

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Friday, July 01, 2016 10:36 AM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone

Cell or Work Telephone

Best Time to Call

    Anytime

Your E-Mail Address

Preferred Language

    English

Date of Birth

Street Address

City

State

    New Mexico

ZIP Code

Gender

Race

Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

JWD252-16

Address or Location of the Incident

Police Employee #1 - Name

Cole knight

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

No

Additional Witness

Statement

My son was one of the victims who was shot 7x times that night with his friends that night may 29 officer cole knight with his quick thinking took his rip ties out saw was shot bad in his artery in groan he saved his life yes my son had 7shots he is afraid to go on TV and out its still has to go court thy just found the shooter I want to thank him for saving him and everyone that night.for all there help. Ppl talk about apd my son changed his life around he has a 4yr old son now was in and out of jail that night he was walking to from pool. With his girlfriend and he trying to ignored the shooter not like what happened on the news my son had skin graphs plates needles pins from those 7 hollowpoints yes rods put in his legs. He has to learn to walk again but this officer deserves a big hug and thank u from all of us. is afraid to go out maybe in months he can go see officer...

What Outcome are you Seeking?

Justice for and that stay behind bars. For attempt murder charges I almost lost my son ...and Aaron mom too.

Electronic Signature



07-05-16P04:58 XCVU

Official Use ONLY: Date/Time Received: \_\_\_\_\_ Received by: JWD SPC#: 261-16 Assigned to: \_\_\_\_\_

### Civilian Police Oversight Agency (CPOA) Albuquerque Police Department Complaint or Commendation Form

This form can be hand-delivered to the CPOA office located at the Plaza Del Sol Building, 600 2nd St. NW Room 813, Albuquerque, NM 87102  
Fax: 505-924-3775  
Email: cpoa@cabq.gov  
Mail: CPOA, P.O. Box 1293  
Albuquerque, NM 87103  
TTY (800) 659-8331

Please complete as much information as possible below. The CPOA only accepts complaints and commendations for the Albuquerque Police Department. In order to make sure your accessibility needs are being met, such as sign language interpretation or help completing this form, please contact the CPOA at 505-924-3770.

I want to file a:  Complaint  Commendation Interested in Mediation?  Yes  No  I need more Information

**Information about you:**

First: \_\_\_\_\_ Last: \_\_\_\_\_ Middle: \_\_\_\_\_  
Home: (505) \_\_\_\_\_ Cell/Work ( ) \_\_\_\_\_ Best time to Call? EARLY A.M.  
Email: \_\_\_\_\_ Preferred Language: Eng. Date of Birth: \_\_\_\_\_  
Street: \_\_\_\_\_ Unit/Apt: \_\_\_\_\_  
City: \_\_\_\_\_ State: N.M. Zip Code: \_\_\_\_\_

**Optional: This section is for statistical purposes only.**

Gender: Male/Female/Other \_\_\_\_\_ Race/Ethnicity: White/Hispanic/Native American/African American/Asian/Other  
Sexual Orientation: Heterosexual/Homosexual/Bisexual/Other: \_\_\_\_\_  
Do you have a Mental Illness?  Yes  No  
Do you struggle with homelessness?  Yes  No

**Information about the Incident:**

Date: \_\_\_\_\_ Time: Approx 3 AM/PM  
Address/Location: \_\_\_\_\_ Apt. \_\_\_\_\_ City: ALB State: NM Zip Code: \_\_\_\_\_

**Information about the Albuquerque Police Department employee(s) involved:**

Name: T. LaForce Man/I.D. #: 2600  
Name: \_\_\_\_\_ Man/I.D. #: \_\_\_\_\_

Are you submitting this form for someone else?  Yes  No Did you witness this incident?  Yes  No

Name of the person you are submitting this form for: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Additional Witness: NONE  
Name: \_\_\_\_\_

Phone ( ) \_\_\_\_\_

Address: \_\_\_\_\_  
Street Apt. City State Zip Code

## STATEMENT

Briefly summarize what happened (attach additional pages or documents if needed).

It is important to provide as much information as possible describing the incident in full detail including: location, date, time, officer/employee(s) involved, and witnesses.

If names are not known, please include a detailed description of the officer(s) involved.

Officer LaForce answered my call to Police as my Honda CRV had been stolen.

She was terrific. She was calming at a time when I was upset. Her pleasing manner relaxed me. I also appreciate her showing up to take my statement so rapidly.

Additional contacts with <sup>police</sup> were also handled pleasantly. These include my initial call to 911 & to 242-2677. We were called back just before midnight on the day the car was stolen & told it had been recovered. The person who called us was terrific as well, realizing we had awakened & slowly understanding <sup>of</sup> her good news.

