

CIVILIAN POLICE OVERSIGHT ADVISORY BOARD (CPOAB)

BOARD AGENDA

Thursday, August 14, at 5:00 PM
Vincent E. Griego Chambers

Zander Bolyanatz, Board Chair
Aaron Calderon, Board Vice-Chair
Eduardo Budanauro, Board Member
Rowan Wymark, Board Member
Diane McDermott, Executive Director, CPOA
Ali Abbasi, Deputy Director, CPOA

Members Present:

Zander Bolyanatz, Chair
Aaron Calderon, Vice Chair
Eduardo Budanauro
Rowan Wymark

Members Absent:

Others Present In-Person:

Diane McDermott, CPOA
Ali Abbasi, CPOA
Gabe Remer, CPOA
Katrina Sigala, CPOA
Valerie Barela, CPOA
Marteessa Billy, CPC
Robert Kidd, Independent Counsel
Lindsey Rosebrough, City Attorney
Chris Sylvan, City Council
Cmdr. Scott Norris, APD, IAFD
Cmdr. Ryan Nelson, APD, IAPS
Deputy Cmdr. Michael Gardner, APD Academy
Lt. Sean Higdon, APD Academy
Jeffery Bustamante, ACS

Others Present via Zoom:

Douglas Feerman, CPOA

Meeting Minutes

- I. Welcome, Call to Order and Roll Call.** Chair Bolyanatz called the regular meeting of the Civilian Police Oversight Advisory Board to order at approximately 5:01 p.m., and a roll call of members present was taken. Members Bolyanatz, Budanauro, Calderon, and Wymark were present.
- II. Pledge of Allegiance.** Chair Bolyanatz led the Pledge of Allegiance.
- III. Approval of the Agenda**
 - a. Motion.** A motion was made by Chair Bolyanatz to approve the agenda as written. Member Budanauro seconded the motion. The motion was carried by a unanimous vote.

For: Bolyanatz, Budanauro, Calderon, Wymark

IV. Review and Approval of Minutes. For more information about minutes from prior Civilian Police Oversight Advisory Board meetings, please visit our website here:
<https://www.cabq.gov/cpoa/police-oversight-board/police-oversight-board-agenda-meeting-minutes>

a. July 10, 2025

1. Each board member was provided a website link to review the draft minutes from the Civilian Police Oversight Advisory Board's regular meeting on July 10, 2025.
2. **Motion.** A motion was made by Chair Bolyanatz to approve the minutes as written. Vice-Chair Calderon seconded the motion. The motion was carried by a unanimous vote.

For: Bolyanatz, Budanauro, Calderon, Wymark

V. Public Comment.

a. None.

VI. Reports from City Departments:

a. APD

1. Internal Affairs Professional Standards (IAPS)– Commander Ryan Nelson

- i. A document titled *Albuquerque Police Department Internal Affairs Professional Standards (IAPS) Division Monthly Report, July 2025*, was distributed to CPOA Board members electronically. (*See attached IAPS Report*)
- ii. Commander Ryan Nelson verbally reported the top 5 standard operating procedures with sustained findings.

2. Internal Affairs Force Division (IAFD)– Commander Scott Norris

- i. A document titled *Albuquerque Police Department Monthly Use of Force Report July 2025*, as distributed to CPOA Board members electronically. (*See attached IAFD Report*)
- ii. Commander Scott Norris verbally reported the number of use-of-force cases categorized by area command, the highest area commands for use-of-force, noting that empty-hand techniques are the most common use of force. He also reported the average days to complete the investigation, stating that only 2 of the 80 use-of-force investigations were out of policy.

b. ACS– Jefferey Bustamante, Deputy Director

1. ACS Deputy Director for Policy and Administration Jeffrey Bustamante verbally reported during the meeting on several topics: the bilateral split model, ACS West, the new location at 98th Street/Atrisco Boulevard in the Southwest area of Albuquerque, the upcoming pool party at Wilson Park, and the end of the National Night Out events.
- c. City Attorney- Lindsey Rosebrough, Managing Attorney**
 1. Managing Attorney Lindsey Rosebrough verbally reported on APD's MOE training and the legal update training related to the new Case Law on search and seizure. She noted that the CPOA and CPOAB made policy recommendations concerning inventory searches and the training APD receives. She emphasized that the District Attorney's office is providing the training for APD employees on the subject matter.
- d. City Council- Chris Sylvan, Council Services**
 1. Chris Sylvan provided an update on the OC-25-42 CPOA 2024 July – December Semi-Annual report, which the City Council approved. He also reported that two applicants were interviewed for the vacant seat on the CPOA Board and that two additional applicants will be interviewed next week.
- e. Community Policing Council (CPC)- Kelly Mensah, Community Engagement Manager**
 1. Community Policing Council Office Assistant Marteessa Billy was present in place of Community Engagement Manager Kelly Mensah, provided a verbal report on CPC outreach and events (*see attached CPC written report*).
- f. Mayor's Office- Doug Small, Director of Public Affairs**
 1. No one from the Mayor's Office was present.
- g. CPOA- Diane McDermott, Executive Director**
 1. Executive Director Diane McDermott verbally reported on complaint intakes, case assignments, and commendations received by the Civilian Police Oversight Agency (CPOA). She discussed APD SWAT training availability for Board members. She noted the upcoming annual review of CPOA Policies and Procedures and the formation of the Ad Hoc Policy

subcommittee at the September 2025 Board meeting. She announced the publication of the CPOA Semi-Annual Report for July-December 2025 on the CPOA website. Ms. McDermott also addressed the Board's increased SUOF case reviews and emphasized the recent publication of the Memorandum of Understanding (MOU) between the Albuquerque Police Officers Association (APOA) and the City of Albuquerque, which directly impacts officer administrative investigation interviews by the CPOA, with further details to come.

VII. Serious Use of Force Case: The CPOA's findings in each Serious Use of Force case listed are located at: <https://www.cabq.gov/cpoa/case-outcomes/serious-use-of-force>

a. APD Case #23-0086360 – Rowan Wymark

1. Member Wymark gave a verbal overview and summary of Serious Use of Force (SUOF) APD Case #23-0086360, noting that out-of-policy violations were identified.
2. Deputy Director Ali Abbasi verbally reported his review and findings of SUOF APD Case #23-0086360.
3. Commander Norris had nothing additional to report.
4. Chair Bolyanatz facilitated Board member feedback on the SUOF Case #24-0058826.
5. **Motion.** A motion was made by Chair Bolyanatz that the Civilian Police Oversight Advisory Board affirms and upholds the findings of APD Internal Force Division Investigation for APD Case #23-0086360. The motion was seconded by Member Wymark. The motion was carried by a unanimous vote.

For: 4 – Bolyanatz, Budanauro, Calderon, Wymark

VIII. Officer-Involved Shooting Case: The CPOA's findings in each Officer-Involved Shooting case listed are located at: <https://www.cabq.gov/cpoa/case-outcomes/officer-involved-shootings>

a. APD Case #24-0035405 – Eduardo Budanauro

1. Member Budanauro gave a verbal overview of Officer-Involved Shooting (OIS) Case #24-0035405, noting that the force was determined to be reasonable, minimal, and necessary.

2. Deputy Director Ali Abbasi verbally reported his review and findings of OIS Case #24-0035405.
3. Commander Norris reported that the IAFD recognized several tactical issues during the review and addressed them during the investigation.
4. Chair Bolyanatz facilitated feedback from Board members, and the Board had no policy recommendations for OIS Case 24-00035405.
5. **Motion.** Chair Bolyanatz made a motion that the Civilian Police Oversight Advisory Board affirms and upholds the findings of APD Internal Force Division Investigation for APD Case #24-0035405. The motion was seconded by Member Budanauro. The motion was carried by a unanimous vote.

For: 4 – Bolyanatz, Budanauro, Calderon, Wymark

b. APD Case #24-0040107 – Aaron Calderon

1. Vice Chair Calderon gave a verbal overview of Officer-Involved Shooting (OIS) Case #24-0040107, noting that all findings of the UOF were found to be reasonable, minimal, and necessary; however, also noting that tactics and equipment concerns were identified.
2. Deputy Director Ali Abbasi verbally reported his review and findings of OIS #24-0040107.
3. Commander Norris elaborated on the tactics of the identified equipment issue.
4. Chair Bolyanatz facilitated feedback from Board members, and the Board had no policy recommendations for OIS Case 24-0040107.
5. **Motion.** Chair Bolyanatz made a motion that the Civilian Police Oversight Advisory Board affirms and upholds the findings of APD Internal Force Division Investigation for APD Case #24-0040107. The motion was seconded by Vice Chair Calderon. The motion was carried by a unanimous vote.

For: 4 – Bolyanatz, Budanauro, Calderon, Wymark

c. APD Case #24-0049691 – Zander Bolyanatz

1. Vice Chair Calderon gave a verbal overview of Officer-Involved Shooting (OIS) Case #24-0049691, noting policy violations were identified.
2. Deputy Director Ali Abbasi provided his review and findings of OIS Case #24-0049691.

3. Commander Norris clarified the non-use of less lethal options at the time of the incident.
4. Chair Bolyanatz facilitated feedback from Board members, and the Board had no policy recommendations for OIS Case 24-0049691.
5. **Motion.** Chair Bolyanatz made a motion that the Civilian Police Oversight Advisory Board affirms and upholds the findings of APD Internal Force Division Investigation for APD Case #24-0049691. The motion was seconded by Vice Chair Calderon. The motion was carried by a unanimous vote.

For: 4 – Bolyanatz, Budanauro, Calderon, Wymark

IX. Appeal [Standing Item]

- a. Executive Director McDermott advised the Board that an appeal request for CPC 335-24 was received by the CPOA, noting that the appellee requested a delay in the scheduling due to the appellee being out of the county. The hearing will be on the October 9, 2025, CPOAB agenda.

X. Report from CPOAB Subcommittees:

a. Policy and Procedure Review Subcommittee – Aaron Calderon

1. Meeting was held on August 7, 2025, at 3 p.m.
2. Report from Subcommittee
3. Next meeting September 4, 2025, at 3 p.m.
 - i. Chair of the Policy and Procedure Review Subcommittee, Aaron Calderon, reported that the Subcommittee meeting was held on August 7, 2025, at the CPOA's new office location, and the next meeting will be held on September 4, 2025.

b. Ad Hoc Audit Committee – Zander Bolyanatz

1. Meeting was held on August 11, 2025, at 10 a.m.
2. Audit Findings Report from Subcommittee CPC 231-24
3. Next meeting October 14, 2025, at 10 a.m.
 - i. Member Bolyanatz reported that the Ad Hoc Audit Subcommittee met on August 11, 2025, and provided the outcome of their Audit findings.

XI. Discussion and Possible Action:

a. Safety of Our Cities Conference 2025 – Diane McDermott

1. Executive Director McDermott provided information on the Safety of Our Cities Conference 2025, noting that 2 Board members can attend.
2. Chair Bolyanatz and Member Wymark will attend the conference.

b. National Guard Presentation Update Request – Zander Bolyanatz

1. Chair Bolyanatz requested a status update report from APD on the National Guard.

c. APD Policy

1. No Recommendation(s):

- A. SOP 1-75 Grant Administration Division (GAD)
 - i. There were no policy recommendations for SOP 1-75.
- B. SOP 1-87 Scientific Evidence Division
 - i. There were no policy recommendations for SOP 1-87.
- C. SOP 2-24 Hazardous Materials Incident Response
 - i. There were no policy recommendations for SOP 2-24.
- D. SOP 2-67 Lineups and Field Identifications
 - i. There were no policy recommendations for SOP 2-67.
- E. SOP 2-100 Emergency Communications Center (ECC) Division
 - i. There were no policy recommendations for SOP 2-100.
- F. SOP 2-111 Records Division Units
 - i. There were no policy recommendations for SOP 2-111.
- G. SOP 3-6 Language Access Policy
 - i. There were no policy recommendations for SOP 3-6.

2. APD Response to Policy Recommendation(s): [Standing item]

- A. CPOA Policy Analyst Gabe Remer updated the Board on responses received from APD for SOP 2-86 and SOP 27-3. *(See attached Policy and Procedure Review Subcommittee Report Board meeting)*
- B. Mr. Remer verbally summarized SOP 2-71 and SOP 2-72 Inventory and Safekeeping searches. *(See attached Policy and Procedure Review Subcommittee Report Board meeting)*
- C. Managing Attorney Lindsey Rosebrough provided her legal analysis related to inventory searches.

XII. Other Business

- a. Chair Bolyanatz said he and Vice Chair Calderon will keep meeting as a working group to review the Police Oversight Ordinance.

XIII. Adjournment.

- a. Motion.** A motion was made by Chair Bolyanatz to adjourn the meeting. The motion was seconded by Vice Chair Calderon. The motion was carried by a unanimous vote

For: 4 – Bolyanatz, Budanauro, Calderon, Wymark

- b.** The meeting was adjourned at approximately 6:41 p.m.

DRAFT

ATTACHMENTS



CIVILIAN POLICE OVERSIGHT ADVISORY BOARD

PUBLIC COMMENT

SIGN-IN SHEET

Thursday, August 14, 2025

NAME (PLEASE PRINT)

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



**ALBUQUERQUE POLICE DEPARTMENT
INTERNAL AFFAIRS PROFESSIONAL STANDARDS (IAPS) DIVISION
MONTHLY REPORT**

July 2025

**INTERNAL AFFAIRS PROFESSIONAL STANDARDS DIVISION
STATISTICAL DATA FOR THE MONTH OF
July 2025**



Internal Affairs Professional Standards (IAPS) is responsible for receiving and investigating allegations of misconduct made against the Albuquerque Police Department's employees. The IAPS Division ensures a thorough, impartial, and prompt investigation of allegations to implement transparent fact finding processes and take corrective actions against the employees if investigative findings are sustained. IAPS investigate cases according to SOP 1-62: Internal Affairs Professional Standards (IAPS) Division. For more information on APD's Standard Operating Procedures, see: <http://public.powerdms.com/COA>.

The purpose of this monthly report is to provide the City Administration, APD Executive Staff, the City Council, the Civilian Police Oversight Agency Board and the residents of Albuquerque with the outcomes pertaining to IAPS Investigations. This report provides details on the Total Investigations Opened and Completed, Open and Completed by Area Commands, Total Pending cases and the Average Time Taken (in Days) for case completion during the month. It provides data on cases with Sustained findings along with discipline imposed. Lastly, it includes information pertaining to the SOPs that were reviewed in completed investigations during the month. *Please note: this report excludes the misconduct cases that originate from force investigations, given that these are investigated by Internal Affairs Force Division (IAFD).*

Total Cases Opened

66

Investigations opened by
Internal Affairs Professional Standards
(includes cases investigated by Area Commands)

Total Cases Completed

95

Investigations completed by
Internal Affairs Professional Standards
(includes cases investigated by Area Commands)

Cases Opened

[By Area Commands]

41

Investigations opened by
Internal Affairs Professional Standards and
referred to the Area Commands

Cases Completed

[By Area Commands]

60

Investigations completed by
the Area Commands

Pending Cases

87

Investigations pending completion

Average Days to Completion

60

Average days to completion for
investigations completed during
the month

Completed Cases with Sustained Findings

Total Sustained Cases: 68
72% of all completed investigations had sustained findings



Discipline Imposed for Allegations with Sustained Finding

Each row represents one sustained allegation and one officer may have multiple allegations with discipline

Files	Directives and SOPs	Discipline Imposed
I2025...	1.1. Personnel Code of Conduct	Suspension
	2.9. Use of Computer Systems	Suspension
I2025...	2.76. Court	Suspension
I2025...	3.14. Supervision	Suspension
	2.1. Uniforms	Verbal Reprimand
	2.34. Notification of Significant Incidents	Verbal Reprimand
	2.83. Hospital Procedures and Rules	Letter of Reprimand
	2.82. Restraints and Transportation of Individuals	Letter of Reprimand
I2025...	1.5. Harassment/Sexual Harassment in the Workplace	Suspension
	1.5. Harassment/Sexual Harassment in the Workplace	Suspension
	1.1. Personnel Code of Conduct	Suspension
	1.2. Social Media	Letter of Reprimand
	1.1. Personnel Code of Conduct	Terminated
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
	2.8. Use of on-Body Recording Devices	Suspension
I2025...	1.1. Personnel Code of Conduct	Suspension
	1.1. Personnel Code of Conduct	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Suspension
I2025...	2.5. Department Vehicle	Letter of Reprimand
I2025...	2.76. Court	Letter of Reprimand
I2025...	1.1. Personnel Code of Conduct	Suspension
	1.1. Personnel Code of Conduct	Suspension
I2025...	2.5. Department Vehicle	Letter of Reprimand
I2025...	2.52. Use of Force: General	Suspension
	2.71. Search and Seizure Without a Warrant	Letter of Reprimand
		Suspension
I2025...	2.8. Use of on-Body Recording Devices	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Suspension
	2.8. Use of on-Body Recording Devices	Suspension
I2025...	2.8. Use of on-Body Recording Devices	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	NDCA
I2025...	1.1. Personnel Code of Conduct	Termination-Resigned
	1.1. Personnel Code of Conduct	Suspension
	1.1. Personnel Code of Conduct	Termination-Resigned
	1.1. Personnel Code of Conduct	Suspension
	2.8. Use of on-Body Recording Devices	Letter of Reprimand
	3.41. Complaints Involving Department Personnel	Suspension
I2025...	2.73. Collection, Submission, and Disposition of Evidence and Property	Letter of Reprimand
I2025...	1.1. Personnel Code of Conduct	Letter of Reprimand
I2025...	2.5. Department Vehicle	Suspension
	2.5. Department Vehicle	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Letter of Reprimand
I2025...	3.20. Overtime, Compensatory Time, and Work Shift Designation	Letter of Reprimand
I2025...	2.76. Court	Letter of Reprimand



Discipline Imposed for Allegations with Sustained Finding

Each row represents one sustained allegation and one officer may have multiple allegations with discipline

Files	Directives and SOPs	Discipline Imposed
I2025...	2.5. Department Vehicle	Verbal Reprimand
I2025...	2.76. Court	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	NDCA
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	3.21. Scheduled and Unscheduled Leave	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	NDCA
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	1.1. Personnel Code of Conduct	NDCA
I2025...	2.76. Court	NDCA
I2025...	2.76. Court	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.76. Court	Verbal Reprimand
I2025...	1.1. Personnel Code of Conduct	Letter of Reprimand
	1.1. Personnel Code of Conduct	Letter of Reprimand
I2025...	2.76. Court	NDCA
I2025...	2.5. Department Vehicle	Verbal Reprimand
I2025...	2.76. Court	NDCA
I2025...	2.76. Court	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Letter of Reprimand
I2025...	3.30. Line Inspection Process	NDCA
I2025...	3.21. Scheduled and Unscheduled Leave	Verbal Reprimand
I2025...	2.76. Court	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.76. Court	Verbal Reprimand
I2025...	2.73. Collection, Submission, and Disposition of Evidence and Property	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.76. Court	Verbal Reprimand
I2025...	1.1. Personnel Code of Conduct	Verbal Reprimand
I2025...	1.1. Personnel Code of Conduct	NDCA
I2025...	2.8. Use of on-Body Recording Devices	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.60. Preliminary and Follow-Up Criminal Investigations	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.8. Use of on-Body Recording Devices	NDCA
I2025...	2.8. Use of on-Body Recording Devices	NDCA
I2025...	2.76. Court	Letter of Reprimand
I2025...	2.8. Use of on-Body Recording Devices	Verbal Reprimand
I2025...	2.76. Court	Verbal Reprimand
I2025...	3.41. Complaints Involving Department Personnel	Letter of Reprimand



Standard Operating Procedures Reviewed in Completed Investigations

Directives and SOPs	Count
1.1. Personnel Code of Conduct	26
2.76. Court	19
2.8. Use of on-Body Recording Devices	42
2.5. Department Vehicle	7
1.62. Internal Affairs Professional Standards (IAPS Division)	15
2.73. Collection, Submission, and Disposition of Evidence and Property	2
3.21. Scheduled and Unscheduled Leave	2
1.5. Harassment/Sexual Harassment in the Workplace	3
2.45. Pursuit by Motor Vehicle	1
2.60. Preliminary and Follow-Up Criminal Investigations	1
2.16. Reports	1
2.57. Use of Force: Review and Investigation by Department Personnel	1
3.14. Supervision	1
3.30. Line Inspection Process	1
3.41. Complaints Involving Department Personnel	4
1.2. Social Media	1
1.97. Uncommon SOP	1
2.1. Uniforms	1
2.9. Use of Computer Systems	2
2.34. Notification of Significant Incidents	1
2.52. Use of Force: General	1
2.71. Search and Seizure Without a Warrant	5
2.80. Arrests, Arrest Warrants, and Booking Procedures	1
2.82. Restraints and Transportation of Individuals	2
2.83. Hospital Procedures and Rules	1
2.98. Gunshot Detection Procedure	1
3.20. Overtime, Compensatory Time, and Work Shift Designation	2

Directive Details for Sustained SOP 1-1 Personnel Code of Conduct Allegations

TOP 5 Standard Operating Procedures with Sustained Findings

Directives and SOPs	Count
2.8. Use of on-Body Recording Devices	32
1.1. Personnel Code of Conduct	23
2.76. Court	15
2.5. Department Vehicle	6
3.21. Scheduled and Unscheduled Leave	2

Directive	Count
1.1.4.A.2.b	1
1.1.5.A.1	3
1.1.5.C.2	1
1.1.6.A.1	3
1.1.6.A.1.b	1
1.1.6.A.1.b-c	3
1.1.6.A.1.b.c	1
1.1.6.A.1.c	1
1.1.6.A.3	1
1.1.6.A.6	1
1.1.6.A.6.e	1
1.1.6.A.8	1
1.1.6.C.1	5
Total	23

Albuquerque Police Department Monthly Use of Force Report July 2025



Prepared by:

**Data Analytics Unit
August 6, 2025**

Note: This report presents preliminary information from departmental data. All figures in this report are subject to change as additional information becomes available.



Total Use of Force Events - July 2025

This report provides a monthly overview of use of force events involving Albuquerque Police Department (APD) personnel. APD is committed to using force to achieve lawful objectives in instances where use of force is objectively reasonable, necessary, minimal, and proportional given the totality of circumstances (see SOP 2-52: Use of Force – General). When force is not consistent with these standards of conduct (SOP 2-52: Use of Force-General), APD takes corrective actions which may include discipline.

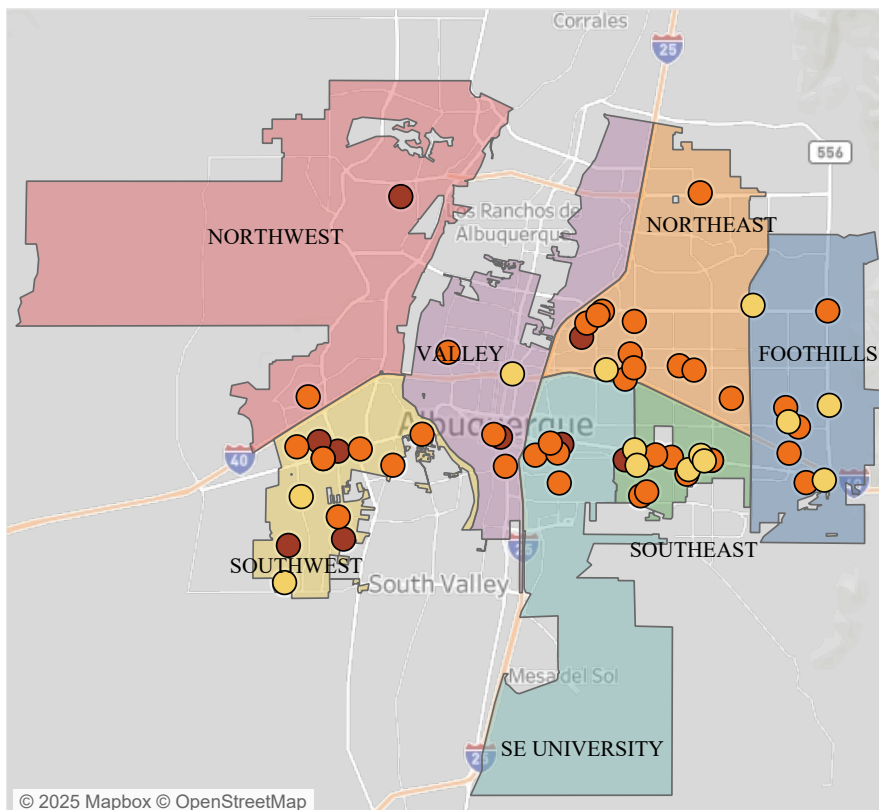
APD's jurisdiction includes the City of Albuquerque which is divided into six Area Commands. In the map below, Southeast Area Command is split into "SE University" and "Southeast". University Area Command is combined with Southeast Area Command in this report until updates to department databases are complete.

Force is categorized into three levels based on APD policy. For more information on APD's Standard Operating Procedures, see: <https://public.powerdms.com/COA>

Total Use of Force Cases by Area Command and Level of Force

	Force Level			Grand Total
	Level 1	Level 2	Level 3	
Foothills	4	5	0	9
Northeast	1	11	1	13
Northwest	0	1	1	2
Southeast	5	12	2	19
Southwest	2	5	4	11
Valley	1	3	1	5
Grand Total	13	37	9	59

Locations of Use of Force Cases



Force Level
Level 1
Level 2
Level 3

Note: Most force investigations in this report are open investigations since it reflects the previous month of data. As such, figures in this report are preliminary and subject to change as use of force investigations progress.



Use of Force Totals by Month - Past 12 Months

APD tracks use of force data over time to examine trends in use of force. For annual trends, see APD's Annual Use of Force Reports. This page reports monthly totals of all use of force for APD.

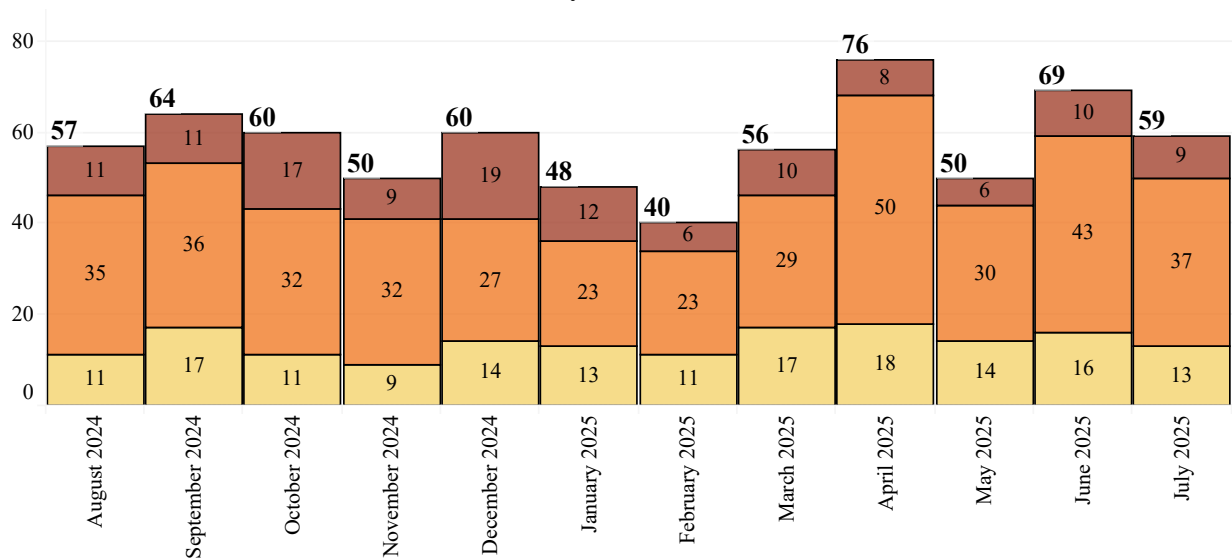
Force Level

Level 3

Level 2

Level 1

Total Uses of Force by Month and Level of Force



Total Uses of Force by Month and Area Command

		August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	Grand Total
Foothills	Level 1	1	4	0	0	0	3	1	4	2	3	0	4	22
	Level 2	2	1	1	3	1	0	5	4	3	2	6	5	33
	Level 3	1	0	1	2	3	1	2	1	1	0	1	0	13
Northeast	Level 1	1	0	0	0	4	4	3	2	2	3	1	1	21
	Level 2	9	8	4	6	2	4	6	8	10	6	5	11	79
	Level 3	3	3	4	1	7	1	3	1	2	0	1	1	27
Northwest	Level 1	0	1	0	2	2	0	0	1	1	0	1	0	8
	Level 2	2	1	6	2	3	0	4	3	1	2	1	1	26
	Level 3	1	1	0	0	1	0	0	1	1	0	1	1	7
Southeast	Level 1	7	1	1	3	3	1	2	7	6	4	8	5	48
	Level 2	9	16	10	8	11	12	3	7	20	8	21	12	137
	Level 3	3	2	10	0	4	3	0	3	2	3	2	2	34
Southwest	Level 1	1	2	2	2	1	1	2	0	1	2	2	2	18
	Level 2	3	2	3	6	4	3	2	3	5	4	4	5	44
	Level 3	0	2	0	2	3	1	1	2	0	0	1	4	16
Valley	Level 1	1	9	7	2	4	4	2	2	6	2	4	1	44
	Level 2	10	7	7	7	6	4	3	4	9	7	6	3	73
	Level 3	3	3	2	4	1	5	0	2	2	3	4	1	30
Out of Area	Level 1	0	0	1	0	0	0	1	1	0	0	0	0	3
	Level 2	0	1	1	0	0	0	0	0	2	1	0	0	5
	Level 3	0	0	0	0	0	1	0	0	0	0	0	0	1
Grand Total		57	64	60	50	60	48	40	56	76	50	69	59	689



Use of Force Benchmarked Against Calls For Service and Arrests - July 2025

Officers are required to only use force when necessary to achieve a lawful objective. When officers have more contacts with individuals, it is likely that there will be more uses of force. To control for factors that may contribute to higher or lower uses of force in a given month, this page shows the number of uses of force relative to the number of calls for service and the number of arrests made. For a detailed discussion of the method used on this page, see APD's 2023 Annual Use of Force Report. **Total force counts on this page may be higher than the previous page if a case involves more than one use of force in different Area Commands.**

Calls for Service

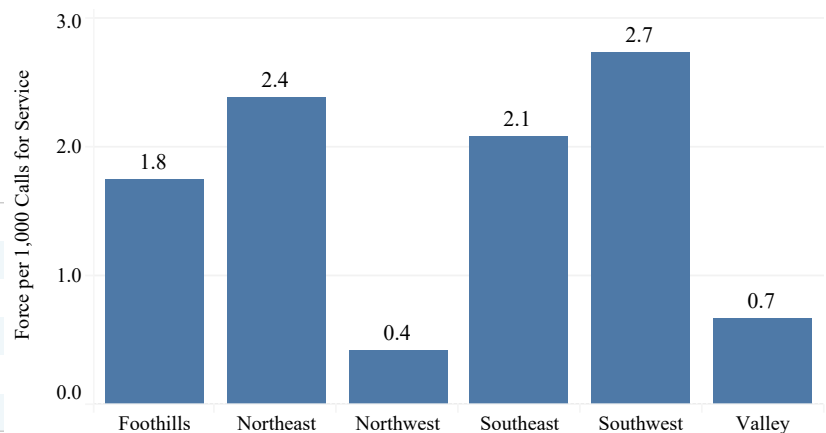
Total Calls for Service for Area Commands

Excludes calls for service where contact with an individual was unlikely, see Annual Use of Force report for full methodology.

CAD Calls by Area Command, July 2025

Area Command	Total Force Cases	Total CAD Calls	Force per 1,000 Calls
Foothills	9	5,132	1.8
Northeast	13	5,467	2.4
Northwest	2	4,780	0.4
Southeast	20	9,616	2.1
Southwest	12	4,399	2.7
Valley	5	7,516	0.7

Force Rate per 1,000 Calls For Service



Arrests

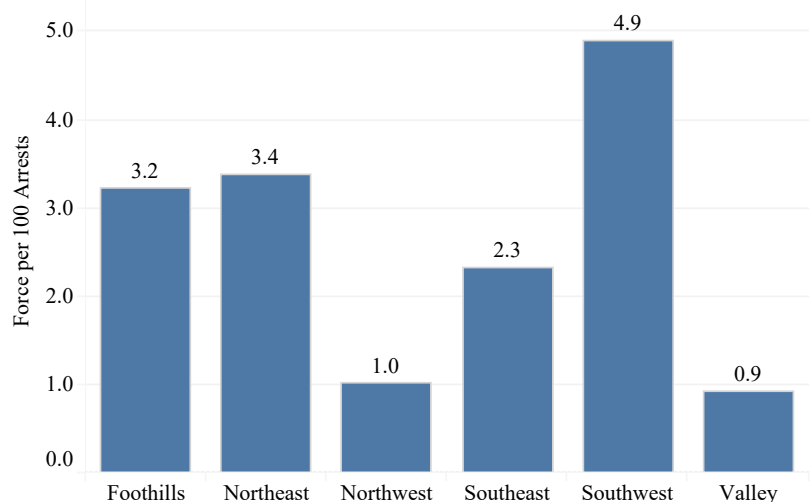
Total Arrests for Area Commands

Arrests include custodial arrests and summonses.

Force per Arrest by Area Command, July 2025

Area Command	Total Force Cases	Total Arrests	Force Per 100 Arrests
Foothills	9	279	3.2
Northeast	13	385	3.4
Northwest	2	195	1.0
Southeast	20	864	2.3
Southwest	12	245	4.9
Valley	5	545	0.9
Unknown	0	57	0.0
Out of Area	0	52	0.0

Force Rate per 100 Arrests

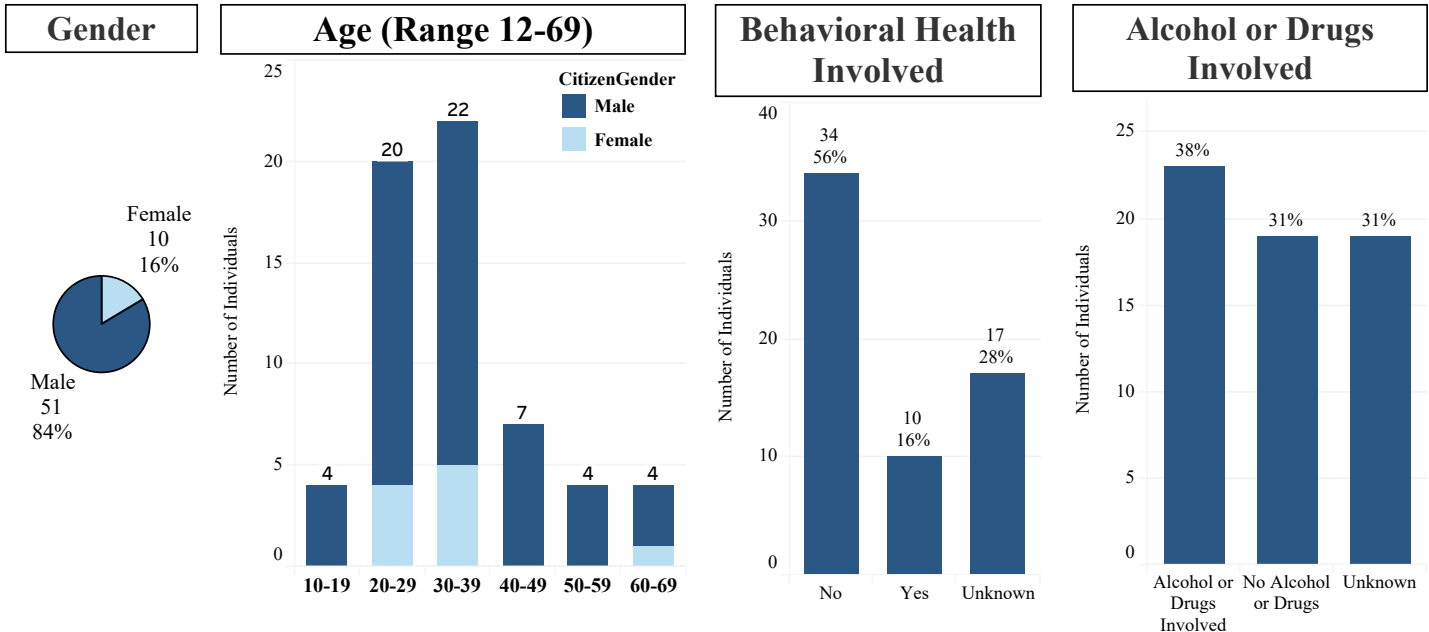




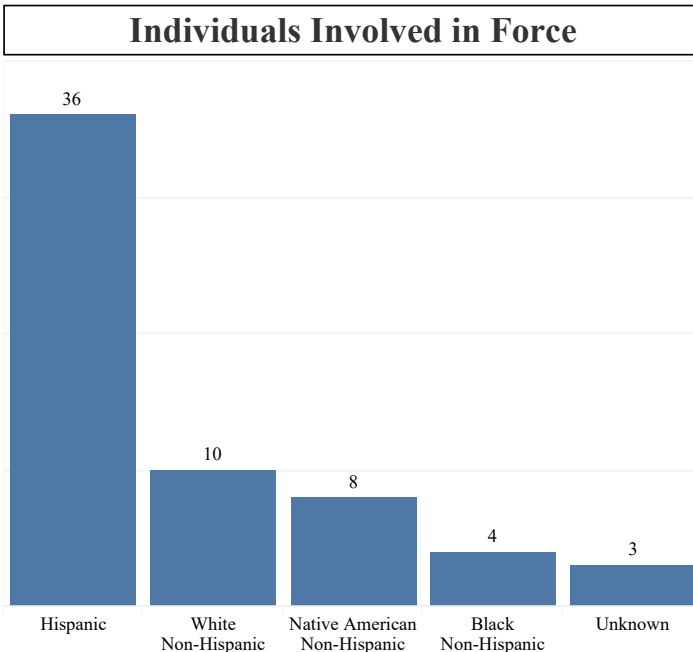
Demographics of Individuals Involved in Force - July 2025

APD records information about individuals involved in use of force incidents. Citizen information is based on what the individual reported or, if not reported by the individual, on the investigators observations on scene and through review of body-worn camera video. Information may change as investigations progress.

