it redirects to 911 dispatch.
- Current APP needs to be updated

- Easier way to add pictures
- Contact police officers directly

7. Meeting adjourned 6:52 PM

To watch the Southwest CPC April Council Meeting, please click the link below:

Topic: Southwest Community Policing Council

Date: April 6, 2022, 6:00 PM Mountain Time (U.S. and Canada)

https://cabq.zoom.us/rec/share/3NAFEeX95q4c3rIDiu4lncTd5-L7LF9UGEGL-O2_YYWZuB8xxVszuuSbKY5r31X.PTKNFgAfkIBDoSJ0?startTime=1649289736000