The kindness of police we were helped by <sup>was</sup> a great. What outcome are you seeking? Thanks to all of them.

The information provided in this statement is true and factual to the best of my knowledge and will become public record once filed.

I understand I may be required to appear in the Civilian Police Oversight Agency office for an interview or to provide other investigative assistance, as necessary.

I understand that if I file a complaint, it is unlawful and against APD Policies for anyone to retaliate against me for the filing of this complaint.

Signature \_\_\_\_\_

Date 6/29/16

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Thursday, July 07, 2016 2:38 PM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name  
Home Telephone

Cell or Work Telephone

Best Time to Call  
    Monday after noon  
Your E-Mail Address

Preferred Language  
    English  
Date of Birth

Street Address  
City  
State  
ZIP Code

Gender

Race

Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

Address or Location of the Incident

Albuquerque Biopark/Aquarium

Police Employee #1 - Name

Stella Candelaria

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Yes

Additional Witness

Statement

After a day at the Zoo and the Aquarium with my mother 71 yrs and my daughter 8yrs, we were going to ride our bikes back to Montano Rd on the Rio Grande bike path. Before leaving we noticed my Mother had a flat tire on her bike, Officer Candelaria noticed I was going to attempt to inflate the tire with a small hand pump, without being asked she walked over with her much larger bike pump and inflated my Mothers tire. Knowing that the tire had a slow leak and we had a long ride ahead of us and the temp being almost 100 degrees, Officer Candelaria offered us a spare bike tube, water and was very helpful. She also said that she would make a trip on the bike trail to ensure we made it back to our truck safely. This made our day, my daughter was very impressed and wondered why this Police Officer was so nice. Good Job APD, and Thank you Officer Candelaria keep up the good work.

Chris

What Outcome are you Seeking?

For Officer Stella Candelaria to get the proper recognition for going above and beyond and for making a positive and lasting impression on my 8 yr old daughter.

Electronic Signature

JWD 262-16

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Friday, July 08, 2016 4:01 PM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

-----  
Last Name

Middle Name  
Home Telephone

Cell or Work Telephone

Best Time to Call  
Your E-Mail Address  
Preferred Language  
Date of Birth  
Street Address  
City  
State  
ZIP Code  
Gender  
Race  
Ethnicity  
Sexual Orientation  
Do You Have a Mental Illness?  
Do You Struggle with Homelessness?  
Were you homeless at the time of this incident?  
Date & Time of the Incident  
Address or Location of the Incident  
Police Employee #1 - Name  
Police Employee #1 - ID or Badge Number  
Police Employee #2 - Name  
Police Employee #2 - ID or Badge Number  
Are You Submitting this Form for Someone Else?  
    No  
Submitting for Someone Else - if "Yes"  
Did You Witness this Incident?  
    Yes  
Additional Witness  
Statement

I want to thank the ABQ Police Dept/Swat team, for their protection and guidance during a scary situation this morning. My son had just finished a sports exam for ROTC at Eldorado HS at NM Pediatrics at the Golf Course location, when an assistant had us leave the building by a side door. Son & I first saw police at the front of the building with guns drawn yelling "get down on the pavement and raise your hands." I had son get on his knees with me, and we both raised our hands. Then to our left, at a bank's drive-thru I saw another police officer with his gun drawn. He had son and I come over to him, and directed us to get behind one of the cars. I knew we were safe whatever the situation. Just wanted the ABQ Police Dept to know, we are very grateful for your protection. I have always supported the department, and will continue to do so. I have a family member who worked in the prison system for 24yrs, so I know the tough job you men and women have to face each day. Thank you again.

What Outcome are you Seeking?

None.

Electronic Signature

JWD 263-14



**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Saturday, July 09, 2016 2:13 AM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name  
Middle Name  
Home Telephone  
Cell or Work Telephone

Best Time to Call  
    11PM-7AM  
Your E-Mail Address  
Preferred Language  
    eNGLISH  
Date of Birth

Street Address

City  
State  
ZIP Code

Gender

Race  
    Other  
Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

Address or Location of the Incident

Police Employee #1 - Name

P5559

Police Employee #1 - ID or Badge Number

P5559

Police Employee #2 - Name

P5517

Police Employee #2 - ID or Badge Number

P5517

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Yes

Additional Witness

Statement

Incidents occurred over the course of several months. Officers (MAN #) P5559 and P5517 have, as they always have, represented the dignity and honor of the officers who have worn their uniform. Their behavior and level of assistance have been an indispensable tool that allows us to keep 400 civilians who rest their head within the walls of this hotel safe at all times, no matter what time it may be. Their response time, time on scene, and the life the undoubtedly saved on the night of the of July 7th leave me in the position of never being able to repay the debt created by the professional, unmovable resolve of these officers.