Note: Totals on different characteristics may differ due to missing values being excluded.



Race and Ethnicity



Force Rate per 100 Arrests, July 2025			
Race/Ethnicity	Total Force	Total Arrests	Force Rate per 100 Arrests
Hispanic	36	1,102	3.3
White Non-Hispanic	10	892	1.1
Native American Non-Hispanic	8	252	3.2
Black Non-Hispanic	4	191	2.1
Asian Pacific Islander Non-Hispanic	0	19	0.0
Unknown	3	169	1.8

Note: Table shows the number of people involved in force interactions. One person may be counted more than once if they are involved in multiple uses of force.



Final Call Types and Types of Force Used Influence Assessment - July 2025

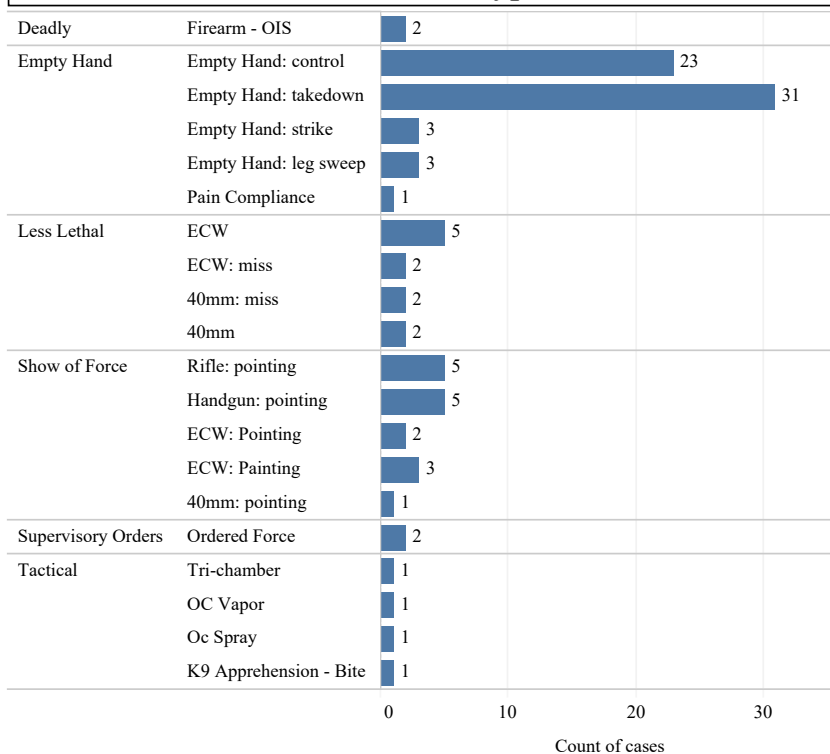
Officers are dispatched to calls for service and the original and final type of call for service are tracked. The table on the right shows the final call types for all calls involving force during the month.

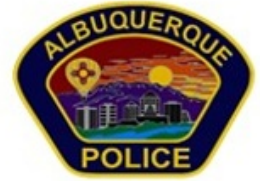
Below, the total number of cases is shown that included the type of force. In any single force case, multiple officers are usually involved and multiple types of force can be used. The bars on the graph will sum to a number greater than the total force cases due to multiple types of force being used in one case and the case being represented in multiple bars.

Final Call Types Associated with Force Events

Aggravated Assault/Battery	3
Audible Alarm	1
Burglary Commercial	1
Contact	1
Cover Assistance	1
Disturbance	5
DV Escort/Violation	1
Family Dispute	9
Fight In Progress	1
Fire Call	1
Shots Fired/Shot Spotter	1
Stolen Vehicle Found	1
Suicide	4
Suspicious Person(s)/Vehicle(s)	22
SWAT	1
Traffic Stop	2
Wanted Person	4
Grand Total	59

Total Force Cases Where Each Type of Force Was Used





Completed Force Investigations - July 2025

APD has two processes for force investigations based on the level of force. Level 1 force is investigated by the Level 1 force investigation unit. The Level 1 unit is required to complete investigations within 24 days (if all extensions are requested and approved).

Level 2 and Level 3 force are investigated by the Internal Affairs Force Division (IAFD). IAFD also investigates any Level 1 force where a Lieutenant or above was involved or Level 1 force if another person at the same event had a higher level of force used. These investigations must be completed within 90-days. All force investigations are investigated to determine whether the actions of the officer(s) involved were consistent with department policy. **Two completed investigations IAFD (Level 2) and three completed investigation (Level 3) below had approved extensions to 120 days.**

Level 1 Unit		IAFD (Level 2 and Level 3)	
Total Completed Investigations		Total Completed Investigations	
11		69	
Average Days to Completion		Average Days to Completion	
13.6		80.8	
Minimum Days to Completion	Maximum Days to Completion	Minimum Days to Completion	Maximum Days to Completion
2	26	58	117

All Force Cases

APD strives to only use force that is objectively reasonable, necessary to achieve lawful objectives, and proportional to the resistance from the individual involved, and minimal based on the totality of the circumstances. APD uses a preponderance of evidence standard to determine whether the force met policy requirements. After investigation, force is deemed in policy when every force technique is used correctly and was found to be reasonable, necessary, proportional, and minimal as defined in SOP 2-52: Use of Force - General. If any officer's force techniques used were determined to be out of policy, the entire force case or interaction is considered to be out of policy.

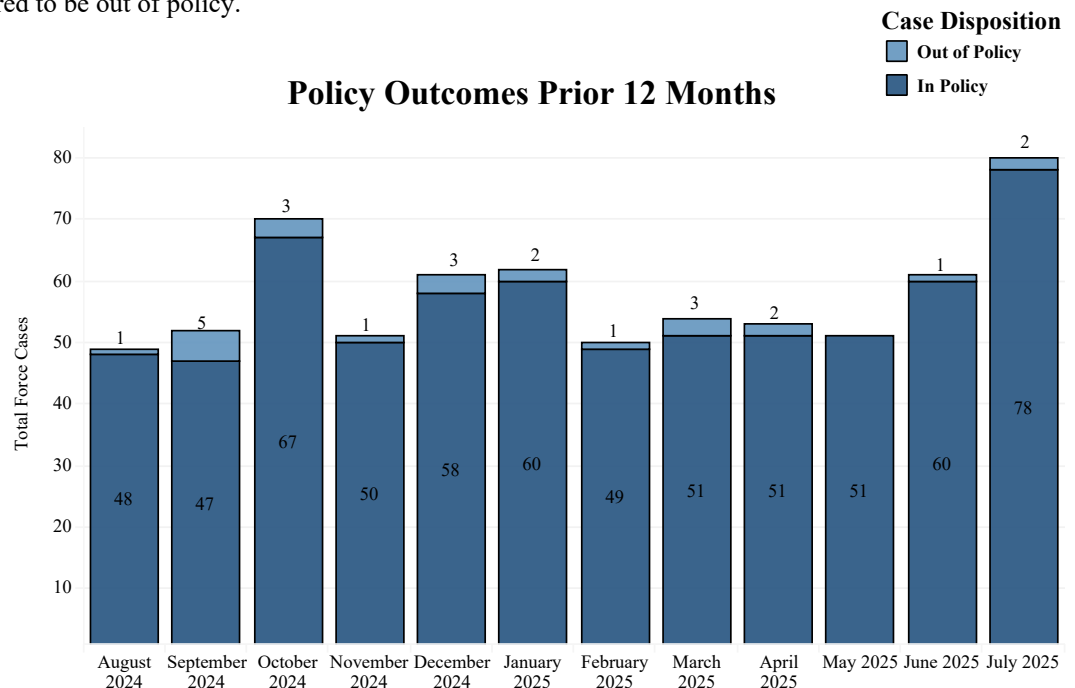
Dispositions of Force Investigations Completed in July 2025

	Total Force Cases
In Policy	78
Out of Policy	2
Grand Total	80

Out of Policy Force Cases by Area Command

Southwest	1
Valley	1
Grand Total	2

Policy Outcomes Prior 12 Months



APD Policy

No Recommendation(s)



1-75 GRANT ADMINISTRATION DIVISION (GAD)

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)

City of Albuquerque Administrative Instruction (AI) Number 2-26 Procedures for Applying and Implementing Federal/State Grants

City of Albuquerque Administrative Instruction (AI) Number 6-4 Capitalization of City Assets

ROA 1994, §§ 2-12-1 to 2-12-8 Capital Improvements

D. Active Special Orders

None

E. Rescinded Special Order(s)

None

1-75-1 Purpose

The purpose of this policy is to establish the guidelines and responsibilities of the Albuquerque Police Department (Department) Grant Administration Division (GAD).

1-75-2 Policy

It is the policy of the Department to maintain a GAD under the command of the Office of the Chief of Police to oversee, supervise, and manage the GAD, the Capital Implementation Program (CIP), Building Maintenance, and other special projects as assigned by the Chief of Police. The GAD is responsible for ensuring all current federal, state, and local grants are properly maintained, including meeting deadlines and reporting requirements, as well as confirming grant compliance with all laws, regulations, and City policies. The GAD will coordinate with outside agencies, vendors, and City departments for CIP and construction/building maintenance projects to certify deadlines, reporting requirements, and fiscal compliance. The GAD will also provide weekly updates to the Chain of Command regarding grants, building maintenance/projects, CIP, and personnel.



N/A

1-75-3

Definitions

A. Capital Implementation Program (CIP)

A program to enhance the physical and cultural development of the City by implementing the Albuquerque/Bernalillo County Comprehensive Plan and other adopted plans and policies.

B. Grants Administration

Application development using knowledge of organizational needs, grants management (pre- and post-award), progress monitoring and reporting, and responsibility for all technical, programmatic, financial, compliance, and administrative aspects of all Department grants.

C. Special Project

Any construction/building maintenance, project, or repair of a Department building or structure.

6

1-75-4

Rules and Responsibilities

A. General Responsibilities

1. The Grant Administrator shall:

- a. Lead the GAD;
- b. Monitor and supervise GAD personnel in accordance with Department Standard Operating Procedures (SOP), City policies, and rules and regulations;
- c. Be responsible for the maintenance of all current grant awards, to include meeting all reporting requirements and deadlines;
- d. Be responsible for seeking out and applying for future awards; and
- e. Be the point of contact coordinating construction repair for the CIP, building maintenance, and construction projects.

5

2. For the CIP, consistent with the City's Capital Improvements Ordinances, the Grant Administrator shall:

- a. Support the City's implementation of the Albuquerque/Bernalillo County Comprehensive Plan under the Chief of Police's directive;
- b. Submit Project Request Forms and reports, as needed;
- c. Plan, prioritize, and manage the activities of the CIP through appropriate budget forecasting and management;
- d. Provide leadership through oversight of construction activities, ensuring all construction and/or renovation projects are of a comprehensive design, on schedule, and within budget, according to the direction of the Chief of Police;



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- e. Review and approve technical proposals, documentation, contracts, project reports, and pay applications; and
 - f. Identify concerns and recommend solutions.
3. GAD personnel under the Grant Administrator consist of the Grant Analyst, Grant Coordinator, and Management Analyst.
- a. The Grant Analyst shall:
 - i. Prepare, review, monitor, submit, and set up Grant projects;
 - ii. Finalize and close out Grants;
 - iii. Submit and manage claims;
 - iv. Prepare weekly reports;
 - v. Prepare annual reports; and
 - vi. Participate in all weekly and monthly Grant meetings.
 - b. The Grant Coordinator shall:
 - i. Supervise the Management Analyst;
 - ii. Prepare all weekly and monthly Grant meetings;
 - iii. Participate in all weekly and monthly Grant meetings;
 - iv. Review and monitor open Grant projects; and
 - v. Manage annual Grant applications.
 - c. The Management Analyst shall:
 - i. Report to the Grant Coordinator;
 - ii. Update online GAD databases;
 - iii. Receive, prepare, and examine purchasing Grants;
 - iv. Participate in all weekly and monthly Grant meetings;
 - v. Organize all Grant reporting; and
 - vi. Review open Grant projects with the Grant Coordinator and Grant Administrator.



1-75 GRANT ADMINISTRATION DIVISION (GAD)

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)

City of Albuquerque Administrative Instruction (AI) Number 2-26 Procedures for Applying and Implementing Federal/State Grants

City of Albuquerque Administrative Instruction (AI) Number 6-4 Capitalization of City Assets

ROA 1994, §§ 2-12-1 to 2-12-8 Capital Improvements

D. Active Special Orders

None

D.E. Rescinded Special Order(s)

None

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The purpose of this policy is to establish the guidelines and responsibilities of the Albuquerque Police Department (Department) Grant Administration Division (GAD).

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It is the policy of the Department to maintain a ~~Grant Administration Division (GAD)~~ under the command of the Office of the Chief of Police-Support Services Bureau to oversee, supervise, and manage the GAD, the Capital Implementation Program (CIP), Building Maintenance, and other special projects as assigned by the Chief of Police. ~~The~~ GAD is responsible for ensuring all current ~~f~~Federal, ~~s~~State, and local grants are properly maintained, including meeting deadlines and reporting requirements, as well as confirming grant compliance with all laws, regulations, and City policies. The GAD will coordinate with outside agencies, vendors, and City departments for CIP and ~~e~~construction/building maintenance projects to certify deadlines, reporting requirements, and fiscal compliance. The GAD will also provide weekly updates to the Chain of Command regarding grants, building maintenance/projects, CIP, and personnel.



N/A

1-75-3

Definitions

A. Capital Implementation Program (CIP)

A program to enhance the physical and cultural development of the City by implementing the Albuquerque/Bernalillo County Comprehensive Plan and other adopted plans and policies.

B. Grants Administration

Application development using knowledge of organizational needs, grants management (pre- and post-award), progress monitoring and reporting, and responsibility for all technical, programmatic, financial, compliance, and administrative aspects of all Department grants.

C. Special Project

Any construction/building maintenance, project, or repair of a Department ~~APD~~ building or structure.

6

1-75-4

Rules and Responsibilities

A. General Responsibilities

1. The Grant Administrator shall:

- a. Lead the GAD;
- b. Monitor and supervise GAD personnel in accordance with Department Standard Operating Procedures (SOP), City policies, and rules and regulations;
- c. Be responsible for the maintenance of all current grant awards, to include meeting all reporting requirements and deadlines;
- d. Be responsible for seeking out and applying for future awards; and
- e. Be the point of contact coordinating construction repair for ~~all~~ the CIP, ~~and~~ building maintenance, and construction projects.

5

2. For the CIP, consistent with the City's Capital Improvements Ordinances, the Grant Administrator shall:

- a. Support the City's implementation of the Albuquerque/Bernalillo County Comprehensive Plan under the Chief of Police's directive;
- b. Submit Project Request Forms and reports, as needed;
- c. Plan, prioritize, and manage the activities of the CIP through appropriate budget forecasting and management;



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- d. Provide leadership through oversight of construction activities, ensuring all construction and/or renovation projects are of a comprehensive design, on schedule, and within budget, according to the direction of the Chief of Police;
 - e. Review and approve technical proposals, documentation, contracts, project reports, and pay applications; and
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 - iii. Receive, prepare, and examine purchasing Grants;
 - iv. Participate in all weekly and monthly Grant meetings;
 - v. Organize all Grant reporting; and
 - vi. Review open Grant projects with the Grant Coordinator and Grant Administrator.



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1-87 SCIENTIFIC EVIDENCE DIVISION

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

A. Related SOP(s)

- 1-57 Identification/Disposition Unit (Formerly 3-03 and 5-7)
- 1-67 Multi-Agency Task Force (MATF)
- 2-2 Department Property (Formerly 3-75)
- 2-73 Collection, Submission, and Disposition of Evidence and Property (Formerly 2-08)

B. Form(s)

MCST Crime Scene Log
PD 3079 Major Crime Scene Team OIS Firearm Issuance Form
PD 4201 Request for Forensic Service

C. Other Resource(s)

City of Albuquerque Code of Resolutions § 3-11-6 Sexual Assault Evidence Kit Testing Resolution
N.M. Code R. § 16.19.20.65 Schedule I
N.M. Code R. § 16.19.20.66 Schedule II
N.M. Code R. § 16.19.20.67 Schedule III
N.M. Code R. § 16.19.20.68 Schedule IV
N.M. Code R. § 16.19.20.69 Schedule V
NMSA 1978, § 30-31-6 Schedule I
NMSA 1978, § 30-31-7 Schedule II
NMSA 1978, § 30-31-8 Schedule III
NMSA 1978, § 30-31-9 Schedule IV
NMSA 1978, § 30-31-10 Schedule V

D. Active Special Order(s)

None

E. Rescinded Special Order(s)

SO 25-46 Amendment to SOP 1-87 Scientific Evidence Division (SED)

1-87-1 Purpose

The purpose of the Scientific Evidence Division (SED) is to provide timely, high-quality, modern scientific and technical support for the processing, collection, preservation, and



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analysis of evidence to all areas of the Albuquerque Police Department (Department), Bernalillo County Sheriff's Office, and other law enforcement agencies upon request.

1-87-2 Policy

It is the policy of the Department to investigate, document, process, preserve, collect, securely store, and analyze evidence related to criminal investigations. It is also the policy for SED personnel to support and train Department personnel and outside law enforcement agency personnel as needed.

N/A

1-87-3 Definitions

A. Automated Fingerprint Identification System (AFIS)

A biometric identification (ID) methodology that uses digital imaging technology to obtain, store, and analyze known and unknown fingerprint data.

B. Crime Scene Specialist (CSS)

Professional staff who are responsible for recognizing, collecting, and preserving all forensically-significant evidence at crime scenes and properly submitting that evidence to SED personnel for analysis.

C. Laboratory Information Management System (LIMS)

A digital platform designed to improve lab productivity and efficiency by keeping track of data associated with samples, testing, laboratory workflows, and instruments.

D. Life-threatening Injury

Any injury resulting in the loss of a major bodily organ of function, including, but limited to, double amputation, quadriplegia, paraplegia, total blindness, the permanent loss of a sense (sight, smell, taste, etc.), and/or results in 80% or greater chance of death as established by the attending physician. The on-call SED supervisor has the authority to deviate from the parameters on a case-by-case basis.

E. Metropolitan Forensic Science Center (MFSC)

The Department's crime laboratory located at 5350 2nd St. NW, Albuquerque, NM 87107.

F. New Mexico DNA Identification System (NMDIS)

The system that maintains the State of New Mexico SDIS level Combined DNA Index System (CODIS) database.



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G. New Mexico Regional Computer Forensics Laboratory (NMRCFL)

A partnership between the Federal Bureau of Investigation (FBI) and other federal, state, and local law enforcement agencies that operate a regional, digital forensic task force. The laboratories provide forensic services and expertise to support law enforcement agencies in collecting and examining digital evidence for a wide range of investigations, including child pornography, terrorism, violent crime, and fraud.

H. Next Generation Identification (NGI)

A federal-level electronic repository of biometric and criminal history information.

I. State Deoxyribonucleic Acid (DNA) Index System (SDIS)

The State-level Combined DNA Index System (CODIS) database.

J. Performance Improvement Plan (PIP)

A distinctly separate process from any corrective action plan(s) that may have been identified in the Quality Assurance policy of the SED. The PIP will set specific, measurable goals and offer regular feedback to help staff improve their skills and meet performance expectations. By fostering professional growth and accountability, the PIP ensures that staff contributes effectively to the organization's success and delivers high-quality scientific evidence.

7 1-87-4 General Rules and Responsibilities

A. Scientific Records and Case Files

1. SED personnel shall:

- a. Appropriately document all examinations and investigations performed by SED personnel;
- b. Complete and review case reports promptly after the examinations;
- c. Maintain administrative records, including budget and expenditure logs;
- d. Maintain photographic negatives and original digital photograph compact discs (CD)s, which include all photographic evidence and other incidents of interest to the Department are kept in the photography laboratory for three (3) years;
 - i. After three (3) years, photographic evidence is moved and stored in the Evidence Unit until approved for disposition.
- e. Maintain case files;
 - i. SED personnel shall store case files in the MFSC case file room or in the MFSC case management system unless a case is being actively examined.
 - ii. Only authorized SED personnel shall have access to the MFSC case file room.
- f. Distribute case files as follows:



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- i. SED personnel shall provide the official report to Records Division personnel through the Department's records management system;
- ii. SED personnel shall provide copies of the official report to the requesting investigative case agent/unit assigned to the case; and
- iii. SED personnel shall store the original report in the MFSC file room or in the Laboratory Information Management System (LIMS).
 1. SED personnel shall provide crime laboratory reports electronically; however, SED personnel may also distribute crime laboratory reports as a hard copy.
- g. Respond to requests for copies of case files as follows:
 - i. SED personnel shall submit all requests for copies of case files in written or electronic form; and
 - ii. SED personnel shall email all requests for blood alcohol reports or blood alcohol case files, and breath alcohol instrumentation records to apd.alcohol@cabq.gov.
2. SED personnel shall not take original case files out of the MFSC under any circumstances unless approved by the SED Commander or their designee.
3. Due to the nature of their investigations, Major Crime Scene Team (MCST) detectives are not required to have their scientific records and case reports completed by the end of their shift.

7 1-87-5 Criminalistics Investigations

A. Major Crime Scene Team (MCST)

1. MCST personnel shall:
 - a. Respond to and take charge of crime scenes for:
 - i. Homicides;
 - ii. Suspicious or unexplained deaths;
 - iii. Officer-involved shootings (OIS);
 - iv. In-custody deaths; and
 - v. Violent incidents in which death or life-threatening injury may result.
 - b. Establish the boundary of the inner perimeter of a crime scene with red crime scene tape and verify it is secure;
 - i. Non-MCST call-out personnel are required to check in by signing the MCST Crime Scene Log.
 - ii. MCST call-out personnel shall escort non-MCST personnel once inside the secured inner perimeter of the crime scene.
 - c. Be responsible for all documentation, collection, and preservation of evidence and for the reconstruction of the crime scene, if possible;
 - d. Provide case updates in the MCST case management system;
 - e. When an officer is involved in an OIS with their Department-issued firearm:



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N/A

- i. Process the officer for evidence, including collecting the firearm that was used during the OIS;
- ii. Tag the firearm into evidence;
- iii. Only issue the officer a replacement primary Department-issued handgun as outlined in SOP Department Property; and
 1. If the officer works in a specialized unit/Special Operations Division, they shall contact their Division supervisor for replacement of their second duty handgun, patrol rifle, 12-gauge shotgun, or enhanced shotgun.
 2. Before returning to duty, the officer must contact the Firearms Training Unit to advise them of their OIS in order to set up a New Mexico Department of Public Safety (NMDPS) OIS platform qualification to qualify for their new firearm.
- iv. Submit the MCST OIS Firearm Issuance Form to Property Unit personnel within twenty-four (24) hours of leaving the scene of the OIS.
- f. Attend a mental wellness check-up conducted by a Behavioral Sciences Section (BSS) clinician biannually due to the possibility of significant psychological trauma caused by the investigation of violent crimes.

N/A

2. On-Call Status

N/A

- a. MCST detectives, secondary personnel, and Criminalistics Investigations supervisors are in an on-call rotation at all times.
 - i. The MCST Sergeant and the Criminalistics Section Lieutenant shall respond to all Multi-Agency Task Force (MATF) critical incident OISs and in-custody deaths, and Crimes Against Children Unit (CACU) criminal child death call-outs, when available, in accordance with SOP Multi-Agency Task Force (MATF).
 1. The MCST Sergeant and Criminalistics Section Lieutenant may claim an additional eight (8) hours of compensatory time per month for being on-call for MATF critical incident OISs and in-custody deaths and Crimes Against Children Unit (CACU) call-outs.
 - ii. On-call status requires personnel to be available to respond to call-outs within one (1) hour of notification.
 - iii. MCST call-outs are determined by the on-duty CSS supervisor or the on-call Criminalistics Investigations supervisor.
 - iv. Supervisors shall assess the manpower needs of each scene and call out only those needed to efficiently and effectively process the scene.

7

B. New Mexico Regional Computer Forensics Laboratory (NMRCFL) Task Force Officer (TFO)

1. The NMRCFL Task Force Officer (NMRCFL TFO) shall:

- a. Provide technical and forensic computer and telecommunications expertise to assist Department personnel in the investigation of cases involving computers and telecommunication devices;



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N/A

- b. Be responsible for all tagging documentation and preserving evidence in accordance with current task force requirements and SOP Collection, Submission, and Disposition of Evidence and Property;
 - c. Train Department personnel to attempt to heighten their awareness about the increasing use of high-tech devices in the commission of crimes; and
 - d. Provide Department personnel with training in the use of computers that enhance investigative and/or patrol activities.
 2. SED detectives assigned to the NMRCFL as a TFO shall respond to and direct the collection of digital evidence when requested.

7

1-87-6 Scientific Evidence Division Units

A. Chemical Analysis Unit

1. Chemical Analysis Unit personnel shall:

- a. Physically and chemically analyze physical evidence of suspected controlled substances in criminal cases;
- b. Store and maintain Schedules I, II, III, IV, and V controlled substances, according to New Mexico state statutes (N.M. Stat. Ann. §§ 30-31-6 through 30-31-10) and the New Mexico Administrative Code (N.M. Code R. §§ 16.19.20.65 through 16.19.20.69), for the purpose of analytical standards;
- c. Analyze blood specimens for alcohol content in criminal cases; and
- d. Provide instrument maintenance and instruction to sworn personnel and courtroom testimony.

B. DNA Unit

1. DNA Unit personnel shall:

- a. Collect, preserve, and analyze biological evidence as detailed in the Unit's procedure manuals, in criminal cases and provide expert testimony in a court of law; and
- b. Enter eligible profiles into CODIS.

N/A

C. Evidence Unit

1. Evidence Unit personnel maintain the integrity of all evidence, found items, and property held for "Return to Owner" by the Department, the Bernalillo County Sheriff's Office, and outside law enforcement agencies (refer to SOP Identification/Disposition Unit for sanction classifications and additional duties).

D. Firearm and Tool Mark (FATM) Unit



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1. FATM Unit personnel shall use valid scientific procedures for forensic examinations of firearms, ammunition components, tool marks, serial number restoration, gunshot residue distance determination, fracture match, and other closely related physical evidence.

N/A

E. Identification/Disposition Unit

1. Identification/Disposition Unit personnel shall attempt to identify all adults and juveniles arrested in Bernalillo County, in accordance with SOP Identification/Disposition Unit.

F. Latent Print Unit

1. Latent Print Unit personnel shall:
 - a. Process and examine items of evidence for the detection and development of latent prints;
 - b. Analyze and compare latent and known prints; and
 - c. Enter unidentified latent prints into AFIS and NGI if applicable.

G. Photograph Unit

1. Photograph Unit personnel shall:
 - a. Provide the highest quality photographic services possible for the Department;
 - b. Be responsible for:
 - i. Taking Department portrait-type photographs of Department personnel;
 - ii. Enlarging black and white photographs;
 - iii. Archiving all Department-related photographs;
 - iv. Department award plaques; and
 - v. Maintaining service contracts for photo equipment.
2. Photograph Unit personnel shall not photograph ceremonies or special events without permission from the SED Commander or their designee.

6

1-87-7

Evidence Handling by CSS and MCST Personnel

A. Preliminary Measures

1. A CSS or MCST detective shall:
 - a. Before disturbing items of evidence at a crime scene, ensure the scene is properly photographed, including the use of indicator cards and scales when appropriate;
 - b. In most instances, collect all evidence;
 - i. In some cases, such as pools of blood or paint from a wall, the CSS or MCST detective shall collect only carefully selected specimens.



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N/A

- ii. When evidence is collected, the CSS or MCST detective shall document the reasons why it is needed to establish the facts of the case.
- c. Collect comparison standards from known sources whenever possible; and
- d. Properly document collected evidence in their Uniform Incident Report on the evidence label (tag) and on the evidence container (e.g., heat-sealed bag, paper bag, envelope, etc.), in accordance with SOP Collection, Submission, and Disposition of Evidence and Property.

B. Drying Evidence

- 1. A CSS or MCST detective shall ensure that wet or bloody evidence that has been collected from crime scenes or received from the Office of the Medical Investigator (OMI) is thoroughly dried and stored in paper bags or paper envelopes to avoid possible detrimental biological changes.
- 2. A CSS or MCST detective shall not package bloody or wet evidence until the evidence has been in a drying cabinet for a minimum of five (5) days.

C. Packaging Evidence

- 1. A CSS or MCST detective shall:
 - a. When possible, place items of evidence in a clear plastic container to prevent contamination and to permit visual identification;
 - b. Package items that may be sensitive to static electricity in paper opposed to plastic to prevent the build-up of static and possible loss of evidence upon opening;
 - c. Package firearms in a plastic bag;
 - i. The CSS or MCST detective shall:
 - 1. Seal empty magazines in smaller plastic bags, which shall be accompanied by the firearm with which they were found;
 - 2. Package the ammunition, cartridge casings, or projectiles separately;
 - 3. Dry firearms that have been contaminated with biological materials, moisture, etc. before packaging; and
 - 4. Attach evidence stickers to the plastic bags appropriately.
 - d. Label each item of evidence either on its container or by an attached tag in the case of large items;
 - i. The label should include a unique designation (Department or other case numbers), coinciding with the item or assigned to the item in the Uniform Incident Report and on the crime scene sketch.
 - ii. The following lowercase letter prefixes are to be used in designating items of evidence as indicated:

a	Ammunition (Cartridge)
b	Blood
c	Cartridge Case



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cl	Clothing
d	Documents
f	Firearms
g	Glass
h	Hair, fiber, or another trace
i	Bullet hole (or impact site)
k	Knife
l	Latents
m	Miscellaneous
n	Drugs
p	Projectile (Bullet)
s	DNA Swab

1. Upper case letters of the alphabet are reserved for use as designators on diagrams for measurement points, except for upper case "k" and uppercase "q."
- f. Seal packaged or repackaged evidence with a tamper-evident seal, which they shall initial and date; and
- g. Promptly tag all evidentiary items into evidence after the collection or examination process is complete.

6

D. Evidence Storage

1. MCST and CSS personnel may store evidence on a short-term basis within the triage processing room lockers.
2. MCST and CSS shall place evidence in the triage processing room evidence lockers once it is ready for submission.

E. Evidence Service Request Triage Process

1. An MCST detective shall:
 - a. Assess the evidence in a case;
 - b. Contact the investigative case agent to determine what evidence should have a service request submitted; and
 - c. Present the evidence in a case to the forensic scientists/technicians in the service request triage meeting.
 - i. Triage personnel shall determine whether and how the evidence can be processed by forensic scientists/technicians.

F. Chain of Custody of Evidence

1. Department personnel shall ensure that the minimum amount of employees are involved in the handling of evidence.



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2. The chain of custody is maintained within the property evidence management system.

G. Known DNA Standards

1. Department personnel certified to collect buccal swabs shall only do so when they are accompanied by one (1) of the following authorizing documents:
 - a. Court order;
 - b. Search warrant; or
 - c. Permission to search;
 - i. The case agent shall keep a copy of the document in the case file.
 - d. Department personnel shall make an appointment for the collection of the known standards; and
 - e. Unless accompanied by a corrections officer or detective, the case agent shall verify the identity of the individual providing the known DNA standard, such as the individual's driver's license, date of birth, or social security number.
2. DNA Unit personnel shall only accept a buccal swab for DNA evidence collection.
3. The case agent who collects the known DNA standard(s) shall note the following on the authorizing document:
 - a. Case number;
 - b. Date and time the standard was collected;
 - c. Verification of identity (if needed); and
 - d. Who collected the standard(s).
4. Department personnel shall package, seal, and tag the known DNA standard into evidence.

H. Sexual Assault Evidence Kits (SAEK)

1. A Sexual Assault Nurse Examiner (SANE) collects, tags, and stores SAEKs at the Family Advocacy Center (FAC) evidence collection lockers.
 - a. An Evidence Unit Technician shall pick up the tagged SAEK from the FAC during normal business hours and transport them to the MFSC, where they shall be stored until processing.
 - b. When the Department receives a SAEK in connection with the investigation of a criminal case, the Department must submit evidence from the case within ten (10) business days of receipt of a forensic laboratory or a laboratory approved and designated by the Chief of Police, consistent with City of Albuquerque Code of Resolutions, § 3-11-6.
2. The Evidence Unit personnel shall destroy a SAEK on a non-reported case, consistent with the Memorandum of Understanding (MOU) between the



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Department and SANEs two (2) years from the original collection date unless the reporting status changes.

- a. The Evidence Unit shall keep a SAEK on a non-reported case that involves a juvenile victim until the victim's twenty-third (23rd) birthday, which shall be five (5) years after they turn eighteen (18) years old.

7

1-87-8

MFSC Pretrial Subpoena Policy

A. Scheduling and Location of Expert Witness Interviews

1. SED personnel shall agree to be interviewed as expert witnesses upon request.
 - a. A person who needs an MFSC forensic scientist/technician to serve as an expert witness in a court case will request a pretrial meeting through mail or in person, by emailing the SED personnel being subpoenaed, or by contacting the MFSC Administrative Assistant.
 - i. The person may obtain contact information for all MFSC forensic scientists/technicians by contacting the MFSC Administrative Assistant at (505) 823-4200.
 - b. The MFSC forensic scientist/technicians shall schedule to be interviewed as an expert witness between the hours of 9:00 a.m. and 3:00 p.m. and no later than 4:00 p.m.
2. MFSC forensic scientists/technicians shall conduct their interviews at the MFSC either telephonically or by video after determining a time and date that is agreeable to all parties.

B. Subpoenas

1. SED personnel shall respond to all subpoenas.
2. Other than the MFSC Administrative Assistant, SED personnel shall not accept subpoenas for individuals other than themselves.
3. SED personnel shall only accept subpoenas that are hand-delivered to the MFSC during normal business hours or delivered electronically.

7

1-87-9

Budget and Property

A. Budget and Purchasing

1. The SED Commander or their designee shall oversee and manage the SED budget.



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2. SED personnel shall provide the SED Commander or their designee copies of all receipts, invoices, and/or requisitions associated with purchases made with SED funds.
3. The SED Commander or their designee shall provide a monthly budget report to the Investigative Bureau Deputy Chief of Police.

N/A B. Property Inventory

1. SED personnel shall follow the requirements in accordance with SOP Department Property.

7 **1-87-10 MFSC Tours**

- A. The SED Commander or their designee may allow community members to tour the MFSC on a limited basis.
 1. A community member will need to submit a request for a tour of the MFSC to the MFSC Administrative Assistant a minimum of seven (7) days in advance.
- B. Tour groups shall be limited to twenty-five (25) people at a time.
- C. Tours for groups of people who are younger than high school age are conducted at the discretion of the SED Commander.
- D. Tour groups may view working laboratories through the observation windows.
 1. No one is permitted in work areas without approval from the SED Unit Supervisor, SED Commander, or their designee.
- E. Tours of laboratories other than those approved by the SED Commander shall not be authorized.
 1. Observation by outside forensic specialists shall only be done through a court order.
 2. Outside forensic scientists shall not be permitted to use any Department equipment or Department facility to conduct their own examinations.
 - a. Equipment purchased by the City is for use by City personnel only.
 - b. Outside forensic scientists do not have the appropriate training or legitimate claim to use City-issued property.

N/A **1-87-11 SED Professional Staff (Non-Union) Performance Improvement Plan (PIP)**

- A. Identification of Performance Issues



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1. Sources of Identification can include but are not limited to:
 - a. Annual performance evaluations;
 - b. Feedback from colleagues or customers vetted by the unit Supervisor; and
 - c. Observation of performance which falls below expected standards.
2. Criteria for Performance Issues can include but are not limited to:
 - a. Overall performance becomes unsatisfactory or below acceptable standards;
 - b. Employee's annual rating is unsatisfactory or below acceptable standards;
 - c. Employee's low or poor performance in as few as one (1) performance area that requires the employee to make an adjustment; and
 - d. Failure pass competency testing or failure to maintain competency in employed forensic discipline as required.

B. Documentation

1. Record Keeping

- a. The Supervisor of the affected employee shall maintain a file that includes the following:
 - i. Dates and details of performances concerns;
 - ii. Specific examples of the issues observed; and
 - iii. Any previous feedback, discussions, or counseling related to performance.
- b. Records shall be maintained in the employee personnel file with the Department's Human Resources (HR) Division or other designated repository as directed by the Division Commander.

C. Counseling

1. When an employee's performance falls below the expected level of performance objectives, a counseling discussion shall commence between the employee and their supervisor. This counseling discussion shall be documented.
 - a. The initiating supervisor will define a review period at the counseling session to assess sustained improvement. This review period will be no less than two (2) weeks and no more than forty-five (45) days.
 - b. If the counseling session does not result in sustained improvement in the designated review period as outlined, a PIP may be initiated.

D. Performance Improvement Plan (PIP) Creation and Approvals

1. Prior to the initiation of a PIP, the initiating supervisor shall:
 - a. Notify the Department's HR Division for a consultation in the implementation and completion of a PIP;



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- b. Notify the employee's chain of command of the request to initiate a PIP; and
- c. Obtain approvals for the PIP from the Department's HR Division, Division Commander, and Bureau Deputy Chief.

2. Prepare PIP Memorandum

- a. The PIP memorandum template can be located in the Department's PIP Guide. The PIP memorandum shall include:
 - i. A summary of prior discussions with the employee;
 - ii. A summary of the unsatisfactory performance and why it is unsatisfactory;
 - iii. A clear statement that the employee is being placed on a PIP, the plan's process, and the plan's specific timeframe, not less than thirty (30) days, and no longer than one (1) year;
 - iv. Progress Reviews conducted during the monitoring period, where the employee and supervisor shall meet to provide feedback, and meeting expectations of the PIP;
 - v. A description of specific examples of the support the employee will receive;
 - vi. A description of the frequency in which feedback will be provided, the timetable of Progress Reviews for meeting expectations, and specific dates when the employee will receive feedback;
 - vii. A description of the actions that may be taken if the employee does not successfully improve performance;
 - viii. A statement of support; and
 - ix. Required signature lines for the employee's supervisor and the employee.

3. Department PIP Plan Guide, Templates, and Tracking

- a. The immediate supervisor shall:
 - i. Prepare a detailed PIP and attach it to the PIP memorandum. The detailed PIP shall include the following:
 - 1. A performance objective and desired outcome;
 - 2. A description of how the desired outcome will be measured;
 - 3. The timeline for measuring the desired outcome; and
 - 4. Training to achieve the desired outcome, if available/necessary.
 - ii. Provide a copy of the memorandum and PIP to the employee;
 - iii. Provide a copy of the memorandum and PIP to the Department's HR Division to ensure a copy is on file;
 - iv. Provide formal documented reviews of the employee's progress through the phases of the plan by utilizing the PIP Feedback template;
 - 1. The frequency of a formal review may vary depending on the length of the PIP.
 - v. Provide the employee consistent, timely, and ongoing feedback as outlined in the PIP memorandum; and
 - 1. Failure to provide regular feedback will result in an ineffective PIP process and may extend the process.



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- vi. Complete a Mid-Term review template at the mid-term of the defined PIP timeline and reflect cumulative information of the employee's progress since the plan began.

4. PIP Adjustments

- a. Adjustments to the original PIP can be made based on progress or unforeseen challenges.
- b. The Division Commander and the Department's HR Division shall approve any adjustments prior to implementation.
- c. In consultation with the Department's HR Division and the Division Commander, a written adjustment and/or extension of the current PIP will be provided. The extension period shall not exceed one (1) year in total.

1

E. Formal Final Review and PIP Outcomes

1. Achieved PIP

- a. If the employee's performance improves to the expected level, the immediate supervisor shall:
 - i. Prepare a memorandum documenting the improvement in the employee's performance and advising the employee that the acceptable level of performance must be sustained;
 - ii. Provide a copy of the memorandum to the employee; and
 - iii. Provide a copy of the memorandum to the Department's HR Division.

2. Failure of the PIP

- a. If the employee fails to meet the performance objectives outlined in the plan or fails to maintain the expected level of satisfactory performance, disciplinary action shall be initiated.
- b. Failure of the PIP shall be discussed in advance with the Division Commander and the Department's HR Division. Imposing disciplinary action will require a notice of pre-determination hearing.

3. Final Review Documentation

- a. The initiating supervisor shall:
 - i. Provide a signed copy of the formal final review to the employee;
 - ii. Ensure the employee signs the document to acknowledge receipt; and
 - iii. Provide a copy of the signed document to the Department's HR Division for filing.

F. Recurrence of Unsatisfactory Performance



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1. The employee is expected to maintain the expected level of satisfactory performance. If the employee falls below the expected performance level, the initiating supervisor shall:

- a. Consult with the Department's HR Division and Division Commander to initiate another PIP; or
- b. Consult with the Department's HR Division and Division Commander to initiate disciplinary action.

1

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1-87 SCIENTIFIC EVIDENCE DIVISION

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

A. Related SOP(s)

- 1-57 Identification/Disposition Unit (Formerly 3-03 and 5-7)
- 1-67 Multi-Agency Task Force (MATF)
- 2-2 Department Property (Formerly 3-75)
- 2-73 Collection, Submission, and Disposition of Evidence and Property (Formerly 2-08)

B. Form(s)

MCST Crime Scene Log
PD 3079 Major Crime Scene Team OIS Firearm Issuance Form
PD 4201 Request for Forensic Service

C. Other Resource(s)

City of Albuquerque Code of Resolutions § 3-11-6 Sexual Assault Evidence Kit Testing Resolution
N.M. Code R. § 16.19.20.65 Schedule I
N.M. Code R. § 16.19.20.66 Schedule II
N.M. Code R. § 16.19.20.67 Schedule III
N.M. Code R. § 16.19.20.68 Schedule IV
N.M. Code R. § 16.19.20.69 Schedule V
NMSA 1978, § 30-31-6 Schedule I
NMSA 1978, § 30-31-7 Schedule II
NMSA 1978, § 30-31-8 Schedule III
NMSA 1978, § 30-31-9 Schedule IV
NMSA 1978, § 30-31-10 Schedule V _____

D. Active Special Order(s)

None

~~SO 25-46 Amendment to SOP 1-87 Scientific Evidence Division (SED)~~

D.E. _____ Rescinded Special Order(s)

SO 25-46 Amendment to SOP 1-87 Scientific Evidence Division (SED)

~~SO 23-127 Amendment to SOP 1-87 Scientific Evidence Division None~~

1-87-1 Purpose



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The purpose of the Scientific Evidence Division (SED) is to provide timely, high-quality, modern scientific and technical support for the processing, collection, preservation, and analysis of evidence to all areas of the Albuquerque Police Department (Department), Bernalillo County Sheriff's Office, and other law enforcement agencies upon request.

1-87-2 Policy

It is the policy of the Department to investigate, document, process, preserve, collect, securely store, and analyze evidence related to criminal investigations. It is also the policy for SED personnel to support and train Department personnel and outside law enforcement agency personnel as needed.

N/A

1-87-3 Definitions

A. Automated Fingerprint Identification System (AFIS)

A biometric identification (ID) methodology that uses digital imaging technology to obtain, store, and analyze known and unknown fingerprint data.

B. Crime Scene Specialist (CSS)

Professional staff who are responsible for recognizing, collecting, and preserving all forensically-significant evidence at crime scenes and properly submitting that evidence to ~~Scientific Evidence Division (SED)~~ personnel for analysis.

C. Laboratory Information Management System (LIMS)

A digital platform designed to improve lab productivity and efficiency by keeping track of data associated with samples, testing, laboratory workflows, and instruments.

D. Life-threatening Injury

Any injury resulting in the loss of a major bodily organ of function, including, but limited to, double amputation, quadriplegia, paraplegia, total blindness, the permanent loss of a sense (sight, smell, taste, etc.), and/or results in 80% or greater chance of death as established by the attending physician. The on-call SED supervisor has the authority to deviate from the parameters on a case-by-case basis.

E. Metropolitan Forensic Science Center (MFSC)

The Department's crime laboratory located at 5350 2nd St. NW, Albuquerque, NM 87107.

F. New Mexico DNA Identification System (NMDIS)



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The system that maintains the State of New Mexico SDIS level Combined DNA Index System (CODIS) database.

G. New Mexico Regional Computer Forensics Laboratory (NMRCFL)

A partnership between the Federal Bureau of Investigation (FBI) and other federal, state, and local law enforcement agencies that operate a regional, digital forensic task force. The laboratories provide forensic services and expertise to support law enforcement agencies in collecting and examining digital evidence for a wide range of investigations, including child pornography, terrorism, violent crime, and fraud.

H. Next Generation Identification (NGI)

A federal-level electronic repository of biometric and criminal history information.

I. State Deoxyribonucleic Acid (DNA) Index System (SDIS)

The State-level Combined DNA Index System (CODIS) database.

J. Performance Improvement Plan (PIP)

A distinctly separate process from any corrective action plan(s) that may have been identified in the Quality Assurance policy of the SED. The PIP will set specific, measurable goals and offer regular feedback to help staff improve their skills and meet performance expectations. By fostering professional growth and accountability, the PIP ensures that staff contributes effectively to the organization's success and delivers high-quality scientific evidence.

7 1-87-4 General Rules and Responsibilities

A. Scientific Records and Case Files

1. SED personnel shall:

- a. Appropriately document all examinations and investigations performed by SED personnel;
- b. Complete and review case reports promptly after the examinations;
- c. Maintain administrative records, including budget and expenditure logs;
- d. Maintain photographic negatives and original digital photograph compact discs (CD)s, which include all photographic evidence and other incidents of interest to the Department are kept in the photography laboratory for three (3) years;
 - i. After three (3) years, photographic evidence is moved and stored in the Evidence Unit until approved for disposition.
- e. Maintain case files;
 - i. SED personnel shall store case files in the MFSC case file room or in the MFSC case management system unless a case is being actively examined.



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- ii. Only authorized SED personnel shall have access to the MFSC case file room.
- f. Distribute case files as follows:
 - i. SED personnel shall provide the official report to Records Division personnel through the Department's records management system;
 - ii. SED personnel shall provide copies of the official report to the requesting investigative case agent/unit assigned to the case; and
 - iii. SED personnel shall store the original report in the MFSC file room or in the Laboratory Information Management System (LIMS).
 - 1. SED personnel shall provide crime laboratory reports electronically; however, SED personnel may also distribute crime laboratory reports as a hard copy.
- g. Respond to requests for copies of case files as follows:
 - i. SED personnel shall submit all requests for copies of case files in written or electronic form; and
 - ii. SED personnel shall email all requests for blood alcohol reports or blood alcohol case files, and breath alcohol instrumentation records to apd.alcohol@cabq.gov.
- 2. SED personnel shall not take original case files out of the MFSC under any circumstances unless approved by the SED Commander or their designee.
- 3. Due to the nature of their investigations, Major Crime Scene Team (MCST) detectives are not required to have their scientific records and case reports completed by the end of their shift.

7 1-87-5 Criminalistics Investigations

A. Major Crime Scene Team (MCST)

- 1. MCST personnel shall:
 - a. Respond to and take charge of crime scenes for:
 - i. Homicides;
 - ii. Suspicious or unexplained deaths;
 - iii. Officer-involved shootings (OIS);
 - iv. In-custody deaths; and
 - v. Violent incidents in which death or life-threatening injury may result.
 - b. Establish the boundary of the inner perimeter of a crime scene with red crime scene tape and verify it is secure;
 - i. Non-MCST call-out personnel are required to check in by signing the MCST Crime Scene Log.
 - ii. MCST call-out personnel shall escort non-MCST personnel once inside the secured inner perimeter of the crime scene.
 - c. Be responsible for all documentation, collection, and preservation of evidence and for the reconstruction of the crime scene, if possible;



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- d. Provide case updates in the MCST case management system;
- e. When an officer is involved in an OIS with their Department-issued firearm:
 - i. Process the officer for evidence, including collecting the firearm that was used during the OIS;
 - ii. Tag the firearm into evidence;
 - iii. Only issue the officer a replacement primary Department-issued handgun as outlined in SOP Department Property ~~(refer to SOP Department Property for sanction classifications and additional duties)~~; and
 - 1. If the officer works in a specialized unit/Special Operations Division, they shall contact their Division supervisor for replacement of their second duty handgun, patrol rifle, 12-gauge shotgun, or enhanced shotgun.
 - 2. Before returning to duty, the officer must contact the Firearms Training Unit to advise them of their OIS in order to set up a New Mexico Department of Public Safety (NMDPS) OIS platform qualification to qualify for their new firearm.
 - iv. Submit the MCST OIS Firearm Issuance Form to Property Unit personnel within twenty-four (24) hours of leaving the scene of the OIS.
- f. Attend a mental wellness check-up conducted by a Behavioral Sciences Section (BSS) clinician biannually due to the possibility of significant psychological trauma caused by the investigation of violent crimes.

N/A

N/A

2. On-Call Status

- a. MCST detectives, secondary personnel, and Criminalistics Investigations supervisors are in an on-call rotation at all times.
 - i. The MCST ~~S~~ergeant and the Criminalistics Section Lieutenant shall respond to all Multi-Agency Task Force (MATF) critical incident OISs and in-custody deaths, and Crimes Against Children Unit (CACU) criminal child death call-outs, when available, in accordance consistent with ~~with~~ SOP Multi-Agency Task Force (MATF) ~~(refer to SOP Multi-Agency Task Force for sanction classifications and additional duties)~~.
 - 1. The MCST Sergeant and Criminalistics Section Lieutenant may claim an additional eight (8) hours of compensatory time per month for being on-call for MATF critical incident OISs and in-custody deaths and Crimes Against Children Unit (CACU) call-outs.
 - ii. On-call status requires personnel to be available to respond to call-outs within one (1) hour of notification.
 - iii. MCST call-outs are determined by the on-duty CSS supervisor or the on-call Criminalistics Investigations supervisor.
 - iv. Supervisors shall assess the manpower needs of each scene and call out only those needed to efficiently and effectively process the scene.

N/A

7

B. New Mexico Regional Computer Forensics Laboratory (NMRCFL) Task Force Officer (TFO)

- 1. The NMRCFL Task Force Officer (NMRCFL TFO) shall:



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N/A

- a. Provide technical and forensic computer and telecommunications expertise to assist Department personnel in the investigation of cases involving computers and telecommunication devices;
 - b. Be responsible for all tagging documentation and preserving evidence in accordance with current task force requirements and SOP Collection, Submission, and Disposition of Evidence and Property ~~(refer to SOP Collection, Submission, and Disposition of Evidence and Property for sanction classifications and additional duties);~~
 - c. Train Department personnel to attempt to heighten their awareness about the increasing use of high-tech devices in the commission of crimes; and
 - d. Provide Department personnel with training in the use of computers that enhance investigative and/or patrol activities.
2. SED detectives assigned to the NMRCFL as a TFO shall respond to and direct the collection of digital evidence when requested.

7 1-87-6

Scientific Evidence Division Units

A. Chemical Analysis Unit

1. Chemical Analysis Unit personnel shall:

- a. Physically and chemically analyze physical evidence of suspected controlled substances in criminal cases;
- b. Store and maintain Schedules I, II, III, IV, and V controlled substances, according to New Mexico state statutes (N.M. Stat. Ann. §§ 30-31-6 through 30-31-10) and the New Mexico Administrative Code (N.M. Code R. §§ 16.19.20.65 through 16.19.20.69), for the purpose of analytical standards;
- c. Analyze blood specimens for alcohol content in criminal cases; and
- d. Provide instrument maintenance and instruction to sworn personnel and courtroom testimony.

B. DNA Unit

1. DNA Unit personnel shall:

- a. Collect, preserve, and analyze biological evidence as detailed in the Unit's procedure manuals, in criminal cases and provide expert testimony in a court of law; and
- b. Enter eligible profiles into CODIS.

N/A

C. Evidence Unit



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1. Evidence Unit personnel maintain the integrity of all evidence, found items, and property held for "Return to Owner" by the Department, the Bernalillo County Sheriff's Office, and outside law enforcement agencies (refer to SOP Identification/Disposition Unit for sanction classifications and additional duties).

D. Firearm and Tool Mark (FATM) Unit

1. FATM Unit personnel shall use valid scientific procedures for forensic examinations of firearms, ammunition components, tool marks, serial number restoration, gunshot residue distance determination, fracture match, and other closely related physical evidence.

N/A E. Identification/Disposition Unit

1. Identification/Disposition Unit personnel shall attempt to identify all adults and juveniles arrested in Bernalillo County, in accordance consistent with SOP Identification/Disposition Unit ~~(refer to SOP Identification/Disposition Unit for sanction classifications and additional duties).~~

F. Latent Print Unit

1. Latent Print Unit personnel shall:
 - a. Process and examine items of evidence for the detection and development of latent prints;
 - b. Analyze and compare latent and known prints; and
 - c. Enter unidentified latent prints into AFIS and NGI if applicable.

G. Photograph Unit

1. Photograph Unit personnel shall:
 - a. Provide the highest quality photographic services possible for the Department;
 - b. Be responsible for:
 - i. Taking Department portrait-type photographs of Department personnel;
 - ii. Enlarging black and white photographs;
 - iii. Archiving all Department-related photographs;
 - iv. Department award plaques; and
 - v. Maintaining service contracts for photo equipment.
2. Photograph Unit personnel shall not photograph ceremonies or special events without permission from the SED Commander or their designee.

6 1-87-7 **Evidence Handling by CSS and MCST Personnel**

A. Preliminary Measures



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N/A

1. A CSS or MCST detective shall:

- a. Before disturbing items of evidence at a crime scene, ensure the scene is properly photographed, including the use of indicator cards and scales when appropriate;
- b. In most instances, collect all evidence;
 - i. In some cases, such as pools of blood or paint from a wall, the CSS or MCST detective shall collect only carefully selected specimens.
 - ii. When evidence is collected, the CSS or MCST detective shall document the reasons why it is needed to establish the facts of the case.
- c. Collect comparison standards from known sources whenever possible; and
- d. Properly document collected evidence in their Uniform Incident Report on the evidence label (tag) and on the evidence container (e.g., heat-sealed bag, paper bag, envelope, etc.), in accordance consistent with SOP Collection, Submission, and Disposition of Evidence and Property ~~(refer to SOP Collection, Submission, and Disposition of Evidence and Property for sanction classifications and additional duties).~~

B. Drying Evidence

1. A CSS or MCST detective shall ensure that wet or bloody evidence that has been collected from crime scenes or received from the Office of the Medical Investigator (OMI) is thoroughly dried and stored in paper bags or paper envelopes to avoid possible detrimental biological changes.
2. A CSS or MCST detective shall not package bloody or wet evidence until the evidence has been in a drying cabinet for a minimum of five (5) days.

C. Packaging Evidence

1. A CSS or MCST detective shall:

- a. When possible, place items of evidence in a clear plastic container to prevent contamination and to permit visual identification;
- b. Package items that may be sensitive to static electricity in paper opposed to plastic to prevent the build-up of static and possible loss of evidence upon opening;
- c. Package firearms in a plastic bag;
 - i. The CSS or MCST detective shall:
 1. Seal empty magazines in smaller plastic bags, which shall be accompanied by the firearm with which they were found;
 2. Package the ammunition, cartridge casings, or projectiles separately;
 3. Dry firearms that have been contaminated with biological materials, moisture, etc. before packaging; and
 4. Attach evidence stickers to the plastic bags appropriately.



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- d. Label each item of evidence either on its container or by an attached tag in the case of large items;
- The label should include a unique designation (Department or other case numbers), coinciding with the item or assigned to the item in the Uniform Incident Report and on the crime scene sketch.
 - The following lowercase letter prefixes are to be used in designating items of evidence as indicated:

a	Ammunition (Cartridge)
b	Blood
c	Cartridge Case
cl	Clothing
d	Documents
f	Firearms
g	Glass
h	Hair, fiber, or another trace
i	Bullet hole (or impact site)
k	Knife
l	Latents
m	Miscellaneous
n	Drugs
p	Projectile (Bullet)
s	DNA Swab

- Upper case letters of the alphabet are reserved for use as designators on diagrams for measurement points, except for upper case "k" and uppercase "q."
- f. Seal packaged or repackaged evidence with a tamper-evident seal, which they shall initial and date; and
- g. Promptly tag all evidentiary items into evidence after the collection or examination process is complete.

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D. Evidence Storage

- MCST and CSS personnel may store evidence on a short-term basis within the triage processing room lockers.
- MCST and CSS shall place evidence in the triage processing room evidence lockers once it is ready for submission.

E. Evidence Service Request Triage Process

- An MCST detective shall:
 - Assess the evidence in a case;



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- b. Contact the investigative case agent to determine what evidence should have a service request submitted; and
- c. Present the evidence in a case to the forensic scientists/technicians in the service request triage meeting.
 - i. Triage personnel shall determine whether and how the evidence can be processed by forensic scientists/technicians.

F. Chain of Custody of Evidence

1. Department personnel shall ensure that the minimum amount of employees are involved in the handling of evidence.
2. The chain of custody is maintained within the property evidence management system.

G. Known DNA Standards

1. Department personnel certified to collect buccal swabs shall only do so when they are accompanied by one (1) of the following authorizing documents:
 - a. Court order;
 - b. Search warrant; or
 - c. Permission to search;
 - i. The case agent shall keep a copy of the document in the case file.
 - d. Department personnel shall make an appointment for the collection of the known standards; and
 - e. Unless accompanied by a corrections officer or detective, the case agent shall verify the identity of the individual providing the known DNA standard, such as the individual's driver's license, date of birth, or social security number.
2. DNA Unit personnel shall only accept a buccal swab for DNA evidence collection.
3. The case agent who collects the known DNA standard(s) shall note the following on the authorizing document:
 - a. Case number;
 - b. Date and time the standard was collected;
 - c. Verification of identity (if needed); and
 - d. Who collected the standard(s).
4. Department personnel shall package, seal, and tag the known DNA standard into evidence.

H. Sexual Assault Evidence Kits (SAEK)



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1. A Sexual Assault Nurse Examiner (SANE) collects, tags, and stores SAEKs at the Family Advocacy Center (FAC) evidence collection lockers.
 - a. An Evidence Unit Technician shall pick up the tagged SAEK from the FAC during normal business hours and transport them to the MFSC, where they shall be stored until processing.
 - b. When the Department receives a SAEK in connection with the investigation of a criminal case, the Department must submit evidence from the case within ten (10) business days of receipt of a forensic laboratory or a laboratory approved and designated by the Chief of Police, consistent with City of Albuquerque Code of Resolutions, § 3-11-6.
2. The Evidence Unit personnel shall destroy a SAEK on a non-reported case, consistent with the Memorandum of Understanding (MOU) between the Department and SANEs two (2) years from the original collection date unless the reporting status changes.
 - a. The Evidence Unit shall keep a SAEK on a non-reported case that involves a juvenile victim until the victim's twenty-third (23rd) birthday, which shall be five (5) years after they turn eighteen (18) years old.

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1-87-8 MFSC Pretrial Subpoena Policy

A. Scheduling and Location of Expert Witness Interviews

1. SED personnel shall agree to be interviewed as expert witnesses upon request.
 - a. A person who needs an MFSC forensic scientist/technician to serve as an expert witness in a court case will request a pretrial meeting through mail or in person, by emailing the SED personnel being subpoenaed, or by contacting the MFSC Administrative Assistant.
 - i. The person may obtain contact information for all MFSC forensic scientists/technicians by contacting the MFSC Administrative Assistant at (505) 823-4200.
 - b. The MFSC forensic scientist/technicians shall schedule to be interviewed as an expert witness between the hours of 9:00 a.m. and 3:00 p.m. and no later than 4:00 p.m.
2. MFSC forensic scientists/technicians shall conduct their interviews at the MFSC either telephonically or by video after determining a time and date that is agreeable to all parties.

B. Subpoenas

1. SED personnel shall respond to all subpoenas.



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2. Other than the MFSC Administrative Assistant, SED personnel shall not accept subpoenas for individuals other than themselves.
3. SED personnel shall only accept subpoenas that are hand-delivered to the MFSC during normal business hours or delivered electronically.

7 1-87-9 Budget and Property

A. Budget and Purchasing

1. The SED Commander or their designee shall oversee and manage the SED budget.
2. SED personnel shall provide the SED Commander or their designee copies of all receipts, invoices, and/or requisitions associated with purchases made with SED funds.
3. The SED Commander or their designee shall provide a monthly budget report to the Investigative Bureau Deputy Chief of Police.

N/A B. Property Inventory

1. SED personnel shall follow the requirements outlined in accordance with the SOP Department Property ~~(refer to SOP Department Property for sanction classifications and other duties).~~

7 1-87-10 MFSC Tours

- A. The SED Commander or their designee may allow community members to tour the MFSC on a limited basis.
 1. A community member will need to submit a request for a tour of the MFSC to the MFSC Administrative Assistant a minimum of seven (7) days in advance.
- B. Tour groups shall be limited to twenty-five (25) people at a time.
- C. Tours for groups of people who are younger than high school age are conducted at the discretion of the SED Commander.
- D. Tour groups may view working laboratories through the observation windows.
 1. No one is permitted in work areas without approval from the SED Unit Supervisor, ~~or the~~ SED Commander, or their designee.
- E. Tours of laboratories other than those approved by the SED Commander shall not be authorized.



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1. Observation by outside forensic specialists shall only be done through a court order.
2. Outside forensic scientists shall not be permitted to use any Department equipment or Department facility to conduct their own examinations.
 - a. Equipment purchased by the City is for use by City personnel only.
 - b. Outside forensic scientists do not have the appropriate training or legitimate claim to use City-issued property.

N/A

1-87-11 SED Professional Staff (Non-Union) Performance Improvement Plan (PIP)

A. Identification of Performance Issues

1. Sources of Identification can include but are not limited to:

- a. Annual performance evaluations;
- b. Feedback from colleagues or customers vetted by the unit Supervisor; and
- c. Observation of performance which falls below expected standards.

2. Criteria for Performance Issues can include but are not limited to:

- a. Overall performance becomes unsatisfactory or below acceptable standards;
- b. Employee's annual rating is unsatisfactory or below acceptable standards;
- c. Employee's low or poor performance in as few as one (1) performance area that requires the employee to make an adjustment; and
- d. Failure pass competency testing or failure to maintain competency in employed forensic discipline as required.

B. Documentation

1. Record Keeping

- a. The Supervisor of the affected employee shall maintain a file that includes the following:
 - i. Dates and details of performances concerns;
 - ii. Specific examples of the issues observed; and
 - iii. Any previous feedback, discussions, or counseling related to performance.
- b. Records shall be maintained in the employee personnel file with the Department's Human Resources (HR) Division or other designated repository as directed by the Division Commander.

C. Counseling



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1. When an employee's performance falls below the expected level of performance objectives, a counseling discussion shall commence between the employee and their supervisor. This counseling discussion shall be documented.

- a. The initiating supervisor will define a review period at the counseling session to assess sustained improvement. This review period will be no less than two (2) weeks and no more than forty-five (45) days.
- b. If the counseling session does not result in sustained improvement in the designated review period as outlined, a PIP may be initiated.

D. Performance Improvement Plan (PIP) Creation and Approvals

1. Prior to the initiation of a PIP, the initiating supervisor shall:

- a. Notify the Department's HR Division for a consultation in the implementation and completion of a PIP;
- b. Notify the employee's chain of command of the request to initiate a PIP; and
- c. Obtain approvals for the PIP from the Department's HR Division, Division Commander, and Bureau Deputy Chief.

2. Prepare PIP Memorandum

- a. The PIP memorandum template can be located in the Department's PIP Guide. The PIP memorandum shall include:
 - i. A summary of prior discussions with the employee;
 - ii. A summary of the unsatisfactory performance and why it is unsatisfactory;
 - iii. A clear statement that the employee is being placed on a PIP, the plan's process, and the plan's specific timeframe, not less than thirty (30) days, and no longer than one (1) year;
 - iv. Progress Reviews conducted during the monitoring period, where the employee and supervisor shall meet to provide feedback, and meeting expectations of the PIP;
 - v. A description of specific examples of the support the employee will receive;
 - vi. A description of the frequency in which feedback will be provided, the timetable of Progress Reviews for meeting expectations, and specific dates when the employee will receive feedback;
 - vii. A description of the actions that may be taken if the employee does not successfully improve performance;
 - viii. A statement of support; and
 - ix. Required signature lines for the employee's supervisor and the employee.

3. Department PIP Plan Guide, Templates, and Tracking

- a. The immediate supervisor shall:
 - i. Prepare a detailed PIP and attach it to the PIP memorandum. The detailed PIP shall include the following:
 - 1. A performance objective and desired outcome;



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- 2. A description of how the desired outcome will be measured;
 - 3. The timeline for measuring the desired outcome; and
 - 4. Training to achieve the desired outcome, if available/necessary.
 - ii. Provide a copy of the memorandum and PIP to the employee;
 - iii. Provide a copy of the memorandum and PIP to the Department's HR Division to ensure a copy is on file;
 - iv. Provide formal documented reviews of the employee's progress through the phases of the plan by utilizing the PIP Feedback template;
 - 1. The frequency of a formal review may vary depending on the length of the PIP.
 - v. Provide the employee consistent, timely, and ongoing feedback as outlined in the PIP memorandum; and
 - 1. Failure to provide regular feedback will result in an ineffective PIP process and may extend the process.
 - vi. Complete a Mid-Term review template at the mid-term of the defined PIP timeline and reflect cumulative information of the employee's progress since the plan began.

4. PIP Adjustments

- a. Adjustments to the original PIP can be made based on progress or unforeseen challenges.
- b. The Division Commander and the Department's HR Division shall approve any adjustments prior to implementation.
- c. In consultation with the Department's HR Division and the Division Commander, a written adjustment and/or extension of the current PIP will be provided. The extension period shall not exceed one (1) year in total.

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E. Formal Final Review and PIP Outcomes

1. Achieved PIP

- a. If the employee's performance improves to the expected level, the immediate supervisor shall:
 - i. Prepare a memorandum documenting the improvement in the employee's performance and advising the employee that the acceptable level of performance must be sustained;
 - ii. Provide a copy of the memorandum to the employee; and
 - iii. Provide a copy of the memorandum to the Department's HR Division.

2. Failure of the PIP

- a. If the employee fails to meet the performance objectives outlined in the plan or fails to maintain the expected level of satisfactory performance, disciplinary action shall be initiated.



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b. Failure of the PIP shall be discussed in advance with the Division Commander and the Department's HR Division. Imposing disciplinary action will require a notice of pre-determination hearing.

3. Final Review Documentation

a. The initiating supervisor shall:

- i. Provide a signed copy of the formal final review to the employee;
- ii. Ensure the employee signs the document to acknowledge receipt; and
- iii. Provide a copy of the signed document to the Department's HR Division for filing.

F. Recurrence of Unsatisfactory Performance

1. The employee is expected to maintain the expected level of satisfactory performance. If the employee falls below the expected performance level, the initiating supervisor shall:

- a. Consult with the Department's HR Division and Division Commander to initiate another PIP; or
- b. Consult with the Department's HR Division and Division Commander to initiate disciplinary action.



2-24 HAZARDOUS MATERIALS INCIDENT RESPONSE

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

A. Related SOP(s)

2-25 Bomb Threats and Bomb Emergencies (Formerly 1-28)

B. Form(s)

None

C. Other Resource(s)

Emergency Communications Center (ECC) Emergency Checklist

Emergency Communications Center (ECC) Training Manual

Emergency Response Guidebook

Occupational Safety and Health Administration (OSHA) Immediately Dangerous to Life or Health (IDLH) Values

Resource Conservation and Recovery Act of 1976

D. Active Special Orders

None

E. Rescinded Special Order(s)

None

2-24-1 Purpose

The purpose of this policy is to provide guidance to Albuquerque Police Department (Department) personnel when responding to a scene that contains a hazardous material that may exceed immediately dangerous to life or health (IDLH) values. If a hazardous material is not identified, it shall be categorized as IDLH, and Department personnel shall not enter the affected area until the Albuquerque Fire Rescue Hazardous Materials (AFR Haz-Mat) Team confirms it to be safe.

2-24-2 Policy

It is the policy of the Department to respond to hazardous material incidents and provide a maximum amount of safety to sworn personnel and community members.

N/A 2-24-3 Definitions

A. Biological Agent



Bacteria, viruses, fungi, other microorganisms, and their associated toxins.

B. Chemical Agent

A chemical compound that has toxic effects on human health. Within this definition, the term includes dusts, mixtures, and even common materials such as paints, fuels, and solvents.

C. Hazardous Condition

Any situation involving the actual, imminent, or probable spillage, leakage, or release of a hazardous substance onto the land, into a water of the state, or into the atmosphere, which creates an immediate or potential danger to the public's health or safety or to the environment.

D. Hazardous Material

Any biological agent and other disease-causing agent which, after released into the environment and upon exposure, ingestion, inhalation, or assimilation into any person, will or may reasonably be anticipated to cause death, disease, behavioral abnormalities, cancer, genetic mutation, physiological malfunctions, or physiological deformations in such persons or their offspring.

E. Immediately Dangerous to Life or Health (IDLH) Values

The high-risk exposure concentrations and conditions that are used as a component of respirator selection criteria.

7 2-24-4 Procedures

A. Initial Response

1. Dispatched sworn personnel shall:

- a. Make an on-scene evaluation from a safe distance by observing hazardous material placards, reviewing shipping papers, and interviewing drivers/victims;
- b. Contact the New Mexico State Police (NMSP) district dispatcher, the on-call Homeland Security Unit supervisor/personnel and the AFR Haz-Mat Team through the Emergency Communications Center (ECC) when a hazardous condition exists;
 - i. ECC personnel shall consult the Emergency Response Guidebook.
 - ii. ECC personnel shall contact the Emergency Operations Center (EOC) if necessary.
 1. After hours, the EOC Duty Officer can be contacted at 505-244-8604.
- c. Establish a safe perimeter around the scene of the accident/incident by using additional units for traffic/crowd management, as necessary;
- d. Notify the Field Services Bureau (FSB) supervisor of the situation; and



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e. Conduct the appropriate investigation when it is safe to do so.

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B. Exposure to Biological or Chemical Agents

1. Department Personnel who are exposed to a biological or chemical agent while on duty shall:
 - a. Immediately notify their supervisor;
 - b. Contact the ECC and advise them to contact the AFR Haz-Mat Team;
 - i. Once the AFR Haz-Mat Team is on-scene, the employee shall follow all decontamination procedures as determined by the AFR Haz-Mat Team.
 - c. Request for ECC to dispatch sworn personnel to assist;
 - d. Secure the contaminated area until the AFR Haz-Mat Team clears the scene;
 - e. Report exposures to Medcor at 800-775-5866 and follow the directives given by the Medcor nurse; and
 - f. Follow up with the City's Employee Health Center on the first business day following the exposure, bringing any medical treatment paperwork.
2. Any sworn personnel who assist Department personnel who are exposed to a biological or chemical agent shall notify their on-duty supervisor and respond consistent with this Standard Operating Procedure (SOP).
3. The supervisor of the Department personnel who was exposed to a biological or chemical agent shall:
 - a. Notify a Medcor nurse at 800-775-5866.
 - i. Medcor is available twenty-four (24) hours a day, seven (7) days per week.
 - ii. The Medcor nurse will determine the Department personnel's exposure risk and advise them of medical treatment.
4. The FSB supervisor shall:
 - a. Meet with the on-scene AFR Haz-Mat Team personnel regarding evacuation of the area and be advised by the on-scene AFR Haz-Mat Team personnel about the type of hazard and what type of support the Department can provide;
 - b. Notify the on-duty FSB lieutenant;
 - c. Establish a safe outer perimeter; and
 - d. Notify the ECC to contact a representative of the City of Albuquerque Office of Emergency Preparedness.

C. Contaminated Areas

1. The AFR Haz-Mat Team may define a specific area around a hazardous material incident as being contaminated. Sworn personnel are cautioned to remain outside this contaminated area whenever possible.



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2. FSB supervisors are responsible for ensuring that the involvement of Department personnel within a contaminated area is minimized.

- a. When possible, vehicles and equipment shall be kept outside the contaminated area.