What Outcome are you Seeking?

Commendation at the minimum as these officers specifically place themselves in danger in defense of any who are in need of it. If it were my choice I'd build them a 12 foot statue.

Electronic Signature

JWD 264-16

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Saturday, July 09, 2016 4:48 PM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone

Cell or Work Telephone

Best Time to Call  
after 9 am

Your E-Mail Address

Preferred Language  
english

Date of Birth

Street Address

City  
State  
ZIP Code

Gender

Race

Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

Address or Location of the Incident

JWD 265-16

Police Employee #1 - Name

William McCullum

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Yes

Additional Witness

Statement

Just wanted to point out his professional attitude  
and friendly, out going demeanor.

I have seen him dealing with difficult situations  
and it makes me proud to have Officers like this serving our community.

What Outcome are you Seeking?

A commendation would be nice.

Electronic Signature

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Monday, July 11, 2016 10:00 AM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone

Cell or Work Telephone

Best Time to Call

any

Your E-Mail Address

Preferred Language

English

Date of Birth

Street Address

City

State

ZIP Code

Gender

Race

Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

Address or Location of the Incident

Police Employee #1 - Name

Officer Paul Martin

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Sgt. Bryan Price

Police Employee #2 - ID or Badge Number  
Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Additional Witness

Statement

JWD 266-16

Dear Chief Eden,

I was given the opportunity to do a ride-a-long, on July 9, 2016, at 10:00 pm with Officer Paul Martin. From the start, he was completely professional and kind-hearted. He truly loves his job and does it well. He answered my questions and showed me around the NE area. I was able to observe Officer Martin in a domestic violence situation; where he was professional throughout the entire incident with all parties involved. The other two officers (from the NE precinct), who assisted him, were also professional and did their job well. Unfortunately, I do not recall their names; however, they are 2 officers who have worked with Officer Martin since the Academy.

I did not have the opportunity to converse with Sgt. Bryan Price directly; however, he had a smile on his face whenever I saw him interacting with his officers. He was very professional and kind to me as well.

By doing the ride-a-long, I have gained even more respect for APD's Officers and the hard job they are given daily. These are the type of men and women who deserve to be appreciated by the Community and by their Employer. Appreciation can go a long way in helping these Officers continue doing a Fantastic job!

I look forward to continuing my relationship with APD and the citizens of Albuquerque. We can make a difference (for the good).

Thank you,

What Outcome are you Seeking?

Officer Paul Martin, Sgt. Bryan Price, and the NE Precinct should be acknowledged for their professionalism and keeping the NE Area safe.

Electronic Signature

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Friday, July 15, 2016 11:47 AM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone  
Cell or Work Telephone

Best Time to Call  
    night  
Your E-Mail Address

Preferred Language  
    English  
Date of Birth

Street Address  
City  
    Albuquerque  
State  
    New Mexico  
ZIP Code  
Gender

Race

Ethnicity

Sexual Orientation  
Do You Have a Mental Illness?  
Do You Struggle with Homelessness?  
Were you homeless at the time of this incident?  
Date & Time of the Incident

Address or Location of the Incident  
    Albuquerque, New Mexico

Police Employee #1 - Name

APD

Police Employee #1 - ID or Badge Number

0000

Police Employee #2 - Name

APD

Police Employee #2 - ID or Badge Number

0000

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

No

Additional Witness

Statement

Dear Albuquerque Police Department,

Sorry if this is the wrong place to put this message but I just wanted to thank you for your service in our City. Even with all of the violence around the country, I wanted to thank you serving our community and keeping us all safe. I wish I was brave enough to be in your shoes and have enough courage to deal with the problems that arise around the city. I don't think our people of Albuquerque appreciate you enough, so I wanted to reach out to you and let you know how I feel. Without you, safety wouldn't exist in Albuquerque.

Thanks,

What Outcome are you Seeking?

Acknowledgement of message reception

Electronic Signature

JWD 267-16





07-19-16PJ4:00 RCVD

JWD 208-16

Official Use ONLY: Date/Time Received: \_\_\_\_\_ Received by: \_\_\_\_\_ Case #: \_\_\_\_\_ Assigned to: \_\_\_\_\_

### Civilian Police Oversight Agency (CPOA) Albuquerque Police Department Complaint or Commendation Form

This form can be hand-delivered to the CPOA office located at the Plaza Del Sol Building, 600 2nd St. NW Room 813, Albuquerque, NM 87102  
Fax: 505-924-3775  
Email: cpoa@cabq.gov  
Mail: CPOA, P.O. Box 1293  
Albuquerque, NM 87103  
TTY (800) 659-8331

Please complete as much information as possible below. The CPOA only accepts complaints and commendations for the Albuquerque Police Department. In order to make sure your accessibility needs are being met, such as sign language interpretation or help completing this form, please contact the CPOA at 505-924-3770.