D. Clean-Up and Evacuation

N/A

1. The AFR Haz-Mat Team has major responsibility for hazardous material cleanup and evacuation operations, which will be directed from the on-scene command posts they establish.

- a. When it is appropriate, Department personnel may contact ACT Enviro's twenty-four (24) hour emergency response number at (866) 348-2800 or the local number at (505) 349-5220 for hazardous material cleanup that was left at the scene.

2. Department personnel shall assist the AFR Haz-Mat Team only under the following conditions:

- a. When specialized training is provided to sworn personnel by the AFR Haz-Mat Team at the scene, as needed; and
- b. When specialized equipment is provided to sworn personnel, such as breathing apparatus, masks, acid suits, etc.

N/A

3. If the AFR Haz-Mat Team verifies that an area needs to be evacuated, they shall establish the boundaries of the area to be evacuated and the time available and needed for the evacuation.

4. When it is necessary, EOC personnel may inform community members of actions to be taken, including evacuation through electronic communication devices.

5. When it is necessary, EOC personnel may assist with arrangements for transporting the evacuees to shelters.

E. Hazardous Material Identified as an Explosive

N/A

1. If the hazardous material is explosive or an explosive device, the on-scene supervisor shall notify the Department's Bomb Squad, in accordance with SOP Bomb Threats and Bomb Emergencies.

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F. Response to Letters/Packages Containing Potential Chemical, Biological, and/or Radiological Agents/Devices

1. Upon notification of an incident, ECC personnel shall:

- a. Obtain the location of the object;



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- b. Create a call for service;
- c. Advise the caller to step away from the object; and
- d. Request additional information (refer to the ECC Emergency Checklist and ECC Training Manual).

2. FSB sworn personnel who initially respond to the scene shall:

- a. Take every reasonable precaution to reduce the possibility of exposure to themselves, Department personnel, and community members;
 - b. Adhere to the Federal Emergency Management System (FEMA) training and National Incident Management System (NIMS) training standards;
 - c. Communicate with the appropriate AFR Haz-Mat Team personnel with regard to establishing a safe perimeter;
 - d. Notify the chain of command; and
 - e. Establish a safe outer perimeter.
3. In the event of an exposure, Department personnel shall contact the ECC and request the AFR Haz-Mat Team for an emergency exposure or call Medcor at (800) 775-5866 if the exposure is non-emergent.

G. Hazardous Materials as Evidence

- 1. If any hazardous materials are needed for evidence, sworn personnel shall contact Criminalistics Laboratory personnel for instructions and assistance in the proper handling and packaging for storage.
- 2. The Evidence Unit supervisor shall be notified before tagging such items into evidence.



2-24 HAZARDOUS MATERIALS INCIDENT RESPONSE

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

A. Related SOP(s)

2-25 Bomb Threats and Bomb Emergencies (Formerly 1-28)

B. Form(s)

None

C. Other Resource(s)

Emergency Communications Center (ECC) Emergency Checklist

Emergency Communications Center (ECC) Training Manual

Emergency Response Guidebook

Occupational Safety and Health Administration (OSHA) Immediately Dangerous to Life or Health (IDLH) Values

Resource Conservation and Recovery Act of 1976

D. Active Special Orders

None

D.E. Rescinded Special Order(s)

None

2-24-1 Purpose

The purpose of this policy is to provide guidance to Albuquerque Police Department (Department) personnel when responding to a scene that contains a hazardous material that may exceed immediately dangerous to life or health (IDLH) values. If a hazardous material is not identified, it shall be categorized as IDLH, and Department personnel shall not enter the affected area until the Albuquerque Fire Rescue Hazardous Materials (AFR Haz-Mat) Team confirms it to be safe.

2-24-2 Policy

It is the policy of the Department to respond to hazardous material incidents and provide a maximum amount of safety to sworn personnel and community members.

N/A 2-24-3 Definitions

A. Biological Agent



Bacteria, viruses, fungi, other microorganisms, and their associated toxins.

B. Chemical Agent

A chemical compound that has toxic effects on human health. Within this definition, the term includes dusts, mixtures, and even common materials such as paints, fuels, and solvents.

C. Hazardous Condition

Any situation involving the actual, imminent, or probable spillage, leakage, or release of a hazardous substance onto the land, into a water of the state, or into the atmosphere, which creates an immediate or potential danger to the public's health or safety or to the environment.

D. Hazardous Material

Any biological agent and other disease-causing agent which, after released into the environment and upon exposure, ingestion, inhalation, or assimilation into any person, will or may reasonably be anticipated to cause death, disease, behavioral abnormalities, cancer, genetic mutation, physiological malfunctions, or physiological deformations in such persons or their offspring.

E. Immediately Dangerous to Life or Health (IDLH) Values

The high-risk exposure concentrations and conditions that are used as a component of respirator selection criteria.

7

2-24-4 Procedures

A. Initial Response

1. Dispatched sworn personnel shall:

- a. Make an on-scene evaluation from a safe distance by observing hazardous material placards, reviewing shipping papers, and interviewing drivers/victims;
- b. Contact the New Mexico State Police (NMSP) district dispatcher, the on-call Homeland Security Unit supervisor/personnel and the AFR Haz-Mat Team through the Emergency Communications Center (ECC) when a hazardous condition exists;
 - i. ECC personnel shall consult the Emergency Response Guidebook.
 - ii. ECC personnel shall contact the Emergency Operations Center (EOC) if necessary.
 1. After hours, the EOC Duty Officer can be contacted at 505-244-8604.



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- c. Establish a safe perimeter around the scene of the accident/incident by using additional units for traffic/crowd management, as necessary;
- d. Notify the Field Services Bureau (FSB) supervisor of the situation; and
- e. Conduct the appropriate investigation when it is safe to do so.

B. Exposure to Biological or Chemical Agents

1. Department Personnel who are exposed to a biological or chemical agent while on-duty shall:
 - a. Immediately notify their supervisor;
 - b. Contact the ECC and advise them to contact the AFR Haz-Mat Team;
 - i. Once the AFR Haz-Mat Team is on-scene, the employee shall follow all decontamination procedures as determined by the AFR Haz-Mat Team.
 - c. Request for ECC to dispatch sworn personnel to assist;
 - d. Secure the contaminated area until the AFR Haz-Mat Team clears the scene;
 - e. Report exposures to Medcor at 800-775-5866 and follow the directives given by the Medcor nurse; and
 - f. Follow up with the City's Employee Health Center on the first business day following the exposure, bringing any medical treatment paperwork.
2. Any sworn personnel who assist Department personnel who are exposed to a biological or chemical agent shall notify their on-duty supervisor and respond consistent with this Standard Operating Procedure (SOP).
3. The supervisor of the Department personnel who was exposed to a biological or chemical agent shall:
 - a. Notify a Medcor nurse at 800-775-5866.
 - i. Medcor is available twenty-four (24) hours a day, seven (7) days per week.
 - ii. The Medcor nurse will determine the Department personnel's exposure risk and advise them of medical treatment.
4. The FSB supervisor shall:
 - a. Meet with the on-scene AFR Haz-Mat Team personnel regarding evacuation of the area and be advised by the on-scene AFR Haz-Mat Team personnel about the type of hazard and what type of support the Department can provide;
 - b. Notify the on-duty FSB lieutenant;
 - c. Establish a safe outer perimeter; and
 - d. Notify the ECC to contact a representative of the City of Albuquerque Office of Emergency Preparedness.

C. Contaminated Areas



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2. FSB supervisors are responsible for ensuring that the involvement of Department personnel within a contaminated area is minimized.
 - a. When possible, vehicles and equipment shall be kept outside the contaminated area.

D. Clean-Up and Evacuation

N/A

1. The AFR Haz-Mat Team has major responsibility for hazardous material cleanup and evacuation operations, which will be directed from the on-scene command posts they establish.
 - a. When it is appropriate, Department personnel may contact ACT Enviro's twenty-four (24) hour emergency response number at (866) 348-2800 or the local number at (505) 349-5220 for hazardous material cleanup that was left at the scene.
2. Department personnel shall assist the AFR Haz-Mat Team only under the following conditions:
 - a. When specialized training is provided to sworn personnel by the AFR Haz-Mat Team at the scene, as needed; and
 - b. When specialized equipment is provided to sworn personnel, such as breathing apparatus, masks, acid suits, etc.

N/A

3. If the AFR Haz-Mat Team ~~verifies that~~ an area needs to be evacuated, they shall establish the boundaries of the area to be evacuated and the time available and needed for the evacuation.
4. When it is necessary, EOC personnel ~~may~~ can inform community members of actions to be taken, including evacuation through electronic communication devices.
5. When it is necessary, EOC personnel ~~may~~ can assist with arrangements for transporting the evacuees to shelters.

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E. Hazardous Material Identified as an Explosive

N/A

1. If the hazardous material is explosive or an explosive device, the on-scene supervisor shall notify the Department's Bomb Squad, ~~consistent with~~ in accordance with SOP Bomb Threats and Bomb Emergencies. ~~(refer to SOP Bomb Threats and Bomb Emergencies for sanction classifications and additional duties).~~



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SOP 2-24 (Formerly 2-46)

CPOAB Draft 07/11/2025

F. Response to Letters/Packages Containing Potential Chemical, Biological, and/or Radiological Agents/Devices

1. Upon notification of an incident, ECC personnel shall:
 - a. Obtain the location of the object;
 - b. Create a call for service;
 - c. Advise the caller to step away from the object; and
 - d. Request additional information (refer to the ECC Emergency Checklist and ECC Training Manual).
2. FSB sworn personnel who initially respond to the scene shall:
 - a. Take every reasonable precaution to reduce the possibility of exposure to themselves, Department personnel, and community members;
 - b. Adhere to the Federal Emergency Management System (FEMA) training and National Incident Management System (NIMS) training standards;
 - c. Communicate with the appropriate AFR Haz-Mat Team personnel with regards to establishing a safe perimeter;
 - d. Notify the chain of command; and
 - e. Establish a safe outer perimeter.
3. In the event of an exposure, Department personnel shall contact the ECC and request the AFR Haz-Mat Team for an emergency exposure or call Medcor at (800) 775-5866 if the exposure is non-emergent.

G. Hazardous Materials as Evidence

1. If any hazardous materials are needed for evidence, sworn personnel shall contact Criminalistics Laboratory personnel for instructions and assistance in the proper handling and packaging for storage.
2. The Evidence Unit supervisor shall be notified before tagging such items into evidence.



2-67 LINEUPS AND FIELD IDENTIFICATIONS

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)
- 2-82 Restraints and Transportation of Individuals (Formerly 2-19)

B. Form(s)

- PD 1336a Photographic Identification Form
- PD 1336b Photographic Identification Form Master Name Index

C. Other Resource(s)

- NMSA 1978, § 29-3B-3 Eyewitness Identification Procedures

D. Active Special Order(s)

None

E. Rescinded Special Order(s)

None

2-67-1 Purpose

The purpose of this policy is to ensure that the Albuquerque Police Department (Department) personnel comply with NMSA 1978, § 29-3B-3 Eyewitness Identification Procedures.

2-67-2 Policy

It is the policy of the Department for sworn personnel to follow procedures and rules derived from the Accurate Eyewitness Identification Act when conducting field identifications and lineups during an investigation.

N/A 2-67-3 Definitions

A. Administrator

Department personnel conducting a photo lineup or live lineup.

B. Blind

The administrator does not know the identity of the suspect.



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SOP 2-67 (Formerly 2-29)

CPOAB Draft 07/23/2025

C. Blinded

The administrator may know who the suspect is, but does not know which lineup member is being viewed by the eyewitness.

D. Eyewitness

A person who observes another person at or near the scene of an offense.

E. Field Identification

An identification procedure in which an eyewitness is presented with a single suspected individual for the purpose of determining whether the eyewitness identifies this individual as the perpetrator. A field identification may also be known as a "showup".

F. Filler

Either a person or a photograph of a person who is not suspected of an offense and is included in an identification procedure.

G. Folder Shuffle

A photographic array method involving placing photographs in individual folders, shuffling their order, and allowing the witness to open each folder so that the administrator cannot see which photograph the witness is viewing.

H. Individual

A person believed by law enforcement to be the possible suspect of a crime.

I. Live Lineup

An identification procedure in which a group of persons, including the suspected perpetrator of an offense and other persons not suspected of the offense, is displayed to an eyewitness for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.

J. Photo Lineup

An identification procedure in which an array of photographs, including a photograph of the suspected perpetrator of an offense and additional photographs of other persons not suspected of the offense, is displayed to an eyewitness either in hard copy form or via computer for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.



A. Photo Lineups (Photographic Array)

1. The administrator of a photo lineup shall:

- a. Use the Photographic Identification Form and the Photographic Identification Form Master Name Index when administering a photo lineup;
- b. Compose the photo lineup so that the fillers generally resemble the eyewitness's description of the individual, and so the individual does not unduly stand out from the fillers;
- c. When practicable, ensure that the photograph of the individual to be used in the photo lineup is current and resembles the individual's appearance at the time of the offense;
- d. Present separate photo lineups when there are multiple eyewitnesses, ensuring that they place the individual in a different position for each identification procedure;
- e. Use at least five (5) fillers in a photo lineup;
- f. Be blind or blinded when performing the photo lineup;
 - i. A blinded administrator shall only be used if finding a blind administrator is not feasible.
- g. Provide the eyewitness with instructions that minimize the likelihood of an inaccurate identification; and
 - i. The administrator shall inform the eyewitness that the individual suspected of committing the offense may or may not be in the identification procedure and that the investigation shall continue regardless of whether or not they make an identification.
- h. Minimize factors that may influence an eyewitness to identify an individual or affect the eyewitness's confidence level in identifying the individual during a photo lineup.
 - i. The factors may include, but are not limited to, verbal or nonverbal statements or reactions from the administrator.

N/A

2. Exceptions to the Administration of a Photo Lineup

- a. Administrators shall not conduct photo lineups for the following circumstances:
 - i. When the individual is personally known to the victim or witness(s);
 - ii. When the individual has been arrested at the scene of a crime and while in the presence of the victim or witness(s); or
 - iii. When the victim or witness(s) have apprehended the individual.

B. Live Lineups

1. The administrator of a live lineup shall:

- a. Have the approval of an on-duty supervisor before conducting a live lineup;
- b. Use at least four (4) fillers;
- c. Be aware that if the individual has already been charged with a crime that they have the right to the presence of legal counsel during a live lineup;



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- d. Present separate live lineups when there are multiple eyewitnesses and ensure that they place the individual in a different position for each identification procedure;
- e. Present lineup members one (1) at a time; and
- f. Be blind or blinded when performing the live lineup.
 - i. A blinded administrator shall only be used if finding a blind administrator is not possible.

2. The administrator of a live lineup shall not:

- a. Detain any individual without reasonable suspicion to believe they have been, are, or are about to engage in criminal activity; or
- b. Conduct a live lineup involving more than one (1) individual before briefing an on-duty supervisor of the circumstances necessitating a live lineup.

C. Field Identifications (Showup)

1. The administrator for a field identification shall:

- a. Only conduct a field identification when the immediate display of an individual to an eyewitness is necessary;
 - i. The administrator is permitted to use a field identification if they feel it may strengthen their probable cause for arrest and/or benefit a successful prosecution.
 - ii. The administrator shall not use a field identification if independent probable cause exists to arrest a suspected individual, and eyewitnesses can later identify the individual through a photo lineup.
- b. Administer the field identification procedure close in time, or in a reasonable amount of time, to the commission of the crime;
- c. Transport the eyewitness to a neutral, non-law enforcement location where the individual is being detained;
- d. Remove the individual from the law enforcement vehicle when applicable;
- e. When feasible, present the individual so that if they are handcuffed, the handcuffs are not visible to the eyewitness;
- f. Request the exact time from the Emergency Communications Center (ECC) Dispatcher immediately after conducting the field identification;
- g. Document the exact time in a Supplemental report; and
- h. Minimize factors that may influence an eyewitness to identify an individual or affect the eyewitness's confidence level in identifying the individual during a field identification.
 - i. The factors may include, but are not limited to, verbal or nonverbal statements or reactions from the administrator.

N/A

N/A

D. Documentation

- 1. For documenting and preserving evidence, the administrator of a photo lineup, live lineup, or field identification shall:



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N/A

a. Video record the entirety of the photo lineup, live lineup, and, when practicable, the field identification procedure, in accordance with SOP Use of On-Body Recording Devices;

N/A

b. Tag all photographic documentation of photo lineup members and recordings for field identification of individuals, as well as all descriptions provided by the eyewitness of the individual into evidence, in accordance with SOP On-Body Recording Devices; and

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c. Document the following in their Uniform Incident Report:

- i. The circumstances under which a field identification was warranted;
- ii. The description of the individual provided by the eyewitness;
- iii. A description of the circumstances under which the eyewitness saw the individual;
- iv. The time of day and length of time the individual was seen;
- v. The perceived or actual distance from the eyewitness to the individual;
- vi. The lighting conditions;
 1. The administrator shall document this for both field identifications and photo lineups.
- vii. The time the field identification was conducted; and
- viii. A clear statement from the eyewitness in their own words at the time of identification as to their confidence level that the individual identified is the individual who committed the offense.



2-67 LINEUPS AND FIELD IDENTIFICATIONS

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)
- 2-82 Restraints and Transportation of Individuals (Formerly 2-19)

B. Form(s)

- PD 1336a Photographic Identification Form
- PD 1336b Photographic Identification Form Master Name Index

C. Other Resource(s)

- NMSA 1978, § 29-3B-3 Eyewitness Identification Procedures

D. Active Special Order(s)

None

D.E. Rescinded Special Order(s)

None

2-67-1 Purpose

The purpose of this policy is to ensure that the Albuquerque Police Department (Department) personnel comply with NMSA 1978, § 29-3B-3 Eyewitness Identification Procedures.

2-67-2 Policy

It is the policy of the Department for sworn personnel to follow procedures and rules derived from the Accurate Eyewitness Identification Act when conducting field identifications and lineups during an investigation.

N/A

2-67-3 Definitions

A. Administrator

Department personnel conducting a photo lineup or live lineup.

B. Blind

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D. Eyewitness

A person who observes another person at or near the scene of an offense.

E. Field Identification

An identification procedure in which an eyewitness is presented with a single suspected individual for the purpose of determining whether the eyewitness identifies this individual as the perpetrator. A field identification may also be known as a "showup".

F. Filler

Either a person or a photograph of a person who is not suspected of an offense and is included in an identification procedure.

G. Folder Shuffle

A photographic array method involving placing photographs in individual folders, shuffling their order, and allowing the witness to open each folder so that the administrator cannot see which photograph the witness is viewing.

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A person believed by law enforcement to be the possible suspect of a crime.

I. Live Lineup

An identification procedure in which a group of persons, including the suspected perpetrator of an offense and other persons not suspected of the offense, is displayed to an eyewitness for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.

J. Photo Lineup

An identification procedure in which an array of photographs, including a photograph of the suspected perpetrator of an offense and additional photographs of other persons not suspected of the offense, is displayed to an eyewitness either in hard copy form or via computer for the purpose of determining whether the eyewitness identifies the suspect as the perpetrator.



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- d. Present separate photo lineups when there are multiple eyewitnesses, ensuring that they place the individual in a different position for each identification procedure;
- e. Use at least five (5) fillers in a photo lineup;
- f. Be blind or blinded when performing the photo lineup;
 - i. A blinded administrator shall only be used if finding a blind administrator is not feasible.
- g. Provide the eyewitness with instructions that minimize the likelihood of an inaccurate identification; and
 - i. The administrator shall inform the eyewitness that the individual suspected of committing the offense may or may not be in the identification procedure and that the investigation shall continue regardless of whether or not they make an identification.
- h. Minimize factors that may influence an eyewitness to identify an individual or affect the eyewitness's confidence level in identifying the individual during a photo lineup.
 - i. The factors may include, but are not limited to, verbal or nonverbal statements or reactions from the administrator.

N/A

2. Exceptions to the Administration of a Photo Lineup

- a. Administrators shall not conduct photo lineups for the following circumstances:
 - i. When the individual is personally known to the victim or witness(s);
 - ii. When the individual has been arrested at the scene of a crime and while in the presence of the victim or witness(s); or
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B. Live Lineups

1. The administrator of a live lineup shall:

- a. Have the approval of an on-duty supervisor before conducting a live lineup;
- b. Use at least four (4) fillers;
- c. Be aware that if the individual has already been charged with a crime that they have the right to the presence of legal counsel during a live lineup;



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- d. Present separate live lineups when there are multiple eyewitnesses and ensure that they place the individual in a different position for each identification procedure;
- e. Present lineup members one (1) at a time; and
- f. Be blind or blinded when performing the live lineup.
 - i. A blinded administrator shall only be used if finding a blind administrator is not possible.

2. The administrator of a live lineup shall not:

- a. Detain any individual without reasonable suspicion to believe they have been, are, or are about to engage in criminal activity; or
- b. Conduct a live lineup involving more than one (1) individual before briefing an on-duty supervisor of the circumstances necessitating a live lineup.

C. Field Identifications (Showup)

1. The administrator for a field identification shall:

- a. Only conduct a field identification when the immediate display of an individual to an eyewitness is necessary;
 - i. The administrator is permitted to use a field identification if they feel it may strengthen their probable cause for arrest and/or benefit a successful prosecution.
 - ii. The administrator shall not use a field identification if independent probable cause exists to arrest a suspected individual, and eyewitnesses can later identify the individual through a photo lineup.
- b. Administer the field identification procedure close in time, or in a reasonable amount of time, to the commission of the crime;
- c. Transport the eyewitness to a neutral, non-law enforcement location where the individual is being detained;
- d. Remove the individual from the law enforcement vehicle when applicable;
- e. When feasible, present the individual so that if they are handcuffed, the handcuffs are not visible to the eyewitness;
- f. Request the exact time from the Emergency Communications Center (ECC) Dispatcher immediately after conducting the field identification;
- g. Document the exact time in a Supplemental report; and
- h. Minimize factors that may influence an eyewitness to identify an individual or affect the eyewitness's confidence level in identifying the individual during a field identification.
 - i. The factors may include, but are not limited to, verbal or nonverbal statements or reactions from the administrator.

N/A

N/A

D. Documentation

- 1. For documenting and preserving evidence, the administrator of a photo lineup, live lineup, or field identification shall:



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N/A

- a. Video record the entirety of the photo lineup, live lineup, and, when practicable, the field identification procedure, in accordance consistent with SOP Use of On-Body Recording Devices ~~(refer to SOP On-Body Recording Devices for sanction classifications and additional duties);~~

N/A

- b. Tag all photographic documentation of photo lineup members and recordings for field identification of individuals, as well as all descriptions provided by the eyewitness of the individual into evidence, in accordance consistent with SOP On-Body Recording Devices ~~(refer to SOP On-Body Recording Devices for sanction classifications and additional duties);~~ and

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- c. Document the following in their Uniform Incident Report:
- i. The circumstances under which a field identification was warranted;
 - ii. The description of the individual provided by the eyewitness;
 - iii. A description of the circumstances under which the eyewitness saw the individual;
 - iv. The time of day and length of time the individual was seen;
 - v. The perceived or actual distance from the eyewitness to the individual;
 - vi. The lighting conditions;
 1. The administrator shall document this for both field identifications and photo lineups.
 - vii. The time the field identification was conducted; and
 - viii. A clear statement from the eyewitness in their own words at the time of identification as to their confidence level that the individual identified is the individual who committed the offense.



2-100 EMERGENCY COMMUNICATIONS CENTER (ECC) DIVISION

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

A. Related SOP(s)

- 1-1 Personnel Code of Conduct (Formerly 1-04 and 1-4)
- 1-2 Social Media (Formerly 1-44)
- 1-3 Grooming Standards (Formerly 1-16)
- 1-5 Harassment/Sexual Harassment in the Workplace (Formerly 1-12)
- 1-6 Patrol Ride-Along Program (Formerly 4-15)
- 1-93 Telephone Reporting Unit (TRU)
- 2-2 Department Property (Formerly 3-75)
- 2-9 Use of Computer Systems (Formerly 1-37)
- 2-45 Pursuit by Motor Vehicle (Formerly 2-55)
- 2-65 Language Access Procedure
- 2-76 Court (Formerly 2-01)
- 2-108 Electronic Communications Privacy Act Procedures
- 3-20 Overtime, Compensatory Time, and Work Shift Designation (Formerly 1-11)
- 3-41 Complaints Involving Department Personnel (Formerly 3-22 and 3-43)
- 3-46 Discipline System (Formerly 1-09)
- 3-51 Department Orders (Formerly 3-20)

B. Form(s)

PD 4346 Request for CAD Updates and Changes Form
PD 4347 NCIC Triple I Form

C. Other Resource(s)

18 U.S.C. § 1464 Broadcasting Obscene Language
Agreement between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO
Americans with Disabilities Act (ADA)
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 Personnel Rules and Regulations
Emergency Communications Center (ECC) Call Type Manual
Emergency Communications Center (ECC) Dispatch Training Manual
Emergency Communications Center (ECC) Training Manual
Fair Labor Standards Act of 1938 (FLSA)
N.M. Code R. § 10.6.2.11 PSAP Equipment, Acquisition and Disbursement of Funds
New Mexico Law Enforcement Academy Telecommunicator Certification
ROA 1994, § 7-7-5 Response Time



D. Active Special Order(s)

None

E. Rescinded Special Order(s)

SO 23-148 Amendment to SOP 2-100 Emergency Communications Center (ECC)

2-100-1 Purpose

It is the purpose of this policy to make an effective difference in the City of Albuquerque by providing high-quality, professional, and effective communications and to ensure responder safety while striving to save lives and protect property. Furthermore, it is the purpose of this policy to recognize the Emergency Communications Center (ECC) as the vital link to emergency services through cooperation, continued education, and commitment to excellence.

2-100-2 Policy

It is the policy of the Albuquerque Police Department (Department) to coordinate the delivery of police services with requests from the community and Department personnel through the ECC.

N/A 2-100-3 Definitions

A. Alert Tone

A tone to hold radio transmissions for emergency dispatch transmissions.

B. All Ops TalkGroup

A Talk Group that is used by ECC Dispatchers to broadcast Priority 1 call for service information on all channels simultaneously.

C. Bait Car Tracking System

A system used by various investigative divisions within the Department. Bait cars are equipped with the Department-approved tracking system, which consists of the Global Positioning Satellite (GPS) hardware that is controlled by cellular service data and are monitored by the ECC.

D. Computer-Aided Dispatch (CAD)

A computer system that supports the handling of public safety calls for service by processing, communicating, and providing for the automated retrieval and display of information to Department personnel.



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E. Interstate Identification Index Request (Triple I Request)

Requests that are used to gather information on a person's previous arrest record and can only be requested by Department sworn personnel.

F. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data utilized by Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.

G. New Mexico Law Enforcement Telecommunication System (NMLETS)

A statewide network that is managed by the New Mexico Department of Public Safety (DPS), which provides in-state teletype communication between New Mexico criminal justice agencies and access to the New Mexico MVD, weather, and other files.

H. Priority 1 Call

Any immediate life-threatening situation with a great possibility of death or life-threatening injury, or any confrontation between people that could threaten the life or safety of any person where weapons are involved.

I. Priority 2 Call

Any crime in progress that may result in a threat of injury to a person, major loss of property, or immediate apprehension of an individual. A Priority 2 call also includes accidents with injury for situations in progress or situations that just occurred.

J. Priority 3 Call

A minor incident in progress or that just occurred with no threat of personal injury, major loss of life, or property.

K. Priority 4 Call

A minor incident with no threat of personal injury, loss of life, or property, or a delayed report when the caller is at a public location.

L. Priority 5 Call

A crime has already been committed, and no individual is at or near the scene, nor is there a threat of personal injury loss of life or property, or a delayed report where the caller is at home or at their workplace for an extended period of time.

M. Priority 5B Call

A Be On the Lookout (BOLO) call.



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N. Priority 6 Call

A call for guard duty. A Priority 6 call will also be used to generate field investigator calls that include an officer who is standing by and cannot leave a form.

O. Priority 7 Call

A medium priority call that is handled by a Crime Scene Specialist (CSS).

P. Priority 8 Call

A low priority call that is handled by a CSS.

Q. Priority 9T Call

A call that is created for the Telephone Reporting Unit (TRU).

R. Ring-down Lines

Internal lines dedicated to internal departments and neighboring law enforcement agencies.

S. Stolen Vehicle Recovery System

A system that automatically activates a hidden transmitter installed on a vehicle when a law enforcement agency enters a Vehicle Identification Number (VIN) as stolen into the NCIC database for a vehicle equipped with the system.

T. Talk Group

A dedicated frequency or control channel for the assigned area command.

U. Telecommunicator I (Call Taker or NCIC Operator)

A civilian operator who answers emergency and non-emergency calls for service or who is assigned to the NCIC area within ECC.

V. Telecommunicator II (Dispatcher)

A civilian employee who receives, evaluates, and transmits information over the telephone and multi-channel radio that frequently involve emergency and critical situations affecting human welfare and safety.

W. Telematics Provider



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A company that provides a variety of programs to vehicle owners, including location-based services and automatic collision notification.

X. Teletype (TTY) Device

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

Y. Warrant Information Tracking System (WITS)

A computerized file of records containing information regarding adult and juvenile wanted persons, restraining orders, and information affecting officer safety.

6 2-100-4 Rules and Responsibilities

A. Administration

1. Chain of Command

a. ECC personnel shall follow their chain of command. If there is a concern, ECC personnel shall discuss the concern with the first level of the chain of command. If unresolved, ECC personnel shall notify their supervisor that they are going to the next level in the chain of command. If there is a concern that the employee would rather not discuss with the supervisor, the employee may advise that they are going to the next level in the chain of command without discussing the concern.

2. ECC personnel shall coordinate the delivery of police services with requests from community members and Department personnel by using radio, telephone, and digital communications equipment.

3. ECC personnel shall operate professionally at all times by following the procedures set forth by the Federal Communication Commission's (FCC) general guidelines and Department Standard Operating Procedures (SOP).

B. Personnel Assignments

1. The ECC Manager shall:

a. Be responsible for the overall leadership and management of the ECC. This includes, but is not limited to:

- i. Oversight of the quality control and safety programs; and
- ii. Coordination of activities with other Department divisions, outside law enforcement agencies, the New Mexico court system, and the public.

b. Provide highly responsive and complex administrative support to higher-level management staff.

2. The ECC Administrator shall:



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- a. Be responsible for assisting in the management of the ECC through performance reports, analysis, and evaluation; facility maintenance; grants; surveys; material requests; equipment maintenance and replacement; training; the support of the ECC Manager; and project management;
 - b. Oversee management of Research and Recording, the Master Street Addressing Guide (MSAG)/file maintenance functions, the Administrative Assistant, and TRU personnel;
 - c. Perform management duties in the absence of the ECC Manager; and
 - d. Be responsible for coordinating the hiring of ECC personnel and overseeing background check functions.
3. The ECC Shift Supervisor shall:
 - a. Assume day-to-day supervisory responsibilities for the operations of the ECC, which provides twenty-four (24) hour telephone access for emergency and nonemergency calls for service, administrative calls from outside law enforcement agencies, emergency providers, and the public;
 - b. Ensure the work quality is in accordance with the ECC's mission and standards;
 - c. Ensure adherence to established goals, policies, and procedures;
 - d. Work with the supervisor assigned to training to coordinate and implement all in-house training for all assigned ECC personnel;
 - e. Complete quarterly evaluations for assigned ECC personnel;
 - f. Counsel and mentor ECC personnel for professional development;
 - g. Maintain time-keeping software, including administration of leave time, employee records, creating daily line-ups, and maintaining files for assigned ECC personnel;
 - h. Participate in monthly meetings with ECC management personnel;
 - i. Attend conferences and training sessions as scheduled;
 - j. Audit the CAD messages when necessary;
 - k. Monitor all law enforcement tracking systems;
 - l. Ensure that each shift is sufficiently staffed based on current minimum staffing requirements;
 - m. Cancel CAD system case numbers when it has been determined that the case number is no longer needed;
 - n. Patch frequencies in order to allow for interoperability within the Department, as well as between the Department and outside law enforcement agencies;
 - o. Oversee the evacuation plan; and
 - p. Approve a cellphone ping when requested by Field Services Bureau (FSB).
4. The Records and Data Coordinator shall:
 - a. Be responsible for technically-detailed work involving the correlation and maintenance of various computer files in the CAD;
 - b. Interpret incoming documents from a variety of sources, conduct visual verification from maps and/or computer files, analyze and verify data for accuracy, and update the databases as necessary;



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- c. Serve as a link between the Geo Base Data, 911 dispatch data, and the telephone company's Master Street Addressing Guide (MSAG) database;
 - d. Collect, review, maintain, and report on data and statistics to ECC management while using a variety of database management software tools;
 - e. Research and prepare recordings on behalf of the ECC, and shall correspond with the requestor, track all recording requests, and testify in court;
 - f. Report to the ECC Administrator; and
 - g. Maintain the CAD premise and hazard files.
5. The Administrative Assistant shall:
- a. Perform a wide variety of responsible and complex administrative, secretarial, and clerical duties in support of the ECC; and
 - b. Report to the ECC Administrator.
6. The ECC Dispatcher shall:
- a. Work in a team setting while receiving, training, and coaching from various sources;
 - b. Adhere to the following dispatch etiquette:
 - i. Have the ability to listen to and broadcast on the radio system;
 - ii. Receive, evaluate, and transmit information via available communications systems (e.g., telephone, radio, CAD system) that frequently involves emergency and critical situations affecting the welfare and safety of the community;
 - iii. Monitor Department personnel during all calls for service via available communications systems;
 - iv. Always use the Department personnel's call sign, and never use titles and names unless necessary;
 - v. Use the phonetic alphabet when transmitting information that shall be spelled out one (1) letter at a time;
 - vi. Ensure their transmissions are no more than thirty (30) seconds in length, keeping them brief and concise as possible; and
 - vii. Always acknowledge Department personnel by stating "10-4", followed by their call sign;
 - 1. If the ECC Dispatcher does not understand the transmission, they shall not acknowledge it and shall ask for clarification.
 - c. Comply with radio protocol;
 - i. Inappropriate use of the radio, such as voice inflection and use of profane language, by authorized users and unauthorized traffic shall be reported to the ECC Shift Supervisor; and
 - ii. Non-compliance with any radio protocol shall result in disciplinary action. If the action is a major violation of Department policies and procedures, the ECC Shift Supervisor shall immediately relieve the ECC Dispatcher from duty with possible disciplinary action as further recourse.
 - d. Complete incident processing as follows:
 - i. Guidelines for Dispatching:



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1. ECC Dispatchers shall abide by the identified dispatch times outlined in Appendix I.
2. During high-priority calls, ECC Dispatchers shall add questions from FSB personnel directly into the CAD event. The questions shall be phrased in a professional manner. Only one (1) question mark shall be used.
3. Dispatch of Sergeants on Priority Calls:
 - a. A sergeant shall be dispatched with the primary and backup sworn personnel. The sergeant shall respond with sworn personnel to calls that are most serious in nature.
 - b. Such calls shall meet the following definition:
 - i. Any in-progress, life-threatening incident which has the great possibility of death or serious injury involving the use of dangerous weapons.
 1. This does not include incidents where the individual has already left the scene.
4. If a sergeant is unavailable in the specific area command where the event is taking place, the ECC Dispatcher shall ask for any sergeant citywide to clear from an existing call.
5. If a sergeant is unable to clear, a lieutenant shall be dispatched.
6. There shall be no delay in the initial dispatch to seek a supervisor from another area command. The ECC Dispatcher shall start the appropriate sworn personnel and then notify the sergeant from the other area command of the details when they advise they are on the specific talk-group.
- ii. Upgrade or Downgrade of Calls for Service:
 1. The ECC Dispatcher shall review and upgrade calls when the comments justify the higher response.
 2. The ECC Dispatcher shall not downgrade the priority of any call without first obtaining the permission of their ECC Shift Supervisor. All events where the priority has been downgraded shall require comments added to the call explaining the reason for the downgrade.
- iii. Field Shift Change and Minimum Reserve Levels:
 1. Shift Change:
 - a. In-progress and emergency calls shall be dispatched immediately, regardless of the pending shift change.
 - b. The FSB supervisor has the authority to delay the dispatch of a call for service, with the exception of a crime that has just occurred, is in progress, or involves an immediate threat to life or property.
 - c. Any call the FSB supervisor approves to be held shall have comments added to the CAD justifying the delay in dispatch.
 2. Minimum Reserve Levels:
 - a. The ECC Dispatcher shall attempt to keep at least two (2) sworn personnel in service in each area command. The ECC Dispatcher shall dispatch the sworn personnel when all other sworn personnel are busy or unable to respond to Priority 1 calls.



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- b. If the minimum reserve level cannot otherwise be maintained, coffee breaks, meal breaks, routine vehicle maintenance, and other such breaks may be denied.
 - c. In the event that Priority 1 and 2 calls are overdue, the ECC Dispatcher shall request sworn personnel assigned to special assignments, in the order listed below:
 - i. Reassign sworn personnel responding to Priority 3, 4, and 5 calls;
 - ii. Dispatch sworn personnel from adjacent sectors within the area command; and
 - iii. When it is necessary to dispatch additional sworn personnel to Priority 1 calls, ECC Dispatchers shall be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.
 - iv. Advising of Radio Status:
 - 1. Department personnel who are logged in-service shall be held strictly accountable for promptly answering their radio when called by the ECC Dispatcher.
 - 2. Department personnel equipped with MDTs shall be required to make their own status changes, unless extenuating circumstances exist.
 - e. Maintain calls for service as follows:
 - i. Holding of Calls:
 - 1. The ECC Dispatcher shall dispatch all calls for service in a timely manner, regardless of priority. An FSB officer shall be the primary responding officer for dispatch, if available.
 - 2. The ECC Dispatcher shall dispatch calls that are holding over the established priority guidelines to an available officer unless an FSB supervisor authorizes holding the call further.
 - 3. The ECC Dispatcher shall notify the affected area commander during business hours by telephone when a call for service exceeds one-hundred and eighty (180) minutes pending dispatch. This notification shall occur hourly until all pending calls for service go under one-hundred and eighty (180) minutes.
 - a. After hours to include weekends, the ECC Dispatcher shall notify the on call area commander.
 - b. The on-call Duty Chief shall be notified within ten (10) minutes if the area commander does not respond.
 - c. This notification shall not include Crime Scene Specialist (CSS) or Telephone Report Unit (TRU) call types.
 - ii. Canceling of Calls:
 - 1. The on-duty FSB supervisor shall have the discretion to cancel calls. If ECC personnel have additional information about the call that the FSB supervisor may need to know, they shall provide the information; however, the on-duty FSB supervisor shall make the final decision to cancel the call.
 - a. ECC personnel shall not cancel hold-up alarms, duress alarms, or domestic violence calls.



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2. The ECC Dispatcher shall notify the ECC Shift Supervisor of the on-duty FSB supervisor's decision to cancel the call through a CAD message. The ECC Shift Supervisor shall review the ECC Dispatcher's cancellation request and will engage with the FSB Supervisor if there are concerns. The ECC Shift Supervisor will add remarks to the CAD.
- iii. Reopening of Calls:
 1. The ECC Dispatcher shall reopen calls for service only when they are closed in error.
 2. When further investigation is required, the initial incident shall not be reopened. A new call shall be created and cross-referenced to the original call.
- iv. Case Number Assignment:
 1. Department personnel shall use their MDT to obtain a case number. However, if they are out of their vehicle, they shall request assistance from an ECC Dispatcher to assign a case number.
 2. Case numbers can only be canceled by an ECC Shift Supervisor.
- f. Maintain on-site or FSB-initiated calls as follows:
 - i. Initiated incidents are recorded by logging Department personnel on-site by using incident type codes.
 1. When Department personnel voice a self-initiated call, they shall state their call sign, plate number, location, and any other information pertinent to the incident.
 2. Under routine and controlled circumstances, Department personnel are encouraged to only use digital communications and log themselves on incidents.
 - ii. For in-progress on-site incidents, the ECC Dispatcher shall:
 1. Immediately clear the air of all transmissions when Department personnel advise of an in-progress crime they have witnessed;
 2. Rebroadcast the information, including the location and all available information pertaining to the call;
 3. Dispatch available sworn personnel; and
 4. Notify an FSB supervisor.
- g. Assist with motor vehicle pursuits (refer to SOP Pursuit by Motor Vehicle for sanction classifications and additional duties) as follows:
 - i. The ECC Dispatcher shall:
 1. Ask the officer involved "Are you in pursuit?";
 - a. The word "engaged" is usually interpreted as "lights and sirens" and shall not be used. If the ECC Dispatcher asks the officer if they are pursuing the vehicle, it is a very direct question answered by the officer involved.
 2. Use the Alert Tone (10-3) on their talk-group;
 3. With all other ECC Dispatchers, ensure that no radio is secure before they use the All Ops talk-group;
 4. Voice the pursuit over the All Ops channel; and
 5. Notify the concerned supervisor of the sworn personnel involved in the pursuit and the reason for the pursuit.

N/A



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- ii. Once the sworn supervisor has approved the pursuit, the ECC Dispatcher shall start a secondary officer to the most current location of the pursuit and, if Air Support Unit personnel are available, ensure they are notified;
 - 1. The ECC Dispatcher shall not request:
 - a. The air support unit personnel from the hanger; or
 - b. For sworn personnel to set up spike belts/Stop Sticks without approval from the FSB supervisor who is in charge of the pursuit.
- iii. The ECC Dispatcher who is assigned to any talk-group that a pursuit is entering shall notify the area command supervisor. Area command personnel who are not on the original talk group shall be updated on significant changes to the ongoing pursuit. This shall include, but is not limited to:
 - 1. When the pursuit enters another area command;
 - 2. Which supervisor is the Incident Commander (IC);
 - 3. Pending charges;
 - 4. Weapons involved;
 - 5. If a spike belt is deployed on the vehicle;
 - 6. If additional aggravated circumstances occur; and
 - 7. If the pursuit is terminated.
- iv. The ECC Dispatcher shall notify any adjourning jurisdictions of any pursuit entering that jurisdiction;
- v. The ECC Dispatcher shall coordinate with the supervisor in command to ensure all communications regarding the pursuit are on one (originating) talk-group;
- vi. In the event the ALL OPS transmission is not feasible, each ECC Dispatcher who does not have a secure talk group shall use the Alert Tone (10-3) on their talk group; and shall voice/BOLO pursuit information;
- vii. The ECC Dispatcher shall then advise the talk group is in-service (10-8), making the talk group available;
- viii. When the approving supervisor has terminated the pursuit, the primary ECC Dispatcher shall confirm all talk groups are clear and shall voice over the All Ops talk group that the pursuit has been terminated;
- ix. It is unnecessary to repeat clearly heard information during pursuits. This includes locations and violations reported by sworn personnel. Only when an officer is difficult to understand or relays critical sworn personnel safety information should an ECC Dispatcher repeat the transmission;
- x. The ECC Dispatcher shall document in CAD information being provided by involved personnel;
- xi. If a supervisor is involved in the pursuit, the ECC Dispatcher shall advise the next level supervisor on the talk group. If no supervisor is available, the ECC Dispatcher shall contact the nearest area command, and that second ECC Dispatcher shall advise an FSB supervisor on that talk group;
- h. Use the Alert Tone and All Ops Talk Group when securing a talk group as follows:
 - i. The ECC Dispatcher shall secure a talk group for a call for service when requested by sworn personnel;



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- ii. When there is a request to split a talk group, the ECC Dispatcher shall notify the ECC Shift Supervisor of the request;
 - 1. If the request to split the talk group is approved by the ECC Shift Supervisor, the ECC Dispatcher shall notify Department personnel who are not responding to the primary incident to switch to the secondary talk group.
 - 2. The ECC Dispatcher shall work the critical incident on the same talk group in which it originated.
 - 3. When the critical incident is resolved, the primary ECC Dispatcher shall notify the secondary ECC Dispatcher that the talk group is no longer secured and that all sworn personnel can return to the primary talk group.
- iii. The ECC Dispatcher shall use the Alert Tone in certain situations, consistent with the ECC Training Manual.
- i. Provide assistance with requests for medical assistance by Department Personnel;
 - i. Once Department personnel are on-scene and it is determined that rescue is needed, the ECC Dispatcher shall notify Albuquerque Fire Rescue (AFR).
 - ii. The ECC Dispatcher shall provide AFR with the location; event number (if needed), complaints of injury or injuries, the approximate age of the individual, and whether the individual is conscious, breathing and/or bleeding, and if the scene is secure.
- j. Provide assistance with requests for wrecker services by Department personnel;
 - i. The ECC Dispatcher shall handle all wrecker requests made by Department personnel.
 - ii. If a wrecker request is made for a police vehicle, the ECC Dispatcher shall contact the contracted wrecker company.
- k. Perform Department personnel status checks, and time and service checks;
 - i. If Department personnel are not accounted for and if a distress key is activated from an unidentified source, the ECC Dispatcher shall perform a time and service check.
 - ii. If there are any suspicious transmissions and the source cannot be identified, the ECC Dispatcher shall perform a time and service check.
 - iii. When a sworn supervisor requests a time and service check, the ECC Dispatcher shall:
 - 1. Use the Alert Tone and follow established protocols.
 - iv. Perform welfare checks on Department personnel;
 - 1. In order to determine the welfare of Department personnel in the field, ECC Dispatchers shall voice "Code 900?". Code 900 is the term used to verify a Department personnel's status. Department personnel shall respond with "All Safe" if they do not need assistance.
 - 2. If Department personnel do not respond or respond with anything other than All Safe, the ECC Dispatcher shall assume that the Department personnel is under duress and dispatch sworn personnel immediately to the employee's last known location.



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3. Code 900/All Safe shall be used when Department personnel activate the distress key on either the radio or MDT.
 4. When Department personnel call out with any on-site call, the ECC Dispatcher shall check on the employee after the first ten (10) minutes using Code 900 and then every fifteen (15) minutes thereafter and will update the unit status timer.
 5. When Department personnel are dispatched on a 911 created call, the ECC Dispatcher shall check on the employee after the first ten (10) minutes using the Code 900 and then every thirty (30) minutes thereafter. The ECC Dispatcher shall update the unit status timer.
 6. If Department personnel are logged on Chief's Overtime (COT) or miscellaneous out codes, the ECC Dispatcher shall check on the employee after sixty (60) minutes using the Code 900 and then every sixty (60) minutes thereafter. The ECC Dispatcher shall update the unit status timer.
- I. Adhere to Delineation of Authority;
 - i. ECC has established guidelines for the professional dispatching of Department personnel by following a delineation of authority.
 - ii. The ECC Dispatcher cannot exercise authority over field personnel except in the use of radio channels, observance of radio discipline, and proper radio procedures.
 - iii. The ECC Dispatcher shall exercise authority over FSB personnel in certain limited areas, which are as follows:
 1. The ECC Dispatcher has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the Department personnel;
 2. The ECC Dispatcher has the authority to clear field personnel for meals and coffee breaks; and
 3. The ECC Dispatcher has the authority to clear field personnel for refueling and minor automotive repairs.
 - iv. The FSB supervisor may countermand the dispatch of FSB personnel approval or deny meal and coffee breaks, repairs, refueling, changing of vehicles, and other assignments of FSB personnel under their command.
 - v. Once an ECC Dispatcher has properly dispatched a call for service, they have discharged their responsibility and authority relative to the call.
7. An ECC employee assigned to NCIC (NCIC Operator) shall:
 - a. Be certified to use NCIC, including the Criminal Justice Information System (CJIS) and WITS, and have access to the information.
 - b. Query systems for safety-sensitive information used by the Department personnel.
 - c. Answer incoming emergency and non-emergency calls using a multi-line phone system when assigned.
 - d. Route incoming teletypes from out-of-agency law enforcement agencies to interdepartmental offices.
 - e. Send teletypes to out-of-agency law enforcement agencies.



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- f. Query the NCIC database, including the CJIS database and WITS, for wanted individuals; stolen articles, vehicles, and boats; MVD registration; and driver's license checks.
 - i. When a WITS entry is obtained, the inquiring officer shall be notified immediately of a possible entry and to stand-by for verification along with any additional information affecting the officer safety while safeguarding the transmission.
 - ii. The NCIC Operator immediately shall contact the BCSO Warrants Division to verify the status of the entry.
 - 1. If the entry is verified, the NCIC Operator shall advise the inquiring officer.
 - 2. If the BCSO Warrants Division advises that a warrant has not been located, the NCIC Operator shall advise the inquiring officer that they do not have a confirmation and an explanation may be provided.
- g. Advise Department personnel of an NCIC entry and provide all necessary information for the officer to determine whether they are in possession of the property.
- h. Perform Triple I checks upon the request of authorized Department personnel.
 - i. The NCIC Operator shall email or fax the Triple I Form to the authorized personnel who requested the check.
 - ii. Authorized Department personnel shall fax or hand deliver their completed and signed form to NCIC.
 - iii. The ECC shall maintain the form, for two (2) rolling years.
 - iv. The ECC shall maintain a Triple I log for two (2) rolling years.
- i. Perform MVD inquiries to include driver and vehicle license checks by name, date of birth, social security number, license plate, and/or vehicle identification number (VIN).
 - i. This information is for Department or criminal justice system use only, and Department personnel shall not release the information to the general public.
- j. Perform other duties including, but not limited to:
 - i. Monitor the Department's smartphone application and generate calls when needed;
 - ii. Shred documents per retention policy guidelines; and
 - iii. Generate calls for Certificates for Evaluation (CforE).
- k. For out-of-agency NCIC entry confirmation, advise Department personnel as follows:
 - i. When a possible NCIC entry is obtained on an entry other than Department entry;
 - 1. The ECC employee assigned to NCIC shall advise Department personnel requesting the query of a possible entry and shall provide all pertinent descriptors for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - ii. If they have a confirmation of entry;
 - 1. The agency shall be contacted immediately, utilizing an entry confirmation request by teletype or, in the event, NCIC is down, by telephone to confirm the status of the entry. In the case of a Wanted



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- Person, it shall be required to request whether or not the entry is valid and if the agency will extradite.
2. When the entry is verified, the inquiring officer shall be immediately notified.
 - iii. If the agency is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring officer shall be advised;
 - iv. If the agency states that the entry is no longer valid due to such things as cancellation or recovery, the inquiring officer shall be advised that they did not receive confirmation and an explanation may be provided; and
 - v. When locating an entry, the NCIC Operator shall:
 1. Complete a Locate whenever an individual is taken into custody or property is seized based upon an out-of-agency NCIC entry;
 2. Complete the NCIC Entry Log;
 - a. All outside NCIC entries shall be logged.
 3. Query vehicles; and
 - a. The NCIC Operator shall send a hit confirmation to the originating agency. The return message must contain the condition of the vehicle, where it is stored, and if an arrest was made.
 4. Other property.
 - a. The NCIC Operator shall send a hit confirmation to the originating agency.
 - l. Assist with Department entries into NCIC by an outside agency.
 - i. The NCIC Operator shall refer outside agencies attempting to verify Department entries into NCIC about stolen vehicles or property to Records Division NCIC Reporting Unit personnel. The NCIC Operator shall refer inquiries about a wanted person to the BCSO Warrants Division.
 - m. Assist with Department entries queried by Department sworn personnel.
 - i. When an NCIC entry is received on a Department entry for a wanted individual by Department personnel, the NCIC Operator advises the inquiring officer of a possible entry and provides all pertinent descriptors for verification. The NCIC Operator shall advise the officer to stand by for confirmation.
 - ii. Any additional information affecting the officer's safety shall be transmitted, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - iii. Confirmation of Entry
 1. NCIC shall contact the BCSO Warrants Division to verify that the warrant is still outstanding.
 2. NCIC shall notify the inquiring officer when the entry has been verified.
 - n. Provide assistance with the stolen vehicle recovery system.
 - i. Sworn personnel shall switch to the NCIC Talk Group to obtain information on the reply code. If the officer is out with the vehicle, the NCIC Operator shall confirm on the entry.
 - ii. The NCIC Operator shall complete the Stolen Vehicle Recovery System log on the reply code that was queried.
 - o. Be responsible for NCIC operational statistics.



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- i. At the end of each day and for the monthly report, NCIC Operators shall compile NCIC statistics and provide the information to the appropriate staff.
- 8. The Call Taker shall:
 - a. Answer incoming emergency and non-emergency calls using a multi-line phone system;
 - b. Screen, evaluate, provide assistance, coordinate, and disseminate critical information via specialized computer and communication systems, and/or refer calls to the appropriate person/department;
 - c. Perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times;
 - d. Work in a team setting while receiving training and coaching from various sources;
 - e. Answer ECC phone lines;
 - i. The Call Taker shall answer calls in the following order:
 - 1. 911 emergency lines through automated call distribution;
 - 2. Ring down lines (BCSO, New Mexico State Police (NMSP), and AFR); and
 - 3. Non-emergency lines (505-242-COPS or 505-242-2677) through automated call distribution.
 - f. Apply knowledge of call priority system;
 - i. The Call Taker shall evaluate the priority of calls as they are received. At any time, the Call Taker can override the priority assignment.
 - ii. For Priority 1 calls, the Call Taker shall:
 - 1. Keep the caller on the line while obtaining location information, the business name, the individual's information (including whether the individual is intoxicated and/or taking medications), weapon information, vehicle information, and direction of travel, while utilizing the emergency checklist;
 - 2. Create a call for service assigning the event type and include a brief summary of the incident as soon as possible;
 - 3. Continue to gather information about the incident occurring and shall add comments to the call;
 - 4. If the officer or ECC Dispatcher asks questions in the call, place the answer in the remarks, which shall ensure a quick return of information for the responding officer; and
 - 5. If the incident requires a police and medical response, obtain enough information to create a call for service; then, shall conference the call to AFR while staying on the line. The AFR Dispatcher and the Call Taker shall work together to gather information from the caller for both types of responses (see the section in this SOP on transferring calls).
 - iii. For Priority 2 calls, the Call Taker shall:
 - 1. Obtain information from the caller and create a call for service;
 - 2. Inform the caller an officer will respond; and
 - 3. Stay on the call while the scene is active. Operators will use discretion before disconnecting.



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- iv. For Priority 3, 4, and 5 calls, the Call Taker shall:
 - 1. Obtain information from the caller using the non-emergency checklist;
 - 2. Create a call for service, when applicable;
 - 3. Advise the caller of the appropriate time delay; and
 - 4. End the call according to protocol.
- g. Use the following procedures when answering incoming calls:
 - i. Nonemergency calls shall be answered with the following greeting:
 - 1. "Albuquerque Police, Operator #. How may I help you?"
 - ii. Emergency calls shall be answered with the following greeting:
 - 1. "911 Emergency"
 - iii. Other external incoming lines shall be answered with the following greeting:
 - 1. "Albuquerque Police, Operator #. How may I help you?"
 - iv. It is important to portray a professional attitude and to obtain information necessary for the proper handling of the call;
 - v. All personnel shall speak clearly and concisely and maintain courtesy at all times. Replies shall be positive, brief, and businesslike but not abrupt;
 - vi. If the Call Taker's identity is requested by a community member, only the man number shall be provided; and
 - vii. The Call Taker shall make a reasonable effort to supply information and/or assistance to a caller. When necessary, promptly refer the caller to the appropriate department, section, or outside agency.
- h. Maintain control of the conversation to the best of their ability;
- i. Use the following protocol when answering emergency phone calls:
 - i. The first few seconds of a conversation will determine the type of call: emergency, nonemergency, complaint, or general information. Once a call is determined to be an emergency, the use of the Department Emergency Communications Emergency Checklist is mandatory. Not all the questions are necessary in all cases; however, it is mandatory that the Department Emergency Communications Emergency Checklist be followed to determine the key questions as well as when to submit the data;
 - ii. If the call is not an emergency but requires dispatch, the Call Taker shall create the incident before the call is disconnected. The Call Taker shall educate the caller to call 505-242-COPS (505-242-2677) in nonemergency situations;
 - iii. ECC personnel shall keep Department personnel and community member safety first and foremost in mind during any conversation with a community member, being continually alert to any situation that has the potential of being hazardous to Department personnel;
 - iv. If the call is not of a police nature, the Call Taker shall supply the caller with the appropriate agency and telephone number;
 - v. The Call Taker shall always ask the caller if contact is needed and add notes to the call; and
 - vi. When additional phone calls for an active call for service come into the ECC, remarks shall be added to the original CAD Incident.
- j. Verify complete addresses, and phone numbers;



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- i. When an address and/or telephone number is given by the caller, the Call Taker shall always repeat to the caller the address, including the apartment/unit number.
- ii. When the phone number is collected, repeat the number for confirmation.
- k. Transfer of calls, when deemed necessary, as follows:
 - i. There are times when calls for service are received by the Call Taker which require a response from an area outside of Department jurisdiction;
 - ii. The Call Taker shall stay on the line when transferring the call and provide a brief explanation of the call;
 - iii. Emergency Calls: When a 911 emergency comes into the center and needs to be transferred to another police agency outside Department jurisdiction, the Call Taker shall:
 - 1. Determine jurisdiction from the information given;
 - 2. Advise the caller they are being transferred, not to hang up, and that they may need to provide their address again to the other agency; and
 - 3. Ensure that the other agency obtains the correct address before releasing the call.
 - iv. If for any reason, the call is transferred back to the ECC, accept the call and enter a call for service;
 - v. If an agency transfers a call to another agency and the jurisdiction is unclear or in conflict, the receiving agency accepts and enters a call for service;
 - vi. Consistent with the New Mexico Administrative Code on public safety answering points (PSAP), the Call Taker may only transfer callers to 911 to another PSAP once. If, after the Call Taker transfers the call, the 911 caller is not connected to the appropriate PSAP, the receiving PSAP takes all of the necessary information to:
 - 1. Handle the call and then contact the appropriate PSAP for response;
 - 2. Take appropriate action to make sure the community member does not talk to various agencies multiple times;
 - 3. Verify that the other agency is responding;
 - 4. Verify that the other agency is going to call the caller or have the caller contact them;
 - 5. At no time shall the word "refused" be used or indicated on the call regardless of the priority; and
 - 6. Indicate what occurred, such as a call transferred from BCSO, and advise the shift supervisor of the CAD number.
 - vii. All non-emergency calls received at the ECC intended for another agency shall require the Call Taker to give the phone number for the agency needed and to ask the calling party to call the outside agency directly;
 - viii. A Call Taker shall handle the calls they receive;
 - ix. When calls are received from a caller who is Limited English Proficient (LEP), the Call Taker may transfer the caller to a Call Taker who has an approved current certification on-file or to use an interpretation service. All other calls need to be handled by the initial Call Taker;
 - x. It is critical to remember that no community member shall be told in a life-threatening emergency to hang up and contact the correct agency. The initial contact shall always be made by the Call Taker receiving the call;



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- xi. For transfers to AFR:
 - 1. The following procedures are for calls that are received but are not immediately identifiable as criminal acts:
 - a. The Call Taker shall determine the nature of the emergency when fire and/or rescue is requested. When fire or medical response alone is necessary, the call shall be transferred to AFR by using the transfer queue. The Call Taker can only disconnect after the address or location of the incident is determined by AFR; and
 - b. In the event, a distraught caller provides only the address and requests fire and/or rescue response and disconnects, the Call Taker shall attempt a callback. If the callback is unsuccessful, the Call Taker shall notify AFR of the call and create a call for service. The comments shall read that the caller disconnected the call and that the call is of an unknown nature.
 - 2. To determine if an emergency medical call needs to be transferred to AFR (Confirmed Patient Dispatching);
 - a. AFR does not respond to events where the patient is not confirmed. This means an observer who can actually see the patient, such as an officer or community member who is with the individual needing assistance, needs to be present.
 - b. The Call Taker handling the call shall advise AFR of an event that needs an AFR response.
 - 3. When transferring a call to AFR:
 - a. Be brief with information so AFR can question the caller. Listen to make sure AFR has the correct address. Only if the caller cannot speak should the Call Taker provide the address;
 - b. The Call Taker shall then disconnect once the caller provides the address; and
 - c. Call/Response for both AFR and the Department: The Call Taker shall utilize the response queue and remain on the line to listen for safety concerns. Once AFR has completed their call processing, the call taker will resume call control following established practice.
 - l. When a community member calls to cancel a call for service, add the appropriate remarks in the comments field indicating why the caller is requesting the call be canceled. Include the name of the canceling party;
 - i. Hold-up alarms, duress alarms, and domestic violence calls shall not be canceled by ECC personnel.
 - m. Adhere to training procedures for taking calls from people who are deaf, hard of hearing, and/or speech impaired as follows:
 - i. Receiving a TTY Call:
 - 1. The Call Taker must recognize TTY signals and "silent" calls. The Call Taker should consider a "silent" TTY call in situations where no disconnect or background noise is heard. A TTY transmission shall be sent on all "silent" calls.
 - 2. In compliance with the Americans with Disabilities Act, the Call Taker shall challenge all silent calls to ensure that a TTY caller is not on the other line and to determine if the caller is attempting to report an



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emergency using a special communications device for the hearing impaired. This shall always be done before disconnecting.

ii. Transferring a TTY Call:

1. When connecting a TTY caller to another agency, such as AFR or an outside agency, treat the transfer the same as any other call. Tell the TTY caller what is being done. Use the phrase, "Stay on the line, transferring your call," from the drop-down menu in the TTY system.
2. Announce the call to the other agency, specifying that this is a TTY transfer. Tell the other agency what the problem is, provide the address, if known, and repeat that a TTY is necessary. Disconnect once you have verified that the transfer is complete and the address is known.

N/A

- n. Perform the procedures for non-English language speakers in accordance with SOP Language Access Procedure;
- o. Refer calls to the City of Albuquerque 311 Community Contact Center;
 - i. When receiving a call about a matter handled by 311 personnel, the Call Taker shall inform the caller to contact 311 or 505-768-2000 and then politely disconnect the call.

N/A

- p. Create calls for service for the TRU in accordance with SOP Telephone Reporting Unit;
- q. Refer calls to a substation;
 - i. Types of calls referred to the substation include the following:
 1. Contacting a Crime Prevention Specialist; or
 2. Vehicle accidents where the vehicle is drivable.
- r. Use the following telephone techniques;
 - i. The Call Taker shall be the community member's advocate and create a call for service regardless of whether the caller is:
 1. A small child;
 2. A person with a developmental disability;
 3. At a medical facility;
 4. An elderly person; or
 5. A person whose behavior on the phone is unusual, rude, or disruptive.
 - ii. The Call Taker shall use skilled questioning techniques in order to prompt these callers for additional information. In the event the caller is unable to provide sufficient information, the Call Taker shall generate a welfare check;
 - iii. The Call Taker shall not hang up on a caller, even if the caller uses abusive language. If the call continues to escalate, the Call Taker shall notify the ECC Shift Supervisor, who has the discretion to take over the call;
 - iv. The Call Taker shall be empathetic when speaking with a caller. The Call Taker shall acknowledge and be aware of the community member's situation and emotions. The Call Taker shall not sound patronizing to the community member;
 - v. The Call Taker shall speak clearly, politely, and calmly. Due to the tension and adversity under which many calls are made, the Call Taker must be aware that the abusive demeanor is not directed at them personally;
 - vi. Using the CAD, the Call Taker shall keep themselves informed of conditions in the field that may result in the delayed arrival of Department personnel and inform the caller of the delay;



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- vii. The Call Taker shall not make any commitments to the community member. If a commitment is made, the Call Taker shall add comments to the incident for the ECC Dispatcher and the officer who is expected to meet the commitment; and
- viii. When talking to the public or with other agencies, the Call Taker shall not use slang terminology, Ten Codes, or other technical terms.
- s. Assist callers for Priority 1 in-progress calls that are outside of the Department's jurisdiction;
 - i. The Call Taker shall keep the caller on the line when they report an in-progress call from outside the Department's jurisdiction.
 - 1. The Call Taker shall attempt to transfer the caller to the law enforcement agency having jurisdiction.
 - 2. If the transfer is unsuccessful, the Call Taker shall keep the caller on the line and have another Call Taker make contact with the law enforcement agency having jurisdiction and relay the information. When the telephone call is operator-assisted, the Call Taker shall advise the telephone company operator to connect the caller to the appropriate law enforcement agency.
 - t. Perform miscellaneous phone procedures, including but not limited to:
 - i. Process messages for sworn personnel;
 - 1. Calls for Department Personnel who are on duty: The Call Taker shall provide the phone number for the officer's assigned substation. The Call Taker shall obtain the name of the person calling and their contact telephone number. Whenever possible, The Call Taker shall identify what the call is in reference to, including the case number and/or CAD number, if applicable, and send the information to the officer through the MDT or by telephone.
 - 2. Calls for Department Personnel Who Are Off-Duty: The caller will be advised to call the substation during regular business hours to leave a message.
 - 3. Calls for Department Personnel that Are of An Emergent Nature: The Call Taker shall forward the phone call to the ECC Shift Supervisor, who will then contact the appropriate Supervisor.
 - 4. The Call Taker shall provide the event or case number and advise the caller to contact the appropriate substation during regular business hours for follow-up inquiries. This applies to calls for Department personnel regarding case updates or from community members providing follow-up information on cases several days old.
 - 5. Calling Department Personnel at Home: The ECC Shift Supervisor shall authorize the Call Taker to contact an off-duty sworn or civilian personnel at home if appropriate.
 - ii. Handle protective orders and domestic violence restraining orders;
 - iii. Service of eviction notices: The BCSO Civil Process Division primarily serves eviction notices. If an emergency situation exists, the Call Taker shall create a call for service and shall add remarks detailing the situation;
 - iv. Receiving calls for service for civil complaints: The Call Taker shall not create a call for service on civil complaints, such as landlord/tenant



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problems, employer/employee problems, and contractual disputes, where there is no criminal violation of the law. The Call Taker shall advise the caller to contact an attorney or appropriate agency for advice or assistance. The Call Taker may create a call for service depending on the circumstances, such as a disturbance or fight;

- v. Handling calls from frequent callers: In the case of a frequent caller, it is important to listen to what the caller is saying and if there is no actual police need. If no police response is needed, create an Enter Advised Call.
- vi. Conduct 911 disconnected calls as follows:
 - 1. The Call Taker shall attempt to call back a telephone caller when a 911 call is routed to ECC, and the call disconnects before personnel can determine whether assistance is needed. The Call Taker shall call the number back once to make this determination;
 - 2. If contact is made with the caller, the Call Taker shall follow pre-established call-handling procedures to determine whether a call for service is necessary;
 - 3. The Call Taker shall initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for an appropriate call for service, according to pre-established procedures;
 - 4. The Call Taker should pay close attention to the caller's background noise, tone, and word choice as additional evidence. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the Call Taker believes an emergency situation may exist, an appropriate call for service shall be created;
 - 5. No action is necessary when the Call Taker has asked appropriate follow-up questions and determined the call is one of the following situations:
 - a. A 911 misdial when the caller stays on the line and admits to the misdial;
 - b. An unintentional call is when the Call Taker can hear a conversation, radio, etc., in the background and has listened sufficiently and checked with a TTY to determine whether there is no indication of an emergency situation; or
 - c. Children playing on the phone or prank calls to 911.
 - 6. When the location is known, the Call Taker shall take the following action:
 - a. If the approximate location is known, the Call Taker shall document the origin of the call as follows:
 - i. Use the emergency checklist;
 - ii. Document the additional information;
 - iii. If the call was a wireless call and no location is provided, document:
 - 1. Longitude and latitude converted to the physical location;
 - 2. Nearest landmark or the center of the search area;
 - 3. Approximate search radius if indicated; and
 - 4. Type of call, if no other information is available, including:



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- A. Silent;
- B. Hang-up;
- C. Abandoned; and
- D. Other.

vii. Perform the appropriate Telematics procedures.

- 1. A request for a call for service may be made in appropriate situations when reported through automatic collision notification sensors or manual activation of a dedicated emergency button in a vehicle equipped with telematics service.
- 2. ECC Division personnel may refer to the Emergency Communications Center (ECC) Training Manual.

C. BOLO Calls for Service

- 1. The ECC provides standardized formats and procedures for BOLO broadcasts of wanted and missing persons, wanted vehicles, stolen vehicles, and all other calls that meet BOLO criteria.
- 2. Upon receiving a call for a BOLO call for service, the ECC Dispatcher shall broadcast the information over their talk-group. This includes any BOLOs given by TRU personnel.
- 3. The Call Taker shall note on the call that the created event is a BOLO only.
- 4. When Department personnel request a BOLO broadcast, the ECC Dispatcher shall:
 - a. Add the information provided to the original call for service;
 - b. Re-voice the information on their assigned talk-group;
 - c. Create another call for service in a BOLO format utilizing the BOLO modified circumstance and cross-reference the events; and
 - i. A CAD message shall then be sent to all other dispatchers requesting the information be broadcast on each talk-group.
 - d. Once this is completed, the original ECC Dispatcher shall clear the call utilizing the BOLO disposition.

D. Complaints from Community Members

N/A

- 1. ECC personnel shall refer community member complaints to the Civilian Police Oversight Agency (CPOA) in accordance with SOP Complaints Involving Department Personnel.
- 2. For complaints from community members who request to speak to a supervisor, ECC personnel who receive the complaint shall forward the complaint to the ECC Shift Supervisor.



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- a. If the ECC Shift Supervisor is unavailable, ECC personnel shall request the caller's name and phone number and shall provide the information to the on-duty Supervisor.

E. Conflicts Between ECC Personnel and Department Personnel

1. Call Takers, NCIC Operators, and ECC Dispatchers encountering conflicts based on ECC procedures or problems during their shifts shall report them to the ECC Shift Supervisor.
2. Department personnel advising procedural complaints regarding ECC personnel shall be directed to contact their immediate supervisor.
3. Disputes over the radio between Department personnel and ECC personnel shall not be tolerated.
 - a. When Department personnel request urgent assistance that conflicts with ECC policies, the Call Taker or ECC Dispatcher shall complete the assignment and then refer the situation to the ECC Shift Supervisor.
 - b. The problem shall then be discussed laterally by a supervisor and ECC Shift Supervisor. If the matter requires further attention, the respective chains of command will be contacted.
4. ECC personnel shall notify the ECC Shift Supervisor immediately when Department personnel have not complied with radio protocol, such as tonality, being rude, or being unprofessional. The ECC Shift Supervisor shall notify the Department personnel's supervisor, either directly and/or email, through the chain of command, when deemed necessary.

F. Conflicts with Community Members or Personnel from Other Agencies

1. ECC personnel shall not argue with community members or personnel from other agencies.
2. The ECC Shift Supervisor shall take care of any issues or complaints.
3. All ECC personnel encountering conflicts based on ECC procedures or problems shall report them to a supervisor.

G. Code of Conduct and Ethics

1. Workplace Professionalism and Representation
 - a. ECC personnel shall:
 - i. Abide by the requirements in accordance with SOP Personnel Code of Conduct, and City Personnel Rules and Regulations;

N/A



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- ii. As a public sector employee, provide services to the community in line with the policies set forth by the City of Albuquerque and the Department. This places ECC personnel in a unique position of trust, requiring standards of ethical behavior that reflect the community's expectations;
- iii. Remember that they are a reflection of the ECC and they represent the entire Department and City;
- iv. Conduct themselves with the highest degree of integrity and professionalism, whether in the workplace or any other location while conducting City business. This means that ECC personnel shall:
 - 1. Serve the public by providing impartial and accurate information;
 - 2. Act honestly when performing duties;
 - 3. Conduct themselves in public in a manner that shall not reflect adversely on the City, its agencies, or other City personnel;
 - 4. Treat the public and other personnel with respect and courtesy, having regard for the dignity of the people with whom we interact;
 - 5. Promote equity, value, and diversity in the work and community environment;
 - 6. Prevent bullying or other forms of harassment in or outside the workplace; and
 - 7. Provide responsive, timely, effective, and efficient services to the community and the government.
- v. Be professional when using voice transmissions, MDTs, CAD, or telephones. Jokes, profanities, or voice inflections which reflect or indicate irritation, disrespect, or sarcasm shall not be used;
- vi. Only use MDTs and CADs for Department purposes;
- vii. Abide by requirements in accordance with SOP Harassment/Sexual Harassment in the Workplace;
- viii. Directly report any concerns to the ECC Shift Supervisor;
- ix. Store all personal items in a locker or taken home at the end of each shift;
- x. Be permitted to use electronic devices on the operational floor. The volume must be kept low, and use of these systems may not affect coworkers or interfere with the ECC personnel's performance. Any material viewed within the ECC must be appropriate for the workplace. If there are any concerns with the material, management shall be contacted;
- xi. Be permitted to play board games, read, and work on crafts. The activity shall not interfere with the operations and the individual's performance;
- xii. ECC employees are prohibited from recording on any personal devices while in the ECC due to the sensitive nature of the work, the constant activity occurring, and the secure information contained within the ECC;
- xiii. Be prohibited from sleeping at consoles;
- xiv. Be prohibited from engaging in loud or disruptive behavior, such as loud laughter, pounding on consoles, and yelling at coworkers, Department personnel, supervisors, or the public;
- xv. Be prohibited from using offensive, abusive, or obscene/profane language when talking with the public, personnel from other agencies, or coworkers in the ECC. ECC personnel are expected to treat all those with whom they come in contact professionally and with respect;

N/A



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- xvi. Be prohibited from going behind the control console, accessing the key lock box, entering supervisory or Research and Recording offices and storage rooms;
- xvii. Regarding personal phone use:
 - 1. Under no circumstances shall ECC personnel receive personal phone calls on the 911 emergency lines.
 - 2. ECC personnel are expected to complete personal phone calls during their break periods. Personal phone calls are not permitted at the console and/or recorded positions. An exception shall be made for emergency calls. When necessary to receive an emergency personal call, the employee is to notify the ECC Shift Supervisor.
 - 3. If personnel need to make an emergency call, they shall notify the on-duty supervisor prior to exiting the room. Supervisory approval is also required if an employee is expecting an urgent or emergency phone call.
 - 4. ECC personnel shall have no expectations of privacy. All telephone calls made on the phone system are subject to supervisory review and shall be considered evidence.
 - 5. Cell phones must be kept on vibrate or silent with the exception of the Shift Supervisor's City-issued cellphone.
 - 6. Any supervisor can prohibit the use of any cellular phone, electronic device, or any other item if they interfere with an employee's performance or the team's performance.
- xviii. Abide by the requirements in accordance with SOP Social Media;
 - 1. Guidelines, policies, and expectations for ECC personnel who use social networking and social media are as follows:
 - a. ECC personnel shall only access social media sites through personal electronics during breaks and lunches, away from the ECC floor.