I want to file a:  Complaint  Commendation Interested in Mediation?  Yes  No  I need more Information

**Information about you:**

First: \_\_\_\_\_ Last: \_\_\_\_\_ Middle: \_\_\_\_\_

Home: (25) \_\_\_\_\_ Cell/Work ( ) \_\_\_\_\_ Best time to Call? 11-7 AM

Email: \_\_\_\_\_ Preferred Language: ENGLISH Date of Birth: \_\_\_\_\_

Street: \_\_\_\_\_ Apt: \_\_\_\_\_

City: ALBUQUERQUE State: NM Zip Code: \_\_\_\_\_

*Optional: This section is for statistical purposes only.*  
Gender: Male/Female/Other \_\_\_\_\_ Race/Ethnicity: White/Hispanic/Native American/African American/Asian/Other \_\_\_\_\_  
Sexual Orientation: Heterosexual/Homosexual/Bisexual/Other: \_\_\_\_\_  
Do you have a Mental illness?  Yes  No  
Do you struggle with homelessness?  Yes  No

**Information about the Incident:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Address/Location: \_\_\_\_\_ Street \_\_\_\_\_ Apt. \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

**Information about the Albuquerque Police Department employee(s) involved:**

Name: LADY POLICE OFFICER Man/I.D. #: \_\_\_\_\_

Name: \_\_\_\_\_ Man/I.D. #: \_\_\_\_\_

Are you submitting this form for someone else?  Yes  No Did you witness this incident?  Yes  No

Name of the person you are submitting this form for: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

**Additional Witness:**

Name: \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Address: \_\_\_\_\_ Street \_\_\_\_\_ Apt. \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

## STATEMENT

**Briefly summarize what happened (attach additional pages or documents if needed).**

It is important to provide as much information as possible describing the incident in full detail including: location, date, time, officer/employee(s) involved, and witnesses.

If names are not known, please include a detailed description of the officer(s) involved.

WAS KIND OF UPSET THEN AFTER  
THE OFFICER SPOKE TO MY SELF  
I STARTED THINKING ABOUT  
WHAT SHE SAID AND HOW SHE  
SAID IT, AND ALSO TALK STANDING  
BY POLICE CAR. OFFICER WAS VERY ORGANIZED  
HIGH STANDARD OF CONDUCT THANK YOU

**What outcome are you seeking?**

The information provided in this statement is true and factual to the best of my knowledge and will become public record once filed.

I understand I may be required to appear in the Civilian Police Oversight Agency office for an interview or to provide other investigative assistance, as necessary.

I understand that if I file a complaint, it is unlawful and against APD Policies for anyone to retaliate against me for the filing of this complaint.

\_\_\_\_\_  
Signature

7.19.2016  
Date

JWD269-16

**Contreras, Michelle**

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Friday, July 22, 2016 10:29 AM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone  
505

Cell or Work Telephone

Best Time to Call  
Anytime

Your E-Mail Address

Preferred Language  
English

Date of Birth  
Street Address

City  
ALBUQUERQUE

State  
New Mexico

ZIP Code

Gender

Race

Ethnicity

Sexual Orientation  
Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident  
Address or Location of the Incident

Police Employee #1 - Name

C. Crook

Police Employee #1 - ID or Badge Number

3999

JWD 269-16

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

No

Additional Witness

Statement

The weekend of July 15th my family and I left our home for a camping trip. We left with out realizing that our garage door had not closed properly. After our weekend away, we got home to find a note from officer Crook #3999, stating that he had come inside our home to check and make sure that everything was ok. I can't express how thankful I am that you would take the time to check that everything was ok and to also get the garage door closed. We really appreciate all you do and admire your service to our community. Here is a big Thank you from the \_\_\_\_\_ family for watching out for all of us.

What Outcome are you Seeking?

Big Thanks and praise for your commitment and service to our community.

Electronic Signature

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Wednesday, July 27, 2016 3:36 PM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
 Commendation  
 Interested in Mediation?