2. Dress Code

- a. Department policy establishes that all ECC personnel must meet appropriate grooming standards as defined by the Chief of Police. While on-duty, unless otherwise directed by their chain of command, all ECC personnel shall be well groomed and clean. Clothes and shoes shall be clean and properly cared for. Attire shall conform to Department policies and procedures. All ECC personnel are expected to dress appropriately for the workplace. The Chief of Police or designee reserves the right to determine the appropriate standard for personnel in a particular assignment.
- b. ECC personnel are to dress in civilian attire. ECC personnel should present a neat and clean appearance in the ECC.
 - i. Clothing shall not be wrinkled, ripped, torn, or frayed; and
 - ii. Clothing with holes, see-through materials, or cutouts is prohibited.
- c. ECC personnel shall not wear clothing that displays insignias and/or wording that could reflect unfavorably on the Department. Wearing clothing that is disruptive, provocative, revealing, vulgar, offensive, or obscene is prohibited.



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- d. Blue jeans will be accepted as long as they are not frayed, torn, or patched. All pants must be clean and in good condition. Pants will not be worn in a “sagging” manner, which causes undergarments to be seen.
- e. Shirts and blouses shall be of proper length to cover the midriff and waistline area in a standing, sitting, and bending position. Shirts that are not acceptable are undershirts, spaghetti-strapped shirts, tube tops, midriff or low-cut shirts that show cleavage, backless, sleeveless tops, halter tops, and tank tops unless worn under an acceptable top attire. Straps, back, and shoulders are not to be exposed.
- f. ECC personnel may not wear athletic leisurewear, including clothes of Lycra, spandex, nylon, and other synthetic fiber materials. Loungewear or pants made of velour material are prohibited.
- g. Dresses, skirts, and skorts may be worn and must touch the top of the kneecap while standing or below the knee. Leggings may be worn if covered with a dress or skirt. No backless dresses shall be permitted.
- h. Shorts are not considered appropriate work attire and are not permitted.
- i. All footwear must be clean and in good condition. No soft-bottom (cloth-type) footwear shall be worn while on-duty. Shoes shall be worn at all times while in Communications. Slippers are not considered acceptable.
- j. ECC personnel wearing a clothing item that violates policy may be sent home on their own time to change into appropriate clothing.
- k. The use of colognes and perfumes is permitted with consideration for co-workers, and the work environment.
- l. ECC personnel shall abide by the requirements outlined in SOP Grooming Standards for tattoos.
- m. Application of cosmetics and any scented items will not occur at the employee’s console.
- n. Personal grooming will not be allowed at the console.
- o. The dress code when ECC staff interact with personnel external to the ECC is business casual. Exceptions to this will be granted on a case-by-case basis.

3. Grooming

N/A

- a. ECC personnel shall be clean and well-groomed in accordance with SOP Grooming Standards.

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H. Confidentiality of Information; Safeguarding Privacy and Security

1. ECC personnel shall:

N/A

- a. Abide by the requirements on confidentiality set forth in the City of Albuquerque Personnel Rules and Regulations, SOP Personnel Code of Conduct and SOP Use of Computer Systems (refer to SOP Personnel Code of Conduct and SOP Use of Computer Systems for sanction classifications and additional duties;
- b. Work with sensitive and privileged information that is only obtained because of the nature of the job. This information shall be treated in a discreet and



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professional manner. ECC personnel who are in violation of the confidentiality policy are subject to disciplinary action;

- c. Sign a confidentiality agreement when they begin employment. Upon completion of training, specific ECC personnel shall sign a Confidentiality Statement for the Electronic Tracking Systems used within the ECC and the Department;
- d. Only release information when a valid man number has been verified;
- e. Maintain the confidentiality of information in NCIC and only release NCIC information to authorized individuals;
- f. Maintain the confidentiality of information when they receive requests from a media outlet;
 - i. ECC personnel shall politely decline any requests and refer the media representative to the PIO.
- g. Maintain the confidentiality of computer and internet Information;
 - i. Visitors shall not view computer-based information. The exception is a person authorized for a sit-a-long who has completed the appropriate background check.
- h. Store printed information in the appropriate place, according to the established protocols;
- i. Use the identified methods for destruction, in compliance with state and local laws;
- j. Immediately report any request by an unauthorized person attempting to obtain confidential information to an available supervisor;
- k. Immediately report if an employee is overheard discussing information of a confidential and/or private nature to an available supervisor; and
- l. Be prohibited from disclosing confidential, personal, or sensitive information for personal purposes, to satisfy curiosity, or for personal advantage.

I. Expectations

1. Work Hours and Schedules

- a. The ECC operates twenty-four (24) hours a day, seven (7) days a week, three-hundred-and-sixty-five (365) days a year.
- b. The ECC Manager shall determine and approve work schedules based on staffing needs and shall be consistent with the guidelines in ECC personnel union contracts.
 - i. Shift times shall be clearly defined prior to the bid process, consistent with the union contracts.
- c. ECC personnel shall work a minimum of forty (40) hours per week with a designated start and end time.
 - i. ECC personnel may be assigned to work other shifts as determined by staffing needs to include holidays and weekends.
- d. Tardiness
 - i. ECC personnel are expected to be punctual when reporting to work in accordance with SOP Personnel Code of Conduct.

N/A



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N/A

- ii. Violations may result in progressive discipline in accordance with SOP Discipline System.
- iii. ECC personnel who fail to report to work on time are considered to be tardy.
- iv. ECC personnel who fail to report to work or fail to remain at work when scheduled are considered absent and are not tardy as outlined in this SOP.
- v. ECC personnel shall be required to fill out a late slip when reporting late for duty. Anyone coming in after their shift start time shall be considered late. This includes but not limited to:
 - 1. Arriving late for overtime;
 - 2. Returning late from break or lunch; and
 - 3. Not attending roll call or briefing.
- e. Failure to Report to Scheduled Duty
 - i. ECC personnel who are absent from work without prior approval of the supervisor shall be considered absent without authorized leave consistent with City Personnel Rules and Regulations. Unauthorized leave shall be subject to disciplinary action up to and including termination.
- f. All time-keeping functions are done electronically through a payroll system.
 - i. Additional Pay Memos and Corrections
 - 1. The payroll system is reviewed and then finalized by Payroll on Monday morning.
 - 2. Any corrections or updates to the prior week which occur after the Payroll deadline shall be handled via additional pay memorandums.
- g. Leave Requests
 - i. Time off shall be approved, permitting adequate staffing. Requests for leave shall be submitted twenty-four (24) hours in advance. This includes coming in after the start of your shift or leaving early. For a leave request, Department personnel shall enter the request time in the applicable payroll system. A separate entry is required for each individual date request. This will automatically generate an email request to the 911timeoff@cabq.gov email. Department personnel do not need to send an additional email for the request.
 - ii. ECC personnel shall utilize the 911timeoff@cabq.gov to submit any changes to their timecard, submit trade requests, or overtime cancellations. Any overtime replacements, vacation cancellations, training pay, comp or floated time conversions, the cancelling of lunch deductions, adding of a second lunch on a trade or force, visits to employee health/physical therapy appointments, schedule adjustments regarding mandatory training or extended leave of absences.
- h. Meals and Breaks
 - i. ECC personnel shall be allowed one (1) thirty (30) minute unpaid lunch break for every eight (8) or more hours worked and one (1) fifteen (15) minute break for every four (4) consecutive hours worked.
 - ii. During special emergency circumstances, ECC Shift Supervisors may limit breaks and require employees to remain at their workstations. ECC personnel shall be compensated for a missed unpaid lunch consistent with the Fair Labor Standards Act (FLSA) and the union contracts.
- i. Attendance at Training Sessions



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- i. ECC personnel assigned to any training program or class are required to attend. Failure to attend shall be treated as the equivalent of failing to report for duty and be subject to disciplinary action.
- ii. ECC personnel who cannot attend an assigned training course shall notify their ECC Shift Supervisor and the supervisor assigned to training as soon as possible in order to determine if training can be rescheduled.
- iii. ECC personnel are expected to work their full scheduled shift (eight (8), ten (10) hours, or twelve (12) hours, accordingly). ECC Shift Supervisors shall adjust their personnel's work schedules to accommodate training as needed. Adjustments may include:
 1. Working the number of hours necessary on the same day of the training session either before or after the training session to equal eight (8) or ten (10) hours or twelve (12) hours depending on the employee's normal work schedule; and/or
 2. Using leave time, with the ECC Shift Supervisor's approval, on the day of training for the hours needed to equal the full day's schedule.

2. Sick Leave

- a. ECC personnel shall notify the ECC Shift Supervisor on the administrative phone line at least two (2) hours prior to the start of the employee's work shift.
 - i. ECC personnel shall not leave a message with another employee or text message an ECC Shift Supervisor to report sick leave.
 - ii. ECC personnel shall comply with the sick leave usage guidelines in ECC employee union contracts and the City Personnel Rules and Regulations.
- b. ECC Shift Supervisors shall monitor the use of sick leave by their personnel.
- c. ECC Shift Supervisors shall address with their employee unusual usage patterns or excessive usage of sick leave.
 - i. ECC Shift Supervisors shall document problems with an employee's attendance to track any identified problems.
- d. ECC Shift Supervisors shall consult with the ECC Manager if they believe that an employee has an attendance issue.
- e. ECC personnel who miss five (5) or more consecutive work days due to illness shall submit a release from their primary care physician to the City's Employee Health Center for a return-to-work clearance and certification that the employee is able to perform the essential functions of the job; however, ECC Shift Supervisors may request a return-to-work clearance at any time if it is deemed necessary due to the safety-sensitive nature of the position, consistent with the City Personnel Rules and Regulations.
- f. ECC personnel who do not have enough accrued leave to cover the absence shall use leave without pay and may be subject to disciplinary action.

3. Jury Duty

- a. ECC personnel shall refer to City Personnel Rules and Regulations and the Clerical and Technical Union Contract as it pertains to jury duty.



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- b. ECC personnel who are called to serve on jury duty during normal work hours shall be paid at their regular pay for the time served as a juror. ECC personnel shall reimburse the City for all compensation received for such service performed during normal work hours.
- c. ECC personnel are responsible for notifying their supervisor of jury duty as soon as possible.
- d. Supervisors shall adjust the employee's work schedule to Monday through Friday, 8:00 a.m. to 5:00 p.m., to accommodate the required jury duty.

J. Briefing Session Requirements

- 1. Briefings may be utilized as a training opportunity, with the expectation of each ECC employee's participation.
- 2. These sessions also provide an opportunity for critical incident debriefings.
- 3. ECC personnel are encouraged to present any questions or concerns on procedures during this time in a professional manner.
- 4. During a briefing:
 - a. The Call Taker and NCIC Operator shall:
 - i. Have their headsets out and readily available at the completion of briefing prior to entering the ECC floor; and
 - ii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.
 - b. The ECC Dispatcher shall:
 - i. Check the radio schedule to determine which talk group they are assigned prior to entering the ECC floor. This includes trainers advising what talk group they need each day;
 - ii. Have their headsets out and readily available at the completion of briefing prior to entering ECC floor; and
 - iii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.

K. Relief by Oncoming Shift

- 1. ECC Dispatchers who are responsible for a talk group at the time of relief shall remain at their consoles until relieved by another ECC Dispatcher. ECC Dispatchers who are not working a talk group are to remain at their consoles until minimum staffing from the oncoming shift is present. Any exception shall be approved by the ECC Shift Supervisor.
- 2. Prior to getting up from their workstation, ECC Dispatchers shall be responsible for briefing their relief on such things as any significant event that is in-progress, any event that may have a future impact, all equipment malfunctions, any talk group restrictions, and any Department personnel who have been cleared for a lunch.



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3. On-duty ECC Dispatchers shall open a phone line on the phone system. This causes radio traffic to broadcast and be heard over the speaker. This ensures no transmissions shall be missed during the relief process.
4. Call Takers shall fill open consoles first. Consoles may not be reserved or saved in advance. In the event a preferred console is occupied, the oncoming Call Taker is to move on to an available console. Should a preferred console become available, the Call Taker may move if/when workflow permits.
5. Call Takers and NCIC Operators are to remain at their console, signed onto the phone, and in ready status during shift change until relieved or until there are a sufficient number of ECC employees from the oncoming shift signed on to the telephone system. If Call Takers or NCIC Operators are unsure whether they can sign off, they shall contact the ECC Shift Supervisor.

L. Overtime

N/A

1. ECC personnel shall adhere to the requirements on overtime as set forth in the City Personnel Rules and Regulations and SOP Overtime, Compensatory Time, and Work Shift Designation (refer to SOP Overtime, Compensatory Time, and Work Shift Designation for sanction classifications and additional duties), as well as the requirements set forth in the Clerical and Technical Union Contract.
2. As a condition of employment, ECC personnel may be required to work overtime.
3. A meal period of thirty (30) minutes on non-pay status shall be offered to personnel required to work more than two (2) hours beyond their regular shift.
4. In the case of a declared emergency by the Mayor or the Chief Administrative Officer (CAO), ECC personnel shall work as assigned.
5. ECC supervisors shall maintain a class seniority list in descending order where the most senior employee is listed first. If overtime is required in ECC, personnel shall be offered overtime work on a rotational basis from the seniority list. The first employee on the list shall be the first to be offered overtime. If any personnel on the list have been offered the opportunity to work overtime and they decline the offer, they shall be placed at the bottom of the overtime list for that day.
6. Any ECC personnel who are on vacation or compensatory time cannot work overtime during their regular scheduled shift. ECC personnel can work overtime before or after their scheduled shift.
7. ECC personnel are responsible for fulfilling overtime obligations. Failure to do so can result in being removed from the overtime rotation list for the month following the occurrence.



8. Prescheduled Overtime Program Guidelines

- a. Prescheduled overtime is described as overtime established based on mandatory staffing for all positions in the ECC to compensate for vacations and extended absences, such as FMLA and military leave.
- b. Prescheduled Calling for Overtime:
 - i. A sign-up sheet for ECC personnel interested in prescheduled overtime shall be placed in the binder near the ECC Shift Supervisor's control console every tenth (10th) day of the month.
 - ii. The sign-up sheet shall remain for seven (7) days. An Interoffice Memorandum with the date and time for each employee to be called shall be placed in the binder and emailed to each employee. This process shall be implemented in seniority order consistent with the ECC employee's union contract.
 - iii. The ECC Shift Supervisor shall only call an employee once. It then becomes the responsibility of the employee to call back or come in to select overtime slots.
 - 1. An employee on the will-call overtime list who was unable to be reached and would have been given five (5) opportunities to work overtime shall be removed from the will-call list immediately after the fifth (5th) occurrence.
 - iv. The prescheduled overtime book shall be closed for personnel on the prescheduled overtime list for a period of forty-eight (48) consecutive hours beginning on the day overtime is called. The book shall be opened and available to all ECC personnel at the end of the forty-eight (48) hour period.
 - v. When adding overtime after the preliminary sign-up for slots, ECC Shift Supervisors shall initial and date the overtime.
 - vi. If a senior employee misses the ECC Shift Supervisor's call and an employee with lower seniority picks the senior employee's slot, the senior employee shall not be allowed to take any slots already selected from the less-senior employee. This requirement shall apply to both closed and open book selections.
 - vii. Once the prescheduled overtime is opened to all ECC personnel, seniority shall not apply. Slots shall be available on a first come, first served basis. ECC personnel shall be responsible for checking the book or calling in for available slots.
 - viii. ECC personnel shall be allowed to pick two (2) slots for each workday. Call Takers shall be allowed to pick one (1) slot for each day. ECC Dispatchers shall be allowed to pick two (2) slots for each day.
 - ix. ECC Shift Supervisors shall not call ECC personnel on their day off to fill prescheduled slots unless they have placed their names on the will-call list.
 - x. The number of slots available vary from month to month. The number of slots each employee will be allowed to pick is based on the number offered monthly.
 - xi. Each selection shall be dated with the sign-up date and initialed by the witnessing ECC Shift Supervisor or the entry shall be erased, invalidated, and re-offered.



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- xii. ECC Shift Supervisors and cross-trained ECC personnel shall be allowed to take overtime once the overtime becomes open book. All rules related to the number of slots that may be taken at any given time shall apply.
- xiii. If overtime is added to the prescheduled books after the preliminary sign-up time, ECC Shift Supervisors shall wait forty-eight (48) hours to sign up for the new overtime slots.

9. Cancelling Overtime

- a. ECC personnel are permitted to cancel their overtime forty-eight (48) hours prior to the start of the overtime by sending an email to 911timeoff@cabq.gov. The supervisor shall white out the overtime and initial the date the hours are re-opened. ECC personnel shall not be required to find a replacement when the 48-hour notice is given. ECC personnel who abuse this privilege may be restricted from signing up for overtime.
- b. Any changes to the overtime schedule made by the employee shall be pre-approved by the ECC Shift Supervisor and initialed by the approving ECC Shift Supervisor. If there are no ECC Shift Supervisor's initials on the assigned overtime section, the employee shall be held responsible for that shift if no one else takes the shift.
- c. If an employee's overtime is cancelled by the ECC Shift Supervisor because minimum staffing requirements have been met, the employee may be allowed to pick another slot to replace the original selection.
- d. If overtime slots are to be cancelled, an ECC Shift Supervisor's overtime shall be cancelled first before those of a Call Taker, NCIC Operator, or ECC Dispatcher, regardless of the date of sign up.

10. Failing to Report for Pre-scheduled Overtime

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N/A

N/A

- a. Failure to report for an overtime assignment shall result in corrective action/discipline, up to and including termination of employment. Discipline may also include exclusion from participation in prescheduled overtime shifts.
- b. ECC personnel who are scheduled for duty who have not reported to work shall be considered absent without authorized leave and subject to the progressive discipline process in accordance with SOP Discipline System.
- c. ECC personnel shall be responsible for finding a replacement to cover their shift if they are unable to report to work.
- d. If ECC personnel are unable to find coverage and fail to report to work, they may be subject to the progressive discipline process (refer to SOP Discipline System for sanction classifications and additional duties), which could include discipline and removal from the pre-scheduled overtime list after the appropriate pre-determination hearing is held.

M. Bidding Process

- 1. Bid procedures are set forth by the ECC employee's union contract, and bids are held twice a year in January and July. The bid shall be held during the first two (2)



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weeks within the month and shall take effect the first pay period following the bid. ECC personnel shall refer to the Albuquerque Clerical and Technical Union Contract for further information.

N. Email and Document Management System

1. Email

- a. ECC personnel are responsible for reading their emails at least two (2) times a week.
- b. It is the employee's responsibility to read and understand all memos or dated documents sent via email.

2. Document Management System

N/A

- a. All Department personnel shall have access to SOP's on the City's intranet sites and the Department's document management system, in accordance with SOP Department Orders.
- b. Department personnel shall be held accountable for complying with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).

N/A

O. Court Appearances

N/A

1. ECC personnel may be required to appear at legal proceedings as part of their job responsibilities when properly notified by subpoena. All ECC personnel directed to appear in court, pretrial, or MVD hearings shall appear and be prepared to testify in accordance with SOP Court.
2. Court Services Unit personnel shall ensure that ECC personnel are properly notified of scheduled court cases and MVD hearings in order to appear at the scheduled time properly prepared and attired.
3. ECC personnel shall perform the following procedures for court appearance:
 - a. ECC personnel shall notify an ECC Shift Supervisor upon receiving a work-related subpoena. A copy of the notification shall be turned in to the ECC Shift Supervisor, who shall submit it to the ECC Manager;
 - b. The original subpoena shall be turned in to the courts at the time of the court appearance;
 - c. Cell phones and all electronic devices shall be turned off or left in the ECC employee's vehicle prior to the court appearance;
 - d. ECC personnel are not entitled to receive a fee for appearing or testifying in relation to their official duties;
 - e. If the ECC employee is required to appear in court in conjunction with or during duty time, they shall be compensated at their regular rate of pay for the actual



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N/A

- time spent at court. This shall be computed at overtime rate if the employee has in excess of forty (40) hours during the workweek affected;
- f. For overtime worked for court appearance ECC personnel shall refer to SOP Court (refer to SOP Court for sanction classifications and additional duties). Upon completion of their appearance in court, ECC personnel shall obtain the time and the initials of the court clerk and the signature of the Court Liaison Unit officer on the overtime slip; and
 - g. If the ECC employee is required to appear in court during off-duty time and the time does not merge with their regular duty hours, they shall receive a minimum of two (2) hours' pay for the court appearance.

P. Discipline Procedures

1. For disciplinary proceedings, ECC management personnel shall comply with:
 - a. Agreement Between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO;
 - b. 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);
 - c. City Personnel Rules and Regulations;
 - d. SOP Complaints Involving Department Personnel; and
 - e. SOP Discipline System.

7 2-100-5 Administrative Procedures

A. Performance Measurements

1. The ECC shall have operational equipment and staff to measure, collect, compile, and evaluate data, including but not limited to call volumes, answering time statistics, and response times. The data is used to assess and establish the need for additional circuits, equipment, and ECC personnel and shall be used to identify both achievements and areas needing improvement.
2. Department response times will be calculated from the time a unit is dispatched to an incident to the time of arrival.
 - a. Depending on the system in use which measures this value.
 - i. Additional times from when the ECC staff member begins to enter a call for service to the entry into the CAD system may be measured.
 - ii. If available, total call time may also be reported of the dispatch unit clearing the incident.
 - iii. This information will be extracted on a monthly basis.
3. The ECC relies on statistical information as an effective tool utilized to implement or enhance the ECC Quality Assurance programs. Data collected and analyzed are



provided to numerous resources such as the Chief, Mayor, City Council, and the State of New Mexico.

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B. Reporting of Performance Measure Results

1. The ECC Administrator, Records and Data Coordinator, and ECC Administrative Assistant shall be responsible for collecting, validating, analyzing, and reporting performance statistics.
2. ECC personnel shall track performance of telephone call service and shall report statistics to the ECC Manager on a regular schedule.
3. These written reports on the center's performance shall be provided to the Chief of Police on no less than a monthly basis.

C. Retention of Documents and Records

1. System Records Retention
 - a. CAD records are maintained for a minimum of five (5) years
 - b. Phone system data records and audio files are maintained for a minimum of five (5) years.
 - c. Radio system audio files are maintained a minimum of five (5) years.
2. Except as otherwise required by federal, state, or municipal law, or by contract, or by regulation, the retention periods for documents and records common to and maintained by all City departments, agencies, and offices shall be as listed in the most current retention regulations.
3. The ECC Administrative Assistant shall maintain a log of all stored records and documents.
4. The ECC Administrative Assistant shall complete a document retention and destruction form for each box containing stored documents and shall list the contents and date of the documents and pre-established destruction date.
5. All confidential documents scheduled for destruction shall be shredded.
6. The ECC Manager shall approve the destruction of documents according to the retention and destruction schedule. The signed approval form listing the documents and date of destruction shall be filed in the ECC Administrative Assistant's file cabinet.

D. Travel for Business

1. ECC personnel may access travel instructions on the City's Travel SharePoint site.



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2. If the ECC employee is scheduled to attend meetings or training outside the City of Albuquerque, the ECC employee shall follow the directives given to the employee by the ECC Shift Supervisor, complete and sign all necessary documents, and submit them by the pre-established deadlines.

E. Inventory

1. The ECC shall maintain an updated inventory record as required by the Property Unit.
2. Property Acquisition
 - a. When property is acquired, it shall be recorded on the inventory list as required by the Department Property Management Unit.
3. Transfer of Property
 - a. When property is transferred from control of the ECC, prior approval of the ECC Manager shall be obtained.
 - b. The inventory list shall be updated to reflect the transfer of property (refer to SOP Department Property for sanction classifications and additional duties).
 - c. ECC personnel shall conduct special inventories as required by the Property Unit, or as directed by anyone in the chain of command.

N/A

6 2-100-6 Equipment, Property, and Electronics

A. City-Issued and Department-Issued Equipment and Property

1. Only City-issued or City-approved equipment shall be allowed at the ECC.
2. All ECC personnel shall be issued the necessary equipment to properly perform their assigned duties. Equipment includes, but is not limited to:
 - a. Headset;
 - b. Locker; and
 - c. Identification/access card.
3. All ECC personnel shall be responsible for the property issued to them.

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- a. It is the ECC employee's responsibility to maintain the condition of all Department-issued property. ECC personnel shall keep Department-issued equipment clean and in good working order.
- b. When issued property is damaged or stolen, ECC personnel shall advise the ECC Shift Supervisor(s) for immediate replacement of the item(s) that are necessary for them to function in their particular job. In addition, a Uniform Incident Report shall be filed if or when a Department-issued identification card/access card is lost or stolen.



- c. When taking possession of new or replacement equipment, ECC personnel shall sign and date on an equipment log.

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4. Headsets

- a. All personnel shall be issued a headset for their own use.
- b. Headsets shall not be borrowed or loaned.
- c. Headsets shall not leave the ECC. Each ECC employee shall store their headset in their assigned locker.
- d. ECC personnel shall not stretch headset cords.
- e. Serial numbers and model numbers shall be used to identify all headsets.
- f. If there is an issue with the headset jack connection, the employee shall move to a new console and report the issue to the ECC Shift Supervisor. The ECC Shift Supervisor shall advise Technical Support.

5. Lockers

- a. All ECC personnel shall be assigned a locker, and they are required to keep headsets and Department manuals in it. All equipment shall be kept in the locker when not in use. ECC personnel shall not take equipment out of the building.
- b. The locker must remain closed and locked when unattended.

6. Identification/Access Card

- a. All ECC personnel shall be issued an identification/access card. Identification/access cards shall be kept in the possession of the ECC employee at all times while in the ECC. Identification/access cards shall not be loaned to anyone.
- b. ECC personnel shall renew their identification/access cards as follows:
 - i. When promoted, demoted, or job classification changes; or
 - ii. When lost, stolen, unserviceable, or when a change of name occurs.

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B. Telephone Use

- 1. City telephones are for official business use only and shall be used in a professional manner.
 - a. At no time shall ECC personnel be allowed to make long distance personal phone calls from a City telephone. ECC personnel shall be prohibited from making collect calls.
 - b. ECC personnel shall log off from the phone system when leaving the room.

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C. Copiers, Fax Machine, and Printers

Copiers, fax machines, printers, and all other City equipment are for official business use only and shall not be used for personal use.



D. Information Technology (IT)

N/A

1. ECC personnel shall adhere to the requirements outlined in SOP Use of Computer Systems for information on computer responsibility, access, terminating sessions, equipment, Metropolitan Court computer access, loading of software, and computer files (refer to SOP Use of Computer Systems for sanctions and additional duties).
2. Technical support personnel are the only personnel authorized to repair the consoles, computer terminals, and other related equipment.
3. ECC Personnel Responsibilities
 - a. ECC personnel shall:
 - i. Wipe down their desk;
 - ii. Be encouraged to adjust monitors for ergonomic purposes; and
 - iii. Report all IT-supported application software and hardware issues to an ECC Shift Supervisor as soon as reasonably possible.
 - b. ECC personnel shall not:
 - i. Move monitors or wires from their original location;
 - ii. Relocate any hardware on the desk;
 - iii. Remove jacks or amplifiers from their desk;
 - iv. Disconnect equipment;
 - v. Shut down any IT-supported application within the ECC without prior approval and/or direction from IT personnel;
 - vi. Remove the backs from consoles under the consoles; or
 - vii. Restart, shut down, or reboot any computer.
4. Supervisor Responsibility within Information Technology
 - a. If a vendor calls the on-duty ECC Shift Supervisor for technical support personnel, the supervisor will contact the appropriate personnel.
 - b. Equipment Issues section on all end of shift emails shall document the following for information technology:
 - i. Workstation number;
 - ii. Affected application;
 - iii. Time; and
 - iv. Issue details, such as error message if one is displayed, and user operation that caused the error.
5. Technical Support On-Call Procedures
 - a. Emergency Situation: The following errors/application situations warrant technical support:
 - i. All lost connection messages;
 - ii. Queues that continue to increase or have callers in queues;
 - iii. No calls coming into the phone system;



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- iv. No entries in NCIC, including warrant checks;
- v. NCIC completely down;
- vi. Any system(s) down;
- vii. Fragmentation messages on CAD;
- viii. Radio down;
- ix. Internet outages/Intranet outages;
- x. CAD and phone system, operating system, hardware support for the ECC consoles; or
- xi. Power outages.

6. The on-call ECC Shift Supervisor shall:

- a. Contact technical support staff on call; and
- b. If the on-call technical support personnel does not answer, leave a message;
 - i. On-call technical support personnel have thirty-minutes (30) to make contact with supervisors regarding on-call situations, both emergency and non-emergency.
 - ii. If thirty (30) minutes passes and on-call technical support personnel have not contacted the ECC Shift Supervisor, the ECC Shift Supervisor shall contact on-call technical support personnel again.
 - iii. On-call technical support personnel have another thirty (30) minutes to make contact with ECC Shift Supervisors regarding the on-call situation.
 - iv. If on-call technical support personnel still do not contact the ECC Shift Supervisor, then they shall contact the ECC Manager.

E. Building Alarm Procedures

- 1. There are three (3) alarm panels located on the stem wall of the main dispatch floor. They are marked as follows:
 - a. UPS (Uninterrupted Power Supply) System;
 - b. Fire alarm control panel that is located in the computer room; and
 - c. Emergency generator.
- 2. ECC Shift Supervisors shall be familiar with these systems.
 - a. UPS: The system will indicate the status of the system if the power to the building is interrupted. This is a monitoring system requiring notification of AFR personnel of the interruption.
 - i. All critical communications systems are routed through the UPS system.
 - ii. In case of power failure, the on-duty ECC Shift Supervisor shall immediately contact the on-call technical support personnel, the on-duty AFR Supervisor, and advise the ECC Manager.
 - iii. Any interruption of the normal electrical supply will not affect these essential areas and the system will automatically start the backup generator.
 - b. The large fire alarm control/indicator panel, located in the computer room and accessed from the main dispatch floor, will indicate the location and type of



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alarms when they are set off either manually or automatically. An additional fire alarm panel is located on the first floor. The on-duty ECC Shift Supervisor shall silence the alarm once the location is determined, and notify AFR and the ECC Manager.

- c. The ECC is equipped with an emergency generator that provides electrical power in case of a power outage.
 - i. The generator automatically starts and stops when power is lost or restored.
 - ii. Only certain essential circuits within the center are on this emergency power supply, including essential operating and lighting circuits in the ECC.
 - iii. The emergency generator is inspected and tested weekly by AFR.

F. Disruption of ECC Systems; and Operations and Emergency Evacuation Plans

1. Fire, Smoke, or Activation of Building Alarm Systems

- a. In case of an emergency involving fire, building damage, or activation of the building's smoke and fire detecting systems, an AFR Lieutenant assumes command and begins the investigation of the extent of the emergency. The alarm panel shall be accessed to locate the area of concern if it is not obviously apparent. Once the area of concern is located, the AFR Lieutenant investigates to determine the need for further action. The AFR Lieutenant notifies the ECC Shift Supervisor and updates them on the findings of the investigation.
- b. In the case of a fire or emergency that shall require immediate attention, the AFR Lieutenant shall notify the alarm room so that the proper response can be initiated. If the situation is extensive enough that it requires the evacuation of the building, then the evacuation shall be done in conjunction with the ECC Shift Supervisor.
- c. The Bernalillo County Communications Center (BCCC) shall be notified as soon as possible during this process in order to allow them to prepare for the transfer of calls. The ECC Shift Supervisor, shall then transfer the calls to the BCCC by flipping the four (4) switches located on the second floor telephone room.

G. Evacuation of the Consolidated Communications Facility (ECC, Emergency Operations Center, AFR)

1. In extreme circumstances where ECC personnel are placed at risk, such as during a fire, an unknown device, chemical fumes, or a serious natural disaster, an AFR Lieutenant immediately notifies AFR so the proper response can be initiated.
2. The AFR Lieutenant shall be the designated Incident Commander (IC) and shall notify the on-duty ECC Shift Supervisor of the need for evacuation. The ECC Shift Supervisor shall ensure the ECC Manager or their designee and the Chief of Police are notified in a timely manner of the evacuation order.
3. The AFR Lieutenant ensures that all areas of the building are evacuated.
4. All ECC personnel shall, in an orderly manner, exit the ECC facility using the stairs located on the north and south sides of the building. ECC personnel are to exit two



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(2) at a time using a buddy system, ensuring safe exit for all from the building. Anyone who is unable to use the stairs shall seek assistance from AFR personnel. ECC personnel who have evacuated the ECC facility shall stay on the sidewalks in order to ensure clear access by all responding emergency vehicles.

5. All ECC personnel shall meet just outside the main gates to the Consolidated Communications Facility, in the far northwest portion of the traffic circle area, on the sidewalks against the fence near the retention pond; then, ECC personnel shall await further instructions.
6. AFR and Department personnel shall be dispatched to the ECC as quickly as possible to secure the center and/or scene.
7. When evacuating the ECC facility, the ECC Shift Supervisor shall:
 - a. Notify and coordinate with AFR and FSB supervisors;
 - b. Take the following items when exiting the building;
 - i. Evacuation suitcase;
 - ii. Call-out book;
 - iii. Rolodex;
 - iv. Daily line up;
 - v. Attendance book;
 - vi. Master key;
 - vii. Radios;
 - viii. Batteries;
 - ix. Supply of incident cards; and
 - x. Pens.
 - c. Ensure ECC personnel are all accounted for at the evacuation point by checking off employee names using an employee list;
 - d. Determine if ECC Dispatchers shall be sent to BCCC and or have sworn personnel dispatched to the ECC so ECC Dispatchers can use their vehicle radios to dispatch calls for service. ECC Shift Supervisors shall ensure ECC Dispatchers set up the talk groups as soon as possible;
 - e. Determine if Call Takers and NCIC Operators need to be sent to BCCC upon briefing with the ECC Manager; and
 - f. ECC Manager will contact BCCC Manager to make appropriate arrangements for deploying ECC personnel to BCCC;
8. ECC Personnel Responsibilities When Evacuating ECC Facility
 - a. ECC personnel shall:
 - i. Exit the facility along with their buddy and co-workers;
 - ii. Follow the ECC Shift Supervisor's instructions;
 - iii. Notify the ECC Shift Supervisor of any occurrence of which they may not yet be aware; and
 - iv. When instructed to evacuate, report to the evacuation point and await further instructions.



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9. Authorization to Re-Enter the Building

- a. After the ECC facility has been deemed safe by the appropriate agencies, ECC personnel shall only re-enter the building when directed by the on-duty ECC Shift Supervisor, or the ECC Manager or their designee.

10. Loss of Telephone Lines Due to Malfunction

- a. In the event that the telephone system malfunctions, technical support personnel shall contact the telephone company and submit a ticket for service.
- b. The ECC Shift Supervisor shall:
 - i. Notify the AFR Lieutenant;
 - ii. Notify the ECC Manager of the situation also to find out if/when to switch all 911 lines to BCCC;
 - iii. Notify BCCC of the situation and advise of possibility of switching all of Department 911 lines to their communications center; and
 - iv. Once it has been determined to switch the 911 lines to BCCC, flip four (4) switches. The switches are located in the telephone room on the second floor of the ECC facility.
- c. The ECC Manager or their designee shall determine if it is necessary to send ECC personnel to BCCC. BCCC shall be contacted to coordinate deployment of ECC personnel to BCCC.
- d. If non-emergency lines are affected and it is necessary to deploy ECC staff to 311, the ECC Manager shall coordinate the deployment with the 311 Manager, the ECC Shift Supervisor, and technical support personnel.
- e. The ECC Shift Supervisor shall pick a designated talk group from the MCC7500e frequencies to use as the call relay between the Department and BCSO.
- f. The ECC Dispatcher(s) assigned to work the designated talk group shall then create all calls in the CAD system.

11. Loss of MCC7500e System Due to Malfunction

- a. The ECC Shift Supervisor shall:
 - i. Notify the appropriate technical services personnel for help with immediate diagnosis of the problem;
 - ii. Notify and coordinate with AFR and APD personnel;
 - iii. Notify the ECC Manager of the situation;
 - iv. Check availability of back-up radios;
 - v. If the use of back-up radios is not feasible, dispatch FSB personnel to the ECC so ECC Dispatchers may use their handheld or vehicle radios to dispatch calls for service; and
 - vi. Advise all appropriate personnel when the MCC7500e radio system is functioning correctly.
- b. The ECC Dispatcher shall:
 - i. Use the appropriate talk group to dispatch the calls for service;



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- ii. Immediately do a time and service of all Department personnel on their talk group and be required to keep a log of their Department personnel either through incident cards or on a tablet of paper;
- iii. If telephone lines are operational and the radio system is down, assign personnel to take calls from the ECC to the ECC Dispatchers at the temporary dispatch location if Department vehicle radios are being used; and
- iv. Notify the responsible area command of impending downtime of the talk group while the move from the ECC to the command post is being accomplished.

12. CAD System Failure

- a. The ECC Shift Supervisor shall:
 - i. Notify appropriate technical support personnel for help with immediate diagnosis of the problem;
 - ii. Notify and coordinate with AFR and APD personnel;
 - iii. Notify the ECC Manager of the situation;
 - iv. Ensure ECC Dispatchers advise their sergeant of the situation over their talk group;
 - v. Ensure ECC Dispatchers, NCIC Operators, and Call Takers switch to a manual dispatching system utilizing incident cards;
 - vi. Assign ECC personnel who shall take the incident cards from the Call Takers to the Dispatchers;
 - vii. Advise all appropriate personnel when the CAD is functioning correctly; and
 - viii. When the CAD system is functional, ensure the incident cards are entered into the system and filed appropriately, according to the retention schedule.

N/A 2-100-7 Monitoring In the Workplace

- A. According to the City's Telecommunications Usage Policy, Department personnel are reminded that all messages, calls, files, and user actions are subject to monitoring. There is no expectation of personal privacy either expressed or implied when using or accessing City telecommunications services; therefore, the City reserves the right to enter, search, and/or monitor its property and electronic communication devices and systems, including email, the voice mail system, CAD, internet usage, and the file/transmission and/or voice mail of any Department personnel without advanced notice, consistent with applicable state and federal laws.
- B. ECC Telephone Lines and Radio Transmission
 - 1. ECC telephone lines and radio transmissions are recorded. All telephone calls are subject to review and may be submitted as evidence. They are also subject to subpoena and release to the media and public.
- C. Computer Messages



All computer messages are viewed as official records and are subject to review and release to the media and public.

D. Video Monitoring/Surveillance

1. The ECC facility is equipped with a closed-circuit TV camera and intercom system that is monitored by the on-duty ECC Shift Supervisor.
2. The camera and intercom enable ECC personnel to have contact with visitors without permitting them access to the facility. Only an ECC supervisor or above shall permit authorized visitors to be on the ECC floor.

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E. Recordings

1. Various agencies and community members may request copies of recorded phone calls or radio transmissions.
 - a. The Records and Data Coordinators shall:
 - i. Be responsible for the coordination of recordings maintenance and issuance as listed in this SOP;
 - ii. Ensure all files, logs, printouts, and voice recordings for the ECC are maintained; and
 - iii. Maintain the sequester log and secured sequester cabinet. Master recordings in the secured cabinet shall be retained as indicated by court ruling per case.
 - b. Requests for Information
 - i. All information requests from Research and Recording are logged in a database and completed within the IPRA guideline timeframes where applicable. The following information shall be included in each request:
 1. Date, time, and by whom received;
 2. Request type;
 3. Printout, audio, or both 911 or dispatch;
 4. Requester's name, phone, and assignment;
 5. Recording method;
 6. Specific information to be researched;
 7. Uniform Incident Report number;
 8. Event type (Ten-Code);
 9. Date and time of the incident;
 10. Location involved in the incident; and
 11. Names of parties involved (may request vehicle license #, officer's name & man #).
 - ii. The Records and Data Coordinator shall maintain and archive the CAD events information for five (5) years and six (6) months (5 ½ years). The Records and Data Coordinator may purge information after five (5) years and six (6) months (5 ½ years) on a month-by-month basis.
 - c. Sequestering Recordings or Sequestering Recorded Media



- i. The Records and Data Coordinators shall store master recordings and preserve master recordings for a minimum of five (5) years and six (6) months. Recordings sequestered by court order, Letter of Sequester, or tagged as evidence are removed from service and stored according to court ruling.

7 2-100-8 Workplace Security and Facilities

A. Workplace Visitors and Access to ECC Facility

- 5**
 1. Only authorized persons who have successfully completed the appropriate background process shall be allowed to enter the ECC. All access to ECC shall be secured at all times. Only those members who are authorized shall be issued an identification/access card to the building. ECC personnel shall never share their identification/access card with unauthorized users.
 - a. Unauthorized persons shall obtain permission from the ECC Manager or their designee for access.
 - b. The ECC Manager approves tours through the facility in advance.
 2. Community members, Training Academy personnel, members of the media, job applicants, and those individuals specifically approved by the ECC Manager or their designee may observe and obtain an overview of ECC functions and responsibilities upon completing the appropriate background process.
 - a. Observers' attire shall be neat and meet the minimum ECC dress code.
 - b. Observers must be at least twelve (12) years of age.
 - c. Observers shall not be permitted to take any photographs when monitoring, unless prior permission is obtained from the ECC Manager or their designee.
 - d. Observers shall not be permitted to use the CAD system, query through any system, or use the radio.
 - e. Observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher is on the phone or radio.

B. Visits and Tour Groups

1. Arrangements can be made with the ECC Manager or their designee for visits and tours through the ECC facility.
2. Tours shall normally be limited to a maximum of ten (10) people.
3. Tours shall be scheduled on day or swing shift only.

C. Family Members Visiting



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1. ECC personnel may bring their immediate family for a tour of the ECC facility during their off-duty periods for the purpose of orienting the family to the facility and the type of work the employee does.
2. ECC personnel shall obtain prior approval from the ECC Shift Supervisor.
3. The duration of the visit cannot exceed two (2) hours. The ECC Manager can make exceptions on a case-by-case basis.
4. All family members shall be approved access by the ECC Manager or their designee and must complete the appropriate background process.

D. Family Members Observing

1. Because of the nature and violence of ECC operations, family members who are observing should be mature enough to handle the situations they might observe and understand ECC procedures. Observation time is limited to two (2) hours.
2. Observations are limited to twice in a six (6) month bid period per family member. The ECC Manager may make exceptions on a case-by-case basis.
3. Family member observers must comply with the same guidelines as community member observers, including a wants/warrant check. The ECC Administrator shall coordinate the observation time and date with the ECC Shift Supervisor.
4. Family member observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher are on the phone or radio.

E. Animals in ECC Facility

Animals are not permitted in the ECC facility; however, police service animals with their handlers and the ECC endorsed pet therapy animals are also authorized.

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F. Parking

1. Parking at the ECC is by controlled access. ECC personnel who are authorized to gain access to the parking lot must have a valid identification/access card.
2. Visitors must announce themselves at the gate and have a valid reason for entering the secure parking area.
3. Any ECC employee who uses the handicap spaces must have a valid placard displayed. This is for all shifts.

G. Facilities Maintenance and Repair

1. Reporting Building Issues



- a. ECC personnel are to notify the ECC Shift Supervisor of any items needing repair.
- b. The ECC Shift Supervisor shall escalate the issue by email and/or in end of shift report to the ECC Manager and ECC Administrator, unless it is an emergency. If it is an emergency, the ECC Manager shall be notified.

6

H. Safety and Security

1. Guidelines in case of a bomb threat or a breach of security in the ECC:

- a. Bomb Threats for the ECC:
 - i. The Call Taker shall gather all pertinent information and create an incident for an ECC Dispatcher.
 - ii. The ECC Dispatcher shall dispatch sworn personnel immediately and notify an FSB supervisor of the proper area command.
 - iii. The ECC Shift Supervisor shall be responsible for notifying the ECC Manager and coordinating with AFR dispatch personnel and other personnel within the ECC.
 - iv. The ECC Manager shall determine whether the ECC is to be evacuated.
 - v. If evacuation is necessary, the ECC Shift Supervisor shall establish alternative communications between personnel.
- b. Breach of Internal Security within the ECC
 - i. The ECC Shift Supervisor shall:
 1. Immediately account for all Department personnel working within the ECC;
 2. Contact personnel who are working in the building after-hours;
 3. Advise the ECC Dispatcher to broadcast the situation on each dispatch talk group for the safety of any sworn personnel who are en route to the ECC;
 4. Notify the ECC Manager as soon as possible;
 5. Determine whether the lieutenant for the area command should respond. If the lieutenant is unavailable, notify the sector sergeant for the ECC building; and
 6. Notify all affected personnel when the ECC has been declared secured and safe.
 - ii. Under no circumstances shall ECC personnel, including the ECC Shift Supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the ECC Shift Supervisor to maintain communications with the responding FSB supervisor.

6

2-100-9 Training

A. General Responsibilities



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1. The ECC Shift Supervisor assigned to training, under the direction of the ECC Manager, is responsible for ensuring new hire trainees receive all required entrance-level training, consistent with the ECC Training Manual.
2. Refresher and on-going training is provided on a regular basis to all ECC personnel to ensure state certification as a Telecommunicator is maintained and center objectives are met.

B. New Hires

1. A new hire shall successfully complete a one (1) year probationary period, unless they are a City employee who has already completed the probationary period.
2. During the probationary period, the new hire shall attend the New Mexico Law Enforcement Academy Public Safety Telecommunicator Training Program.
3. Appropriate ECC personnel shall be certified by the Department of Public Safety as a Telecommunicator within twelve (12) months after beginning employment.
4. The supervisor assigned to training has the authority to extend the training period to ensure the new hire meets the guidelines of each phase. If a second extension is required, the ECC Manager shall be consulted.
5. ECC supervisors assigned to training shall evaluate new hires on a daily basis to ensure they meet all standards before being released from training.
6. New hires shall submit evaluations of their trainers.
7. New hires shall attain a passing score before being released to function independently in the ECC.
8. Ride-Alongs

N/A

- a. New hires shall refer to SOP Patrol Ride-Along Program for sanction classifications and additional duties.
- b. ECC personnel shall schedule a ride-along via the ECC employee assigned to training.

C. In-Service and Ongoing Training

1. ECC supervisors assigned to training shall provide ECC personnel opportunities to attend specialized training in topics designed to develop skills needed for career development and to meet the needs of ECC.
2. ECC personnel are required to maintain their Telecommunicator certification through regular in-service training and shall receive a minimum of twenty (20) hours of biennial training. Yearly in-service training may be completed by attending



state-sponsored or vendor-sponsored training courses, by attending in-house training conducted in the ECC, or by attending shared training given by other local police agencies. Failure to maintain certification may result in discipline leading up to and including termination.

3. The supervisor assigned to training shall be responsible for tracking certification hours and coordinating, assigning, and/or conducting on-going training.

D. Remedial Training

1. When the need for remedial training has been identified, the ECC Shift Supervisor shall complete a Performance Improvement Plan (PIP) as related to job performance, outlining specific goals, expected outcome, and consequences if the goals are not met.
2. The PIP shall be reviewed with the ECC Manager. Upon the ECC Manager's approval of the PIP, the supervisor assigned to training shall work in conjunction with the ECC Shift Supervisor to ensure goals are met.

E. Trainer Qualifications

1. The candidate shall be on non-probationary status.
2. The candidate shall have a good overall work record based on the following:
 - a. No abuse of sick leave;
 - b. Complete review of disciplinary history;
 - c. Complete file review; and
 - d. Evaluations and recommendations from a supervisor.
3. The candidate shall be interviewed by the supervisor assigned to training.
4. Each trainer is required to meet the ECC-approved position/job description and expectations.

6 F. Trainer General Duties and Conduct

1. Trainers are to turn in their evaluations daily by the end of the shift to the ECC supervisor assigned to training.
 - a. Trainers shall not give the evaluations to their trainees to turn in.
2. Trainers shall sit next to or near their trainee during all phases of training.
3. When trainers are taking vacation, working adjusted schedules, working trades, or conducting City business, they shall email the ECC supervisor assigned to training, the ECC Shift Supervisor, and each temporarily assigned trainer. The email shall



indicate how long the trainer will be away, what training arrangements have been made for the trainee, specifically which trainers have been temporarily assigned, the dates, and list of tasks to be completed by the trainee.

4. The trainer shall give full attention to the trainee. Trainers and trainees shall not be working on any crafts, personal projects, text messaging, talking on cell phones, watching TV, having the speakers on for TV, or using personal laptops when training. Failure to adhere to the standards in this SOP shall result in progressive discipline, with the exception of the use of Department-issued electronics for work purposes.

6 2-100-10 Call Processing and Dispatching Outside of Department Jurisdiction

A. Jurisdiction of Federal Indian Reservation

ECC personnel shall not dispatch Department personnel to a federal Indian reservation without the permission of the area supervisor, except for routine follow-up investigations.

B. Dispatching Calls Outside City Limits or Within Unknown Jurisdictions

1. ECC personnel shall not dispatch Department personnel to locations outside City limits, with the exception of Rust Medical Center, without permission of the appropriate on-duty area supervisor.
2. If there is an immediate threat to life or property and the jurisdiction cannot be readily determined, or the jurisdiction is in dispute with another agency, sworn personnel shall be dispatched.
3. ECC personnel shall follow routine dispatching procedures when City property or personnel are involved as follows:
 - a. Traffic accident involving Department vehicles;
 - b. Private property accident involving any City vehicle;
 - c. Theft of City property; and
 - d. Injury to on-duty Department personnel.

C. Cross-Dispatching to Other Area Commands

1. Sworn personnel shall not be cross-dispatched to take reports in other area commands with the following exceptions:
 - a. Calls received from hospital emergency rooms; and
 - b. Family Advocacy Center (FAC).
2. These calls shall be dispatched to sworn personnel in the area command where the crime or incident occurred.



D. Point of Contact versus Point of Occurrence

1. Sworn personnel shall be dispatched to local hospitals in their area command for incidents where community members are at the hospital requesting contact to report an incident that may have occurred in a different area command.
 - a. If the community member is at the hospital being treated for injuries obtained from the incident and the incident occurred in another area command, sworn personnel from the respective area command shall be cross-dispatched to complete the Uniform Incident Report.

7 2-100-11 Call Types

- A. All ECC personnel shall abide by requirements outlined in the ECC Call Type Manual.

Appendix I: Dispatch Times



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PRIORITY	DEFINITION	DISPATCH EXAMPLES	911	INITIAL ENTRY
1 ALL OPS	<ul style="list-style-type: none"> Any immediate life-threatening situation with a great possibility of death or life threatening injury or any confrontation between people, which could threaten the life or safety of any person where weapons are involved. Situations, which are in progress or just occurred (just occurred is up to a five (5) minute time delay). 	<ul style="list-style-type: none"> Shootings; Stabbings; Armed robberies; Sexual assault; Aggravated assaults; In-progress burglary into an occupied dwelling/home invasions; Hostage situations; and Domestic violence with weapon involved. 	30 seconds	30 seconds ALL OPS
2	<ul style="list-style-type: none"> Any crime in progress which may result in a threat of injury to a person, major loss of property or immediate apprehension of a suspect. This also includes accidents with injury. Situations in progress or just occurred. 	<ul style="list-style-type: none"> Vehicle accident w/injury; Non injury accidents blocking major roadways; Responses with AFR; Missing persons (endangered and 12 & under); Any armed robbery, panic, duress, ATM tamper or ambush alarm; Child left in vehicle, unattended; Domestic violence calls in-progress or just occurred; and Residential/Commercial burglaries that just occurred or unknown when occurred and the location has not been checked. 	1 minute	3 minutes
3	<ul style="list-style-type: none"> Minor incidents in progress or just occurred with no threat of personal injury, major loss of life or property. 	<ul style="list-style-type: none"> Neighbor trouble in-progress/just occurred; Large loud parties; Animals left in vehicles; Shoplifter causing problems; and 	2 minutes	30 minutes



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		<ul style="list-style-type: none">Non injury accidents on side roads.		
4	<ul style="list-style-type: none">Minor incidents with no threat of personal injury, loss of life or property. Delayed reports when the caller is at a public location.	<ul style="list-style-type: none">Nuisance incidents;Civil standby;Delayed call where caller is at a public location; andBurglary alarms.	2 minutes	1 hour
5	<ul style="list-style-type: none">Crime has already occurred no suspect at or near the scene and no threat of personal injury loss of life or property. Delayed reports where the caller is at home or at their workplace for an extended period of time.	<ul style="list-style-type: none">Delayed reports where a crime has already occurred and a delay will not prevent a crime from occurring, aid in the immediate apprehension of a suspect or cause a delay in an injured person(s) receiving aid.	2 minutes	3 hours



2-100 EMERGENCY COMMUNICATIONS CENTER (ECC) DIVISION

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

A. Related SOP(s)

- 1-1 Personnel Code of Conduct (Formerly 1-04 and 1-4)
- 1-2 Social Media (Formerly 1-44)
- 1-3 Grooming Standards (Formerly 1-16)
- 1-5 Harassment/Sexual Harassment in the Workplace (Formerly 1-12)
- 1-6 Patrol Ride-Along Program (Formerly 4-15)
- 1-93 ~~Telephone Reporting Unit (TRU)~~
- 2-2 Department Property (Formerly 3-75)
- 2-9 Use of Computer Systems (Formerly 1-37)
- 2-45 Pursuit by Motor Vehicle (Formerly 2-55)
- 2-65 Language Access Procedure
- 2-76 Court (Formerly 2-01)
- 2-108 Electronic Communications Privacy Act Procedures
- 3-20 Overtime, Compensatory Time, and Work Shift Designation (Formerly 1-11)
- 3-41 Complaints Involving Department Personnel (Formerly 3-22 and 3-43)
- 3-46 Discipline System (Formerly 1-09)
- 3-51 Department Orders (Formerly 3-20)

B. Form(s)

PD 4346 Request for CAD Updates and Changes Form
PD 4347 NCIC Triple I Form

C. Other Resource(s)

18 U.S.C. § 1464 Broadcasting Obscene Language
Agreement between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO
Americans with Disabilities Act (ADA)
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 Personnel Rules and Regulations
Emergency Communications Center (ECC) Call Type Manual
Emergency Communications Center (ECC) Dispatch Training Manual
Emergency Communications Center (ECC) Training Manual
Fair Labor Standards Act of 1938 (FLSA)
N.M. Code R. § 10.6.2.11 PSAP Equipment, Acquisition and Disbursement of Funds
New Mexico Law Enforcement Academy Telecommunicator Certification
ROA 1994, § 7-7-5 Response Time



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D. Active Special Order(s)

None

~~D.~~ E. Rescinded Special Order(s)

SO 23-148 Amendment to SOP 2-100 Emergency Communications Center (ECC)

~~SO 22-139 Amendment to SOP 2-100 Emergency Communications Center (ECC)
Division~~

2-100-1 Purpose

It is the purpose of this policy to make an effective difference in the City of Albuquerque by providing high-quality, professional, and effective communications, and to ensure responder safety, while striving to save lives and protect property. Furthermore, it is the purpose of this policy to recognize the Emergency Communications Center (ECC) as the vital link to emergency services through cooperation, continued education, and commitment to excellence.

2-100-2 Policy

It is the policy of the Albuquerque Police Department (Department) to coordinate the delivery of police services with requests from the community and Department personnel through the ECC.

N/A 2-100-3 Definitions

A. Alert Tone

A tone to hold radio transmissions for emergency dispatch transmissions.

B. All Ops TalkGroup

A Talk Group that is used by ECC Dispatchers to broadcast Priority 1 call for service information on all channels simultaneously.

C. Bait Car Tracking System

A system used by various investigative divisions within the Department. Bait cars are equipped with the Department-approved tracking system, which consists of the Global Positioning Satellite (GPS) hardware that is controlled by cellular service data and are monitored by the ECC.

D. Computer-Aided Dispatch (CAD)



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A computer system that supports the handling of public safety calls for service by processing, communicating, and providing for the automated retrieval and display of information to Department personnel.

E. Interstate Identification Index Request (Triple I Request)

Requests that are used to gather information on a person's previous arrest record and can only be requested by Department sworn personnel.

F. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data utilized by Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.

G. New Mexico Law Enforcement Telecommunication System (NMLETS)

A statewide network that is managed by the New Mexico Department of Public Safety (DPS), which provides in-state teletype communication between New Mexico criminal justice agencies and access to the New Mexico MVD, weather, and other files.

H. Priority 1 Call

Any immediate life-threatening situation with a great possibility of death or life-threatening injury, or any confrontation between people that could threaten the life or safety of any person where weapons are involved.

I. Priority 2 Call

Any crime in progress that may result in a threat of injury to a person, major loss of property, or immediate apprehension of an individual. A Priority 2 call also includes accidents with injury for situations in progress or situations that just occurred.

J. Priority 3 Call

A minor incident in progress or that just occurred with no threat of personal injury, major loss of life, or property.

K. Priority 4 Call

A minor incident with no threat of personal injury, loss of life, or property, or a delayed report when the caller is at a public location.

L. Priority 5 Call

A crime has already been committed, and no individual is at or near the scene, nor is there a threat of personal injury loss of life or property, or a delayed report where the caller is at home or at their workplace for an extended period of time.



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M. Priority 5B Call

A Be On the Lookout (BOLO) call.

N. Priority 6 Call

A call for guard duty. A Priority 6 call will also be used to generate field investigator calls that include an officer who is standing by and cannot leave a form.

O. Priority 7 Call

A medium priority call that is handled by a Crime Scene Specialist (CSS).

P. Priority 8 Call

A low priority call that is handled by a CSS.

Q. Priority 9T Call

A call that is created for the Telephone Reporting Unit (TRU).

R. Ring-down Lines

Internal lines dedicated to internal departments and neighboring law enforcement agencies.

S. Stolen Vehicle Recovery System

A system that automatically activates a hidden transmitter installed on a vehicle when a law enforcement agency enters a Vehicle Identification Number (VIN) as stolen into the NCIC database for a vehicle equipped with the system.

T. Talk Group

A dedicated frequency or control channel for the assigned area command.

U. Telecommunicator I (Call Taker or NCIC Operator)

A civilian operator who answers emergency and non-emergency calls for service or who is assigned to the NCIC area within ECC.

V. Telecommunicator II (Dispatcher)

A civilian employee who receives, evaluates, and transmits information over the telephone and multi-channel radio that frequently involves emergency and critical situations affecting human welfare and safety.



W. Telematics Provider

A company that provides a variety of programs to vehicle owners, including location-based services and automatic collision notification.

X. Teletype (TTY) Device

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

Y. Warrant Information Tracking System (WITS)

A computerized file of records containing information regarding adult and juvenile wanted persons, restraining orders, and information affecting officer safety.

6 2-100-4 Rules and Responsibilities

A. Administration

1. Chain of Command

- a. ECC personnel shall follow their chain of command. If there is a concern, ECC personnel shall discuss the concern with the first level of the chain of command. If unresolved, ECC personnel shall notify their supervisor that they are going to the next level in the chain of command. If there is a concern that the employee would rather not discuss with the supervisor, the employee may advise that they are going to the next level in the chain of command without discussing the concern.
2. ECC personnel shall coordinate the delivery of police services with requests from community members and Department personnel by using radio, telephone, and digital communications equipment.
3. ECC personnel shall operate professionally at all times by following the procedures set forth by the Federal Communication Commission's (FCC) general guidelines and Department Standard Operating Procedures (SOP).

B. Personnel Assignments

1. The ECC Manager shall:

- a. Be responsible for the overall leadership and management of the ECC. This includes, but is not limited to:
 - i. Oversight of the quality control and safety programs; and
 - ii. Coordination of activities with other Department divisions, outside law enforcement agencies, the New Mexico court system, and the public.



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- b. Provide highly responsive and complex administrative support to higher-level management staff.
2. The ECC Administrator shall:
- a. Be responsible for assisting in the management of the ECC through performance reports, analysis, and evaluation; facility maintenance; grants; surveys; material requests; equipment maintenance and replacement; training; the support of the ECC Manager; and project management;
 - b. Oversee management of Research and Recording, the Master Street Addressing Guide (MSAG)/file maintenance functions, the Administrative Assistant, and TRU personnel;
 - c. Perform management duties in the absence of the ECC Manager; and
 - d. Be responsible for coordinating the hiring of ECC personnel and overseeing background check functions.
3. The ECC Shift Supervisor shall:
- a. Assume day-to-day supervisory responsibilities for the operations of the ECC, which provides twenty-four (24) hour telephone access for emergency and nonemergency calls for service, administrative calls from outside law enforcement agencies, emergency providers, and the public;
 - b. Ensure the work quality is in accordance with the ECC's mission and standards;
 - c. Ensure adherence to established goals, policies, and procedures;
 - d. Work with the supervisor assigned to training to coordinate and implement all in-house training for all assigned activities for the ECC for assigned ECC personnel;
 - e. Complete quarterly evaluations for assigned ECC personnel;
 - f. Counsel and mentor ECC personnel for professional development;
 - g. Maintain time-keeping software, including administration of leave time, employee records, creating daily line-ups, and maintaining files for assigned ECC personnel;
 - h. Participate in monthly meetings with ECC management personnel;
 - i. Attend conferences and training sessions, as scheduled;
 - j. Audit the CAD messages when necessary;
 - k. Monitor all law enforcement tracking systems;
 - l. Ensure that each shift is sufficiently staffed based on current minimum staffing requirements;
 - m. Cancel CAD system case numbers when it has been determined that the case number is no longer needed;
 - n. Patch frequencies in order to allow for interoperability within the Department, as well as between the Department and outside law enforcement agencies;
 - o. Oversee the evacuation plan; and
 - p. Approve a cellphone ping when requested by Field Services Bureau (FSB).
4. The Records and Data Coordinator shall:



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- a. Be responsible for technically-detailed work involving the correlation and maintenance of various computer files in the CAD;
 - b. Interpret incoming documents from a variety of sources, conduct visual verification from maps and/or computer files, analyze and verify data for accuracy, and update the databases as necessary;
 - c. Serve as a link between the Geo Base Data, 911 dispatch data, and the telephone company's Master Street Addressing Guide (MSAG) database;
 - d. Collect, review, maintain, and report on data and statistics to ECC management while using a variety of database management software tools;
 - e. Research and prepare recordings on behalf of the ECC, and shall correspond with the requestor, track all recording requests, and testify in court;
 - f. Report to the ECC Administrator; and
 - g. Maintain the CAD premise and hazard files.
5. The Administrative Assistant shall:
- a. Perform a wide variety of responsible and complex administrative, secretarial, and clerical duties in support of the ECC; and
 - b. Report to the ECC Administrator.
6. The ECC Dispatcher shall:
- a. Work in a team setting while receiving, training, and coaching from various sources;
 - b. Adhere to the following dispatch etiquette:
 - i. Have the ability to listen to and broadcast on the radio system;
 - ii. Receive, evaluate, and transmit information via available communications systems (e.g., telephone, radio, CAD system) that frequently involves emergency and critical situations affecting the welfare and safety of the community;
 - iii. Monitor Department personnel during all calls for service via available communications systems;
 - iv. Always use the Department personnel's call sign, and never use titles and names unless necessary;
 - v. Use the phonetic alphabet when transmitting information that shall be spelled out one (1) letter at a time;
 - vi. Ensure their transmissions are no more than thirty (30) seconds in length, keeping them as brief and concise as possible; and
 - vii. Always acknowledge Department personnel by stating "10-4", followed by their call sign;
 1. If the ECC Dispatcher does not understand the transmission, they shall not acknowledge it and shall ask for clarification.
 - c. Comply with radio protocol;
 - i. Inappropriate use of the radio, such as voice inflection and use of profane language, by authorized users and unauthorized traffic shall be reported to the ECC Shift Supervisor; and



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- ii. Non-compliance ~~with~~ of any radio protocol shall result in disciplinary action. If the action is a major violation of Department policies and procedures, the ECC Shift Supervisor shall immediately relieve the ECC Dispatcher from duty with possible disciplinary action as further recourse.
- d. Complete incident processing as follows:
 - i. Guidelines for Dispatching:
 - 1. ECC Dispatchers shall abide by the identified dispatch times outlined in Appendix I.
 - 2. During high-priority calls, ECC Dispatchers shall add questions from FSB personnel directly into the CAD event. The questions shall be phrased in a professional manner. Only one (1) question mark shall be used.
 - 3. Dispatch of Sergeants on Priority Calls:
 - a. A sergeant shall be dispatched with the primary and backup sworn personnel. ~~T~~ and the sergeant shall respond with sworn personnel to calls ~~that~~ which are most serious in nature.
 - b. Such calls shall meet the following definition:
 - i. ~~Any in-progress, life-threatening incident, which has the great possibility of death or serious injury involving the use of dangerous weapons.~~
 - 1. ; and This does not include incidents where the individual has already left the scene.
 - ~~ii. The dispatch of a sergeant is intended for in-progress events where one of the parties has a weapon and is making threats with the weapon. This does not include incidents where the individual has already left the scene.~~
 - 4. If a sergeant is unavailable in the specific area command where the event is taking place, the ECC Dispatcher shall ask for any sergeant citywide to clear from an existing call.
 - 5. If a sergeant is unable to clear, a lieutenant shall be dispatched.
 - 6. There shall be no delay in the initial dispatch to seek a supervisor from another area command. The ECC Dispatcher shall start the appropriate sworn personnel and then ~~shall~~ notify the sergeant from the other area command of the details when they advise they are on the specific talk-group.
 - ii. Upgrade or Downgrade of Calls for Service:
 - 1. The ECC Dispatcher shall review and upgrade calls when the comments justify the higher response.
 - 2. The ECC Dispatcher shall not downgrade the priority of any call without first obtaining the permission of their ECC Shift Supervisor. All events where the priority has been downgraded shall require comments added to the call explaining the reason for the downgrade.
 - iii. Field Shift Change and Minimum Reserve Levels:
 - 1. Shift Change:
 - a. In-progress and emergency calls shall be dispatched immediately, regardless of the pending shift change.



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- b. The FSB supervisor has the authority to delay the dispatch of a call for service, with the exception of a crime that has just occurred, is in progress, or ~~a crime that~~ involves an immediate threat to life or property.
- c. Any call the FSB supervisor approves to be held shall have comments added to the CAD justifying the delay in dispatch.
- 2. Minimum Reserve Levels:
 - a. The ECC Dispatcher shall attempt to keep at least two (2) ~~in service at least two (2)~~ sworn personnel in service in each area command. The ECC Dispatcher shall dispatch the sworn personnel when all other sworn personnel are busy or unable to respond to Priority 1 calls.
 - b. If the minimum reserve level cannot otherwise be maintained, coffee breaks, meal breaks, routine vehicle maintenance, and other such breaks may be denied.
 - c. In the event that Priority 1 and 2 calls are overdue, the ECC Dispatcher shall request sworn personnel assigned to special assignments, in the order listed below:
 - i. Reassign sworn personnel responding to Priority 3, 4, and 5 calls;
 - ii. Dispatch sworn personnel from adjacent sectors within the area command; and
 - iii. When it is necessary to dispatch additional sworn personnel to Priority 1 calls, ECC Dispatchers shall be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.
- iv. Advising of Radio Status:
 - 1. Department personnel who are logged in-service shall be held strictly accountable for ~~for the promptly~~ answering of their radio when called by the ECC Dispatcher.
 - 2. Department personnel equipped with MDTs shall be required to make their own status changes, unless extenuating circumstances exist.
 - 3. ~~Only on occasions when Department personnel are voice dispatched due to dispatching protocol shall an ECC Dispatcher perform status changes (refer to the ECC Dispatch Training Manual for guidelines).~~
- e. Maintain calls for service as follows:
 - i. Holding of Calls:
 - 1. The ECC Dispatcher shall dispatch all calls for service in a timely manner, regardless of priority. An FSB officer shall be the primary responding officer for dispatch, if available.
 - 2. The ECC Dispatcher shall dispatch calls that are holding over the established priority guidelines to an available officer unless an FSB supervisor authorizes holding the call further.
 - 3. The ECC Dispatcher shall notify the affected area commander during business hours by telephone when a call for service exceeds one-hundred and eighty (180) minutes pending dispatch. This notification shall occur hourly until all pending calls for service go under one-hundred and eighty (180) minutes.

N/A



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- ~~3.~~
 - ~~a.~~ After hours to include weekends, the ECC Dispatcher shall notify the on call area commander.
 - ~~a.~~b. The on-call Duty Chief shall be notified within ten (10) minutes if the area commander does not respond.
 - ~~b.~~c. This notification shall not include Crime Scene Specialist (CSS) or Telephone Report Unit (TRU) call types.
- ii. Cancelling of Calls:
 - 1. The on-duty FSB supervisor shall have the discretion to cancel calls. If ECC personnel have additional information about the call that the FSB supervisor may need to know, they shall provide the information; however, the on-duty FSB supervisor shall make the final decision to cancel the call.
 - a. ECC personnel shall not cancel hold-up alarms, duress alarms, or domestic violence calls.
 - 2. The ECC Dispatcher shall notify the ECC Shift Supervisor of the on-duty FSB supervisor's decision to cancel the call through a CAD message. The ECC Shift Supervisor shall review the ECC Dispatcher's cancellation request and will engage with the FSB Supervisor if there are concerns. The ECC Shift Supervisor will add remarks to the CAD.
- iii. Reopening of Calls:
 - 1. The ECC Dispatcher shall reopen calls for service only when they are closed in error.
 - 2. When further investigation is required, the initial incident shall not be reopened. A new call shall be created, and cross-referenced to the original call.
- iv. Case Number Assignment:
 - 1. Department personnel shall use their MDT to obtain a case number. However, if they are out of their vehicle, they shall request assistance from an ECC Dispatcher to assign a case number. ~~There are times when Department personnel are out of their vehicles and shall request assistance from an ECC Dispatcher to assign a case number.~~
 - 2. Case numbers can only be ~~cancelled~~ canceled by an ECC Shift Supervisor.
- f. Maintain on-site or FSB-initiated calls as follows:
 - i. Initiated incidents are recorded by logging Department personnel on-site by using incident type codes.
 - 1. When Department personnel voice a self-initiated call, they shall state their call sign, plate number, location, and any other information pertinent to the incident.
 - 2. Under routine and controlled circumstances, Department personnel are encouraged to only use digital communications and log themselves on incidents.
 - ii. For ~~in~~ in-progress on-site incidents, the ECC Dispatcher shall:
 - 1. Immediately clear the air of all transmissions when Department personnel advise of an in-progress crime they have witnessed;
 - 2. Rebroadcast the information, including the ~~location~~ location and, all available information pertaining to the call;



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3. Dispatch available sworn personnel; and
4. Notify an FSB supervisor.
- g. Assist with motor vehicle pursuits (refer to SOP Pursuit by Motor Vehicle for sanction classifications and additional duties) as follows:
 - i. The ECC Dispatcher shall:
 1. Ask the officer involved "Are you in pursuit?";
 - ~~1~~a. The word "engaged" is usually interpreted as "lights and sirens" and shall not be used. If the ECC Dispatcher asks the officer if they are pursuing the vehicle, it is a very direct question answered by the officer involved.
 - ~~4~~2. Use the Alert Tone (10-3) on their talk-group;
 - ~~2~~3. With all other ECC Dispatchers, ensure that no radio is secure before they use the All Ops talk-group;
 - ~~3~~4. Voice the pursuit over the All Ops channel; and
 - ~~4~~5. Notify the concerned supervisor of the sworn personnel involved in the pursuit and the reason for the pursuit.
 - ii. Once the sworn supervisor has approved the pursuit, the ECC Dispatcher shall start a secondary officer to the most current location of the pursuit and, if Air Support Unit personnel are available, ensure they are notified;
 1. The ECC Dispatcher shall not request:
 - a. The air support unit personnel from the hanger; or
 - ~~1~~b. For sworn personnel to set up spike belts/Stop Sticks without approval from the FSB supervisor who is in charge of the pursuit.
 - iii. The ECC Dispatcher who is assigned to any talk-group that a pursuit is entering shall notify the area command supervisor. Area command personnel who are not on the original talk group shall be updated on significant changes to the ongoing pursuit. This shall include, but is not limited to:
 1. When the pursuit enters another area command;
 2. Which supervisor is the Incident Commander (IC);
 3. Pending charges;
 4. Weapons involved;
 5. If a spike belt is deployed on the vehicle;
 6. If additional aggravated circumstances occur; and
 7. If the pursuit is terminated.
 - iv. The ECC Dispatcher shall notify any adjourning jurisdictions of any pursuit entering that jurisdiction;
 - v. The ECC Dispatcher shall coordinate with the supervisor in command to ensure all communications regarding the pursuit are on one (originating) talk-group;
 - vi. In the event the ALL OPS transmission is not feasible, Each additional ECC Dispatcher who does not have a secure talk group shall use the Alert Tone (10-3) on their talk group; and shall voice/BOLO pursuit information;
 - vii. The ECC Dispatcher shall then advise the talk group is in-service (10-8), making the talk group available;



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- viii. When the approving supervisor has terminated the pursuit, the primary ECC Dispatcher shall confirm all talk groups are clear and shall voice over the All Ops talk group that the pursuit has been terminated;
- ix. It is unnecessary to repeat clearly heard information during pursuits. This includes locations and violations reported by sworn personnel. Only when an officer is difficult to understand or relays critical sworn personnel safety information should an ECC Dispatcher repeat the transmission;
- x. The ECC Dispatcher shall document in CAD information being provided by involved personnel;
- xi. If a supervisor is involved in the pursuit, the ECC Dispatcher shall advise the next level supervisor on the talk group. If no supervisor is available, the ECC Dispatcher shall contact the nearest area command, and that second ECC Dispatcher shall advise an FSB supervisor on that talk group;
- ~~xii. The ECC Dispatcher will check if Air Support is needed; however, the ECC Dispatcher shall never request support from Air Support Unit personnel from the hanger or request for sworn personnel to set up spike bolts/Stop Sticks without approval from the FSB supervisor who is in charge of the pursuit;~~
- ~~xiii. If the ECC Dispatcher is unsure of the status of an officer, they shall ask the officer involved the question, "Are you in pursuit?"; and~~
- ~~xiv. The word "engaged" is usually interpreted as "lights and siren" and shall not be used. If the ECC Dispatcher asks the officer if they are pursuing the vehicle, it is a very direct question to be answered by the officer involved.~~
- h. Use the Alert Tone and All Ops Talk Group when securing a talk group as follows:
 - i. The ECC Dispatcher shall secure a talk group for a call for service when requested by sworn personnel;
 - ii. When there is a request to split a talk group, the ECC Dispatcher shall notify the ECC Shift Supervisor of the request;
 - 1. If the request to split the talk group is approved by the ECC Shift Supervisor, the ECC Dispatcher shall notify Department personnel who are not responding to the primary incident to switch to the secondary talk group.
 - 2. The ECC Dispatcher shall work the critical incident on the same talk group in on which it originated.
 - 3. When the critical incident is resolved, the primary ECC Dispatcher shall notify the secondary ECC Dispatcher that the talk group is no longer secured and that all sworn personnel can return to the primary talk group.
 - iii. The ECC Dispatcher shall use the Alert Tone in certain situations, consistent with the ECC Training Manual.
- i. Provide assistance with requests for medical assistance by Department Personnel;
 - i. Once Department personnel are on-scene and it is determined that rescue is needed, the ECC Dispatcher shall notify Albuquerque Fire Rescue (AFR).
 - ii. The ECC Dispatcher shall provide AFR with the location; event number (if needed), complaints of injury or injuries, the approximate age of the



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individual, and whether the individual is conscious, breathing and/or bleeding, and if the scene is secure.