First Name

Last Name

Middle Name

Home Telephone

Cell or Work Telephone

Best Time to Call

Anytime

Your E-Mail Address

Preferred Language

English

Date of Birth

Street Address

City

State

ZIP Code

87102

Gender

Race

Ethnicity

Sexual Orientation

Do You Have a Mental Illness?

Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident

Address or Location of the Incident

Via telephone

Police Employee #1 - Name

Charlene or Sharlene

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Yes

Additional Witness

Statement

Today, on July 27, 2016 at approximately 3:00 p.m. I called APD Court Services to get information about two (2) police offices regarding their full names and the substation they are located. I spoke to Charlene and she was very nice and helpful.

I have called APD Court Services for similar information in the last year and each time I spoke to Charlene. EVERY single time, and sometimes I had to call right back because I had forgotten to ask another critical question, Charlene was again super helpful and super nice.

Frankly, I had expected that for someone in her position having to answer what might seem as dull or boring questions all day and dealing with the public that probably aren't all that nice all time - I expected her to be short, unhelpful and all around nasty.

I am tired of hearing about people complaining. I am tired of hearing about people complaining about APD. Because my experience has been not just good but spectacular all because of a woman in APD Court Services who takes the time to answer my questions without being rude or indifferent and has always had a note of laughter in her voice which in turn has made my job and my day a little better for having spoken to her.

I don't know Charlene. I have never met her. But I have to say, I strive everyday to be more like her when I am doing my job and dealing with the public.

I want someone to know that what she does is valuable and has made my day(s) when I speak to her a little better simply because she took the time and treated me as a person with respect.

Please please let her know that she has made that big a difference to me and I am sure to others. I am hopeful to be as cheerful and helpful to others.

I told her today how much I appreciate her helpfulness but that wasn't quite enough. I appreciate her professionalism.

What I took from today is that she likes her job. If all of us can be so lucky.

I would be happy to speak to anyone about Charlene as I have said, I have dealt with her on the phone many many times, and doubt she even knows it, and each time she is the same.

JWD 270-16

I have a general stigma attached to my job being an attorney so I know how hard it is to overcome peoples attitudes in general to my occupation. I also know that a smile and a little joy/laughter in your voice go a long way towards changing peoples attitudes and disposition during a long day.

Thank you again Charlene - until next time.....

What Outcome are you Seeking?

I would really appreciate it if someone could recognize Charlene for the great job that she does without expecting it.

Electronic Signature

JUD 270-16

**Contreras, Michelle**

RWD 271-16

**From:** webmaster=cabq.gov@mailgun.org on behalf of webmaster@cabq.gov  
**Sent:** Saturday, July 30, 2016 6:12 PM  
**To:** Civilian Police Oversight Agency  
**Cc:** Harness, Edward; Bustos, Amanda; Contreras, Michelle  
**Subject:** ABQ Police Complaint or Commendation Form Submission

I Want to File A:  
    Commendation  
Interested in Mediation?

First Name

Last Name

Middle Name  
Home Telephone

Cell or Work Telephone

Best Time to Call  
    Any time (no contact needed)  
Your E-Mail Address

Preferred Language  
    English  
Date of Birth

Street Address

City  
State  
ZIP Code  
    87107

Gender

Race

Ethnicity  
Sexual Orientation

Do You Have a Mental Illness?  
Do You Struggle with Homelessness?

Were you homeless at the time of this incident?

Date & Time of the Incident



Address or Location of the Incident

Police Employee #1 - Name

Police Employee #1 - ID or Badge Number

Police Employee #2 - Name

Police Employee #2 - ID or Badge Number

Are You Submitting this Form for Someone Else?

No

Submitting for Someone Else - if "Yes"

Did You Witness this Incident?

Yes

Additional Witness

None

Statement

I am writing to commend your officers for their outstanding compassion and professionalism. This morning, a friend of mine who has been ill for quite some time called me very early and asked if I could come by and take him to the E.R. Unfortunately, I live over 7 miles away and by the time I arrived, (my friend) did not answer the door or his phone, so I called 911. Sadly, passed away. However, the immense understanding, and genuine compassion from the four or five officers who arrived at the scene was above and beyond anything I would have expected. Unfortunately, I was too emotional over the incident to get any of the officers names, but each and every one of them went out of their way to calm me, keep me informed, commend me for my attempt to help my friend. If you are able to identify the officers who responded to the scene, please extend my personal gratitude to each and every one of them. I know you guys get a lot of flak sometimes, but not from me. As far as I'm concerned, the officers of the APD are as outstanding as they come. Thank you.

What Outcome are you Seeking?

I am seeking no outcome, other than to express my gratitude to 4 or 5 excellent and compassionate officers.

Electronic Signature

JWD271-16