~~j. the event number; if needed, complaints of injury or injuries; approximate age of the individual; whether the individual is conscious; breathing and/or bleeding; and whether the scene is secure.~~

~~k.~~ j. Provide assistance with requests for wrecker services by Department personnel;

- i. The ECC Dispatcher shall handle all wrecker requests made by Department personnel.
- ii. If a wrecker request is made for a police vehicle, the ECC Dispatcher shall contact the contracted wrecker company.

~~k.~~ j. Perform Department personnel status checks, and time and service checks;

- i. If Department personnel are not accounted for and if a distress key is activated from an unidentified source, the ECC Dispatcher shall perform a time and service check.
- ii. If there are any suspicious transmissions and the source cannot be identified, the ECC Dispatcher shall perform a time and service check.
- iii. When a sworn supervisor requests a time and service check, the ECC Dispatcher shall:
 1. Use the Alert Tone and follow established protocols.
- iv. Perform welfare checks on Department personnel;
 1. In order to determine the welfare of Department personnel in the field, ECC Dispatchers shall voice "Code 900?". Code 900 is the term used to verify a Department personnel's status. Department personnel shall respond with "All Safe" if they do not need assistance.
 2. If Department personnel do not respond or respond with anything other than All Safe, the ECC Dispatcher shall assume that the Department personnel is under duress and dispatch sworn personnel immediately to the employee's last known location.
 3. Code 900/All Safe shall be used when Department personnel activate the distress key on either the radio or MDT.
 4. When Department personnel call out with any on-site call, the ECC Dispatcher shall check on the employee after the first ten (10) minutes using Code 900 and then every fifteen (15) minutes thereafter and will update the unit status timer.
 5. When Department personnel are dispatched on a 911 created call, the ECC Dispatcher shall check on the employee after the first ten (10) minutes using the Code 900 and then every thirty (30) minutes thereafter. The ECC Dispatcher shall update the unit status timer.
 6. If Department personnel are logged on Chief's Overtime (COT) or miscellaneous out codes, the ECC Dispatcher shall check on the employee after sixty (60) minutes using the Code 900 and then every sixty (60) minutes thereafter. The ECC Dispatcher shall update the unit status timer.

~~m.~~ i. Adhere to Delineation of Authority;

- i. ECC has established guidelines for the professional dispatching of Department personnel by following a delineation of authority.



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- ii. The ECC Dispatcher cannot exercise authority over field personnel except in the use of radio channels, observance of radio discipline, and proper radio procedures.
 - iii. The ECC Dispatcher shall exercise authority over FSB personnel in certain limited areas, which are as follows:
 - 1. The ECC Dispatcher has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the Department personnel;
 - 2. The ECC Dispatcher has the authority to clear field personnel for meals and coffee breaks; and
 - 3. The ECC Dispatcher has the authority to clear field personnel for refueling and minor automotive repairs.
 - iv. The FSB supervisor may countermand the dispatch of FSB personnel approval or deny meal and coffee breaks, repairs, refueling, changing of vehicles, and other assignments of FSB personnel under their command.
 - v. Once an ECC Dispatcher has properly dispatched a call for service, they have discharged their responsibility and authority relative to the call.
7. An ECC employee assigned to NCIC (NCIC Operator) shall:
- a. Be certified to use NCIC, including the Criminal Justice Information System (CJIS) and WITS, and have access to the information.
 - b. Query systems for safety-sensitive information used by the Department personnel.
 - c. Answer incoming emergency and non-emergency calls using a multi-line phone system when assigned.
 - d. Route incoming teletypes from out-of-agency law enforcement agencies to interdepartmental offices.
 - e. Send teletypes to out-of-agency law enforcement agencies.
 - f. Query the NCIC database, including the CJIS database and WITS, for wanted individuals; stolen articles, vehicles, and boats; MVD registration; and driver's license checks.
 - i. When a WITS entry is obtained, the inquiring officer shall be notified immediately of a possible entry and to stand-by for verification along with any additional information affecting the officer safety while safeguarding the transmission.
 - ii. The NCIC Operator immediately shall contact the BCSO Warrants Division to verify the status of the entry.
 - ~~iii~~ 1. If the entry is verified, the NCIC Operator shall advise the inquiring officer.
 - ~~iv~~ 2. If the BCSO Warrants Division advises that a warrant has not been located, the NCIC Operator shall advise the inquiring officer that they do not have a confirmation and an explanation may be provided.
 - g. Advise Department personnel of an NCIC entry and provide all necessary information for the officer to determine whether they are in possession of the property.
 - h. Perform Triple I checks upon the request of authorized Department personnel.



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- i. The NCIC Operator shall email or fax the Triple I Form to the authorized personnel who requested the check.
- ii. Authorized Department personnel shall fax or hand deliver their completed and signed form to NCIC.
- iii. The ECC shall maintain the form, for two (2) rolling years.
- iv. The ECC shall maintain a Triple I log for two (2) rolling years.
- i. Perform MVD inquiries to include driver and vehicle license checks by name, date of birth, social security number, license plate, and/or vehicle identification number (VIN).
 - i. This information is for Department or criminal justice system use only, and Department personnel shall not release the information to the general public.
- j. Perform other duties including, but not limited to:
 - i. Monitor the Department's smartphone application and generate calls when needed;
 - ii. Shred documents per retention policy guidelines; and
 - iii. Generate calls for Certificates for Evaluation (CforE).
- k. For out-of-agency NCIC entry confirmation, advise Department personnel as follows:
 - i. When a possible NCIC entry is obtained on an entry other than Department entry;
 - 1. The ECC employee assigned to NCIC shall advise Department personnel requesting the query of a possible entry and shall provide all pertinent descriptors for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - ii. If they have a confirmation of entry;
 - 1. The agency shall be contacted immediately, utilizing an entry confirmation request by teletype or, in the event, NCIC is down, by telephone to confirm the status of the entry. In the case of a Wanted Person, it shall be required to request whether or not the entry is valid and if the agency will extradite.
 - 2. When the entry is verified, the inquiring officer shall be immediately notified.
 - iii. If the agency is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring officer shall be advised;
 - iv. If the agency states that the entry is no longer valid due to such things as cancellation or recovery, the inquiring officer shall be advised that they did not receive confirmation and an explanation may be provided; and
 - v. When locating an entry, the NCIC Operator shall:
 - 1. Complete a Locate whenever an individual is taken into custody or property is seized based upon an out-of-agency NCIC entry;
 - 2. Complete the NCIC Entry Log;
 - a. All outside NCIC entries shall be logged.
 - 3. Query vehicles; and
 - a. The NCIC Operator shall send a hit confirmation to the originating agency. The return message must contain the condition of the vehicle, ~~and~~ where it is stored, and ~~if~~ an arrest was made.



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4. Other property.
 - a. The NCIC Operator shall send a hit confirmation to the originating agency.
 - l. Assist with Department entries into NCIC by an outside agency.
 - i. The NCIC Operator shall refer outside agencies attempting to verify Department entries into NCIC about stolen vehicles or property to Records Division NCIC Reporting Unit personnel. The NCIC Operator shall refer inquiries about a wanted person to the BCSO Warrants Division.
 - m. Assist with Department entries queried by Department sworn personnel.
 - i. When an NCIC entry is received on a Department entry for a wanted individual by Department personnel, the NCIC Operator advises the inquiring officer of a possible entry and provides all pertinent descriptors for verification. The NCIC Operator shall advise the officer to stand by for confirmation.
 - ii. Any additional information affecting the officer's safety shall be transmitted, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - iii. Confirmation of Entry
 1. NCIC shall contact the BCSO Warrants Division to verify that the warrant is still outstanding.
 2. NCIC shall notify the inquiring officer when the entry has been verified.
 - n. Provide assistance with the stolen vehicle recovery system.
 - i. Sworn personnel shall switch to the NCIC Talk Group to obtain information on the reply code. If the officer is out with the vehicle, the NCIC Operator shall confirm on the entry.
 - ii. The NCIC Operator shall complete the Stolen Vehicle Recovery System log on the reply code that was queried.
 - o. Be responsible for NCIC operational statistics.
 - i. At the end of each day, and for the monthly report, NCIC Operators shall be responsible for compiling NCIC statistics, and shall provide the information to the appropriate staff.
8. The Call Taker shall:
- a. Answer incoming emergency and non-emergency calls using a multi-line phone system;
 - b. Screen, evaluate, provide assistance, coordinate, and disseminate critical information via specialized computer and communication systems, and/or refer calls to the appropriate person/department;
 - c. Perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times;
 - d. Work in a team setting while receiving training and coaching from various sources;
 - e. Answer ECC phone lines;
 - i. The Call Taker shall answer calls in the following order:
 1. 911 emergency lines through automated call distribution;



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2. Ring down lines (BCSO, New Mexico State Police (NMSP), and AFR); and
3. Non-emergency lines (505-242-COPS or 505-242-2677) through automated call distribution.
- f. Apply knowledge of call priority system;
 - i. The Call Taker shall evaluate the priority of calls as they are received. At any time, the Call Taker can override the priority assignment.
 - ii. For Priority 1 calls, the Call Taker shall:
 1. Keep the caller on the line while obtaining location information, the business name, the individual's information (including whether the individual is intoxicated and/or taking medications), weapon information, vehicle information, and direction of travel, while utilizing the ~~caller on the line while obtaining location information; business name; the individual's information, including whether the individual is intoxicated and/or taking medications; weapon information; vehicle information; and direction of travel while utilizing the~~ emergency checklist;
 2. Create a call for service assigning the event type and include a brief summary ~~of~~ about the incident as soon as possible;
 3. Continue to gather information about the incident occurring and shall add comments to the call;
 4. If the officer or ECC Dispatcher asks questions in the call, place the answer in the remarks, which shall ensure a quick return of information for the responding officer; and
 5. If the incident requires a police and medical response, obtain enough information to create a call for service; then, shall conference the call to AFR while staying on the line. The AFR Dispatcher and the Call Taker shall work together to gather information from the caller for both types of responses (see the section in this SOP on transferring calls).
 - iii. For Priority 2 calls, the Call Taker shall:
 1. Obtain information from the caller and create a call for service;
 2. Inform the caller an officer will respond; and
 3. Stay on the call while the scene is active. Operators will use discretion before disconnecting.
 - iv. For Priority 3, 4, and 5 calls, the Call Taker shall:
 1. Obtain information from the caller using the non-emergency checklist;
 2. Create a call for service, when applicable;
 3. Advise the caller of the appropriate time delay; and
 4. End the call according to protocol.
- g. Use the following procedures when answering incoming calls:
 - i. Nonemergency calls shall be answered with the following greeting:
 1. "Albuquerque Police, Operator #. How may I help you?"
 - ii. Emergency calls shall be answered with the following greeting:
 1. "911 Emergency"
 - iii. Other external incoming lines shall be answered with the following greeting:
 1. "Albuquerque Police, Operator #. How may I help you?"
 - iv. It is important to portray a professional attitude and to obtain information necessary for the proper handling of the call;



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- v. All personnel shall speak clearly and concisely and maintain courtesy at all times. Replies shall be positive, brief, and businesslike, ~~but not abrupt~~;
- vi. If the Call Taker's identity is requested by a community member, only the man number shall be provided; and
- vii. The Call Taker shall make a reasonable effort to supply information and/or assistance to a caller. When necessary, promptly refer the caller to the appropriate department, section, or outside agency.
- h. Maintain control of the conversation to the best of their ability;
- i. Use the following protocol when answering emergency phone calls:
 - i. The first few seconds of a conversation will determine the type of call: emergency, nonemergency, complaint, or general information. Once a call is determined to be an emergency, the use of the Department Emergency Communications Emergency Checklist is mandatory. Not all the questions are necessary in all cases; however, it is mandatory that the Department Emergency Communications Emergency Checklist be followed to determine the key questions as well as when to submit the data;
 - ii. If the call is not an emergency but requires dispatch, the Call Taker shall create the incident before the call is disconnected. The Call Taker shall educate the caller to call 505-242-COPS (505-242-2677) ~~with~~ in nonemergency situations;
 - iii. ECC personnel shall keep Department personnel and community member safety first and foremost in mind during any conversation with a community member, being continually alert to any situation that has the potential of being hazardous to Department personnel;
 - iv. If the call is not of a police nature, the Call Taker shall supply the caller with the appropriate agency and telephone number;
 - v. The Call Taker shall always ask the caller if contact is needed and add notes to the call; and
 - vi. When additional phone calls for an active call for service come into the ECC, remarks shall be added to the original CAD Incident.
- j. Verify complete addresses, and phone numbers;
 - i. When an address and/or telephone number is given by the caller, the Call Taker shall always repeat to the caller the address, including the apartment/unit number.
 - ii. When the phone number is collected, repeat the number for confirmation.
- k. Transfer of calls, when deemed necessary, as follows:
 - i. There are times when calls for service are received by the Call Taker which require a response from an area outside of Department jurisdiction;
 - ii. The Call Taker shall stay on the line when transferring the call and provide a brief explanation of the call;
 - iii. Emergency Calls: When a 911 emergency comes into the center and needs to be transferred to another police agency outside Department jurisdiction, the Call Taker shall:
 - 1. Determine jurisdiction from the information given;
 - 2. Advise the caller they are being transferred, not to hang up, and that they may need to provide their address again to the other agency; and



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3. Ensure that the other agency obtains the correct address before releasing the call.
- iv. If for any reason, the call is transferred back to the ECC, accept the call and enter a call for service;
- v. If an agency transfers a call to another agency and the jurisdiction is unclear or in conflict, the receiving agency accepts and enters a call for service;
- vi. Consistent with the New Mexico Administrative Code on public safety answering points (PSAP), the Call Taker may only transfer callers to 911 to another PSAP once. If, after the Call Taker transfers the call, the 911 caller is not connected to the appropriate PSAP, the receiving PSAP takes all of the necessary information to:
 1. Handle the call and then contact the appropriate PSAP for response;
 2. Take appropriate action to make sure the community member does not talk to various agencies multiple times;
 3. Verify that the other agency is responding;
 4. Verify that the other agency is going to call the caller or have the caller contact them;
 5. At no time shall the word "refused" be used or indicated on the call regardless of the priority; and
 6. Indicate what occurred, such as a call transferred from BCSO, and advise the shift supervisor of the CAD number.
- vii. All non-emergency calls received at the ECC intended for another agency shall require the Call Taker to give the phone number for the agency needed and to ask the calling party to call the outside agency directly;
- viii. A Call Taker shall handle the calls they receive;
- ix. When calls are received from a caller who is Limited English Proficient (LEP), the Call Taker may transfer the caller to a Call Taker who has an approved current certification on-file or to use an interpretation service. All other calls need to be handled by the initial Call Taker;
- x. It is critical to remember that no community member shall be told in a life-threatening emergency to hang up and contact the correct agency. The initial contact shall always be made by the Call Taker receiving the call;
- xi. For transfers to AFR:
 1. The following procedures are for calls that are received but are not immediately identifiable as criminal acts:
 - a. The Call Taker shall determine the nature of the emergency when fire and/or rescue is requested. When fire or medical response alone is necessary, the call shall be transferred to AFR by using the transfer queue. The Call Taker can only disconnect after the address or location of the incident is determined by AFR; and
 - b. In the event, a distraught caller provides only the address and requests fire and/or rescue response and disconnects, the Call Taker shall attempt a call-back. If the call-back is unsuccessful, the Call Taker shall notify AFR of the call and create a call for service. The comments shall read that the caller disconnected the call and that the call is of an unknown nature.



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2. To determine if an emergency medical call needs to be transferred to AFR (Confirmed Patient Dispatching);
 - a. AFR does not respond to events where the patient is not confirmed. This means an observer who can actually see the patient, such as an officer or community member who is with the individual needing assistance, needs to be present~~means there needs to be an observer present who can actually see the patient, such as an officer or community member who is with the individual needing assistance.~~
 - b. The Call Taker handling the call shall advise AFR of an event that needs~~needing~~ an AFR response.
3. When transferring a call to AFR:
 - a. Be brief with information so AFR can question the caller. Listen to make sure AFR has the correct address. Only if the caller cannot speak should the Call Taker provide the address;
 - b. The Call Taker shall then disconnect once the caller provides the address; and
 - c. Call/Response for both AFR and the Department: The Call Taker shall utilize the response queue and remain on the line to listen for safety concerns. Once AFR has completed their call processing, the call taker will resume call control following established practice.
- l. When a community member calls to cancel a call for service, add the appropriate remarks in the comments field indicating why the caller is requesting the call be ~~cancelled~~ canceled. Include the name of the ~~cancelling~~ canceled party;
 - i. ~~Hold-up alarms, duress alarms, and domestic violence calls shall not be cancelled~~ Hold-up alarms, duress alarms, and domestic violence calls shall not be canceled by ECC personnel.
- m. Adhere to training procedures for taking calls from people who are deaf, hard of hearing, and/or speech impaired as follows:
 - i. Receiving a TTY Call:
 1. The Call Taker must recognize TTY signals and “silent” calls. The Call Taker should consider a “silent” TTY call in situations where no disconnect or background noise is heard. A TTY transmission shall be sent on all “silent” calls.
 2. In compliance with the Americans with Disabilities Act, the Call Taker shall challenge all silent calls to ensure that a TTY caller is not on the other line and to determine if the caller is attempting to report an emergency using a special communications device for the hearing impaired. This shall always be done before disconnecting.
 - ii. Transferring a TTY Call:
 1. When connecting a TTY caller to another agency, such as AFR or an outside agency, treat the transfer the same as any other call. Tell the TTY caller what is being done. Use the phrase, “Stay on the line, transferring your call,” from the drop-down menu in the TTY system.
 2. Announce the call to the other agency, specifying that this is a TTY transfer. —Tell the other agency what the problem is, provide the



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address, if known, and repeat that a TTY is necessary. Disconnect once you have verified that the transfer is complete and the address is known.

- n. Perform the procedures for non-English language speakers in accordance ~~consistent with SOP Language Access Procedure; (refer to SOP Language Access Procedure for sanction classifications and additional duties);~~
- o. Refer calls to the City of Albuquerque 311 Community Contact Center;
 - i. When receiving a call about a matter handled by 311 personnel, the Call Taker shall inform the caller to contact 311 or 505-768-2000 and then politely disconnect the ~~receiving a call that concerns a matter that 311 personnel handle, the Call Taker shall inform the caller they need to call 311 or 505-768-2000 and politely disconnect the call.~~
- p. Create calls for service for the TRU in accordance with ~~(refer to SOP Telephone Reporting Unit; for sanction classifications and additional duties);~~
- q. Refer calls to a substation;
 - i. Types of calls referred to the substation include the following:
 - 1. Contacting a Crime Prevention Specialist; or
 - 2. Vehicle accidents where the vehicle is drivable.
- r. Use the following telephone techniques;
 - i. The Call Taker shall be the community member's advocate and create a call for service regardless of whether the caller is:
 - 1. A small child;
 - 2. A person with a developmental disability;
 - 3. At a medical facility;
 - 4. An elderly person; or
 - 5. A person whose behavior on the phone is unusual, rude, or disruptive.
 - ii. The Call Taker shall use skilled questioning techniques in order to prompt these callers for additional information. In the event the caller is unable to provide sufficient information, the Call Taker shall generate a welfare check;
 - iii. The Call Taker shall not hang up on a caller, even if the caller is using ~~is using~~ abusive language. If the call continues to escalate, the Call Taker shall notify the ECC Shift Supervisor, who has the discretion to take over the call;
 - iv. The Call Taker shall be empathetic when speaking with a caller. The Call Taker shall acknowledge and be aware of the community member's situation and emotions. The Call Taker shall not sound patronizing to the community member;
 - v. The Call Taker shall speak clearly, politely, and calmly. Due to the tension and adversity under which many calls are made, the Call Taker must be aware that the abusive demeanor is not directed at them personally;
 - vi. Using the CAD, the Call Taker shall keep themselves informed of conditions in the field that may result in the delayed arrival of Department personnel and inform the caller of the delay;
 - vii. The Call Taker shall not make any commitments to the community member. If a commitment is made, the Call Taker shall add comments to the incident for the ECC Dispatcher and the officer who is expected to meet the commitment; and
 - viii. When talking to the public or with other agencies, the Call Taker shall not use slang terminology, Ten Codes, or other technical terms.

N/A



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- s. Assist callers for Priority 1 in-progress calls that are outside of the Department's jurisdiction;
 - i. The Call Taker shall keep the caller on the line when they are reporting an in-progress call from outside the Department's jurisdiction.
 - 1. The Call Taker shall attempt to transfer the caller to the law enforcement agency having jurisdiction.
 - 2. If the transfer is unsuccessful, the Call Taker shall keep the caller on the line and have another Call Taker make contact with the law enforcement agency having jurisdiction and relay the information. When the telephone call is operator-assisted, the Call Taker shall advise the telephone company operator to connect the caller to the appropriate law enforcement agency.
- t. Perform miscellaneous phone procedures, including but not limited to:
 - i. Process messages for sworn personnel;
 - 1. Calls for Department Personnel who are on duty: The Call Taker shall provide the phone number for the officer's assigned substation. The Call Taker shall obtain the name of the person calling, and their contact telephone number. Whenever possible, The Call Taker shall identify what the call is in reference to, including the case number and/or CAD number, if applicable, and send the information to the officer through the MDT or by telephone.
 - 2. Calls for Department Personnel Who Are Off-Duty: The caller will be advised to call the substation during regular ~~normal~~ business hours to leave a message.
 - 3. Calls for Department Personnel that Are of An Emergent Nature: The Call Taker shall forward the phone call to the ECC Shift Supervisor, who will then contact the appropriate Supervisor.
 - 4. The Call Taker shall provide the event or case number and advise the caller to contact the appropriate substation during regular business hours for follow-up inquiries. This applies to calls for Department personnel regarding case updates or from community members providing follow-up information on cases several days old. ~~Call Taker shall give the event number or case number and advise the caller to call the appropriate substation during regular business hours for calls for Department personnel with follow-up information to cases during regular business hours, or calls from community members calling with follow-up information to cases several days old.~~
 - 5. Calling Department Personnel at Home: The ECC Shift Supervisor shall authorize the Call Taker to contact an off-duty sworn or civilian personnel at home if appropriate.
 - ii. Handle protective orders and domestic violence restraining orders;
 - iii. Service of eviction notices: The BCSO Civil Process Division primarily serves eviction notices. If an emergency situation exists, the Call Taker shall create a call for service and shall add remarks detailing the situation;
 - iv. Receiving calls for service for civil complaints: The Call Taker shall not create a call for service on civil complaints, such as landlord/tenant problems, employer/employee problems, and contractual disputes, where



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there is no criminal violation of the law. The Call Taker shall advise the caller to contact an attorney or appropriate agency for advice or assistance. The Call Taker may create a call for service depending on the circumstances, such as a disturbance or fight;

- v. Handling calls from frequent callers: In the case of a frequent caller, it is important to listen to what the caller is saying and if there is no actual police need. If no police response is needed, create an Enter Advised Call.
- vi. Conduct 911 disconnected calls as follows:
 - 1. The Call Taker shall attempt to call back a telephone caller when a 911 call is routed to ECC₁ and the call disconnects before personnel can determine whether assistance is needed. The Call Taker shall call the number back once to make this determination;
 - 2. If contact is made with the caller, the Call Taker shall follow pre-established call-handling procedures to determine whether a call for service is necessary;
 - 3. The Call Taker shall initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for an appropriate call for service, according to pre-established procedures;
 - 4. The Call Taker should pay close attention to the caller's background noise, tone, and word choice ~~of the caller~~ as additional evidence. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the Call Taker believes an emergency situation may exist, an appropriate call for service shall be created;
 - 5. No action is necessary when the Call Taker has asked appropriate follow-up questions and determined the call is one of the following situations:
 - a. A 911 misdial when the caller stays on the line and admits to the misdial;
 - b. An unintentional call is when the Call Taker can hear a conversation, radio, etc., in the background and has listened sufficiently and checked with a TTY to determine whether there is no indication of an emergency situation; or
 - c. Children playing on the phone or prank calls to 911.
 - 6. When the location is known, the Call Taker shall take the following action:
 - a. If the approximate location is known, the Call Taker shall document the origin of the call as follows:
 - i. Use the emergency checklist;
 - ii. Document the additional information;
 - iii. If the call was a wireless call and no location is provided, document:
 - 1. Longitude and latitude converted to the physical location;
 - 2. Nearest landmark or the center of the search area;
 - 3. Approximate search radius if indicated; and
 - 4. Type of call, if no other information is available, including:
 - A. Silent;



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- B. Hang-up;
- C. Abandoned; and
- D. Other.

vii. Perform the appropriate Telematics procedures.

1. A request for a call for service may be made in appropriate situations when reported through automatic collision notification sensors or manual activation of a dedicated emergency button in a vehicle equipped with telematics service.
2. ECC Division personnel may refer to the Emergency Communications Center (ECC) Training Manual.

C. BOLO Calls for Service

1. The ECC provides standardized formats and procedures for BOLO broadcasts of wanted and missing persons, ~~BOLO's~~, wanted vehicles, ~~and~~ stolen vehicles, and all other calls that meet BOLO criteria.

~~a. BOLO calls for service~~

- ~~i. Upon receiving a call for a driver or vehicle for which the caller has provided a plate number, the Call Taker shall enter the BOLO as a call for service, and the ECC Dispatcher shall broadcast the information over their talk-group. This includes any BOLOs given by TRU personnel.~~
- ~~ii. The CAD command shall be used to enter the plate and state information of the vehicle. This includes any BOLO given by TRU personnel.~~

2.

3. The Call Taker shall note on the call that the created event is a BOLO only, ~~and indicate whether TRU personnel passed on the information.~~

4. When Department personnel request a BOLO broadcast, the ECC Dispatcher shall:

~~a. Add take~~ the information provided ~~and add it~~ to the original call for service;

- ~~iv. The ECC Dispatcher shall then R~~re-voice the information on their assigned talk-group;

b.

- c. The ECC Dispatcher shall Create another call for service in a BOLO format with a BOLO Ten Code utilizing the BOLO modified circumstance and cross-reference the events; and

- i. A CAD message shall then be sent to all other dispatchers requesting the information be broadcasted on each talk-group.

~~v.~~

- ~~vi.~~ d. Once this is completed, the original ECC Dispatcher shall ~~send the BOLO call for service to their BOLO officer and~~ clear the call with a utilizing the BOLO disposition.

D. Complaints from Community Members



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1. ECC personnel shall refer community member complaints to the Civilian Police Oversight Agency (CPOA) in accordance with SOP ~~(refer to SOP Complaints Involving Department Personnel, for sanction classifications and additional duties)~~.
2. For complaints from community members who request to speak to a supervisor, ECC personnel who receive the complaint shall forward the complaint to the ECC Shift Supervisor.
 - a. If the ECC Shift Supervisor is unavailable, ECC personnel shall request the caller's name and phone number and shall provide the information to the on-duty Supervisor.

~~at~~

E. Conflicts Between ECC Personnel and Department Personnel

1. Call Takers, NCIC Operators, and ECC Dispatchers encountering conflicts based on ECC procedures or problems during their shifts shall report them to the ECC Shift Supervisor.
2. Department personnel advising procedural complaints regarding ECC personnel shall be directed to contact their immediate supervisor.
3. Disputes over the radio between Department personnel and ECC personnel shall not be tolerated.
 - a. When Department personnel request urgent assistance that conflicts with ECC policies, the Call Taker or ECC Dispatcher shall complete the assignment, and then refer the situation to the ECC Shift Supervisor.
 - b. The problem shall then be discussed laterally by a supervisor and ECC Shift Supervisor. If the matter requires further attention, the respective chains of command will be contacted.
4. ECC personnel shall notify the ECC Shift Supervisor immediately when Department personnel have not complied with radio protocol, such as tonality, being rude, or being unprofessional. The ECC Shift Supervisor shall notify the Department personnel's supervisor, either directly and/or email, through the chain of command, when deemed necessary.

F. Conflicts with Community Members or Personnel from Other Agencies

1. ECC personnel shall not argue with h members of the community members or personnel from other agencies.
2. The ECC Shift Supervisor shall take care of any issues or complaints.



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3. All ECC personnel encountering conflicts based on ECC procedures or problems shall report them to a supervisor.

G. Code of Conduct and Ethics

1. Workplace Professionalism and Representation

a. ECC personnel shall:

N/A

- i. Abide by the requirements in accordance with outlined set forth in SOP Personnel Code of Conduct, and City Personnel Rules and Regulations; ~~(refer to SOP Personnel Code of Conduct for sanction classifications and additional duties);~~
- ii. As a public sector employee, provide services to the community in line with the policies set forth by the City of Albuquerque and the Department. This places ECC personnel in a unique position of trust, requiring standards of ethical behavior that reflect the community's expectations;
- iii. Remember that they are a reflection of the ECC and they are representing the entire Department and City;
- iv. Conduct themselves with the highest degree of integrity and professionalism, whether in the workplace or any other location while conducting City business. ~~themselves with the highest degree of integrity and professionalism in the workplace or in any other location while on City business.~~ This means that ECC personnel shall:
 1. Serve the public by providing impartial and accurate information;
 2. Act honestly when performing duties;
 3. Conduct themselves in public in a manner that shall not reflect adversely on the City, its agencies, or other City personnel;
 4. Treat the public and other personnel with respect and courtesy, having regard for the dignity of the people with whom we interact;
 5. Promote equity, value, and diversity in the work and community environment;
 6. Prevent bullying or other forms of harassment in or outside the workplace; and
 7. Provide responsive, timely, effective, and efficient services to the community and the government.
- v. Be professional when using voice transmissions, MDTs, CAD, or telephones. Jokes, profanities, or voice inflections which reflect or indicate irritation, disrespect, or sarcasm shall not be used;
- vi. Only use MDTs and CADs for Department purposes;
- vii. Abide by the requirements outlined set forth in accordance with SOP Harassment/Sexual Harassment in the Workplace; ~~(refer to SOP Harassment/Sexual Harassment in the Workplace for sanction classifications and additional duties);~~
- viii. Directly report any concerns to the ECC Shift Supervisor;
- ix. Store all personal items in a locker or taken home at the end of each shift;
- x. Be permitted to use electronic devices on the operational floor. The volume must be kept low, and use of these systems may not affect coworkers or

N/A



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interfere with the ECC personnel's performance. Any material viewed within the ECC must be appropriate for the workplace. If there are any concerns with the material, management shall be contacted.

- xi. Be permitted to play board games, read, and work on crafts. The activity shall not interfere with the operations and the individual's performance;
- xii. ECC employees are prohibited from recording on any personal devices while in the ECC due to the sensitive nature of the work, the constant activity occurring, and the secure information contained within the ECC;
- xiii. Be prohibited from sleeping at consoles;
- xiv. Be prohibited from engaging in loud or disruptive behavior, such as loud laughter, pounding on consoles, and yelling at coworkers, Department personnel, supervisors, or the public;
- xv. Be prohibited from using offensive, abusive, or obscene/profane language when talking with the public, personnel from other agencies, or coworkers in the ECC. ECC personnel are expected to treat all those with whom they come in contact professionally and with respect;
- xvi. Be prohibited from going behind the control console, accessing the key lock box, entering supervisory or Research and Recording offices and storage rooms;
- xvii. Regarding personal phone use:
 1. Under no circumstances shall ECC personnel receive personal phone calls on the 911 emergency lines.
 2. ECC personnel are expected to complete personal phone calls during their break periods. Personal phone calls are not permitted at the console and/or recorded positions. An exception shall be made for emergency calls. When necessary to receive an emergency personal call, the employee is to notify the ECC Shift Supervisor.
 3. ~~If in the event~~ personnel needs to make an emergency call, they shall notify the on-duty supervisor prior to exiting the room. Supervisory approval is also required if an employee is expecting an urgent or emergency phone call.
 4. ECC personnel shall have no expectations of privacy. All telephone calls made on the phone system are subject to supervisory review and shall be considered evidence.
 5. Cell phones must be kept on vibrate or silent with the exception of the Shift Supervisor's City-issued cellphone.
 6. Any supervisor can prohibit the use of any cellular phone, electronic device, or ~~any~~ any other item ~~if they~~ or activity ~~if the item or activity~~ interferes ~~is interfering~~ with an employee's performance or the ~~performance of the team's performance.~~
- xviii. Abide by the requirements in accordance with ~~set forth in~~ SOP Social Media; ~~(refer to SOP Social Media for sanction classifications and additional duties);~~
 1. Guidelines, policies, and expectations for ECC personnel who use social networking and social media are as follows:
 - a. ECC personnel shall only access social media sites through personal electronics during breaks and lunches, away from the ECC floor.



2. Dress Code

- a. Department policy establishes that all ECC personnel must meet appropriate grooming standards as defined by the Chief of Police. While on-duty, unless otherwise directed by their chain of command, all ECC personnel shall be well groomed and clean. Clothes and shoes shall be clean and properly cared for. Attire shall conform to Department policies and procedures. All ECC personnel are expected to dress appropriately for the work-place. The Chief of Police or designee reserves the right to determine the appropriate standard for personnel in a particular assignment.
- b. ECC personnel are to ~~be dressed~~ in civilian attire. ECC personnel should present a neat and clean appearance in the ECC.
 - i. Clothing shall not be wrinkled, ~~=~~ripped, torn, or frayed; ~~and~~
 - ii. Clothing with holes, see-through materials, or ~~has~~ cutouts is ~~are~~ prohibited.
- c. ECC personnel shall not wear ~~dress in~~ clothing that displays insignias and/or wording that could reflect unfavorably on the Department. Wearing clothing that ~~which~~ is disruptive, provocative, revealing, vulgar, offensive, or obscene is prohibited.
- d. Blue jeans will be accepted as long as they are not frayed, torn, or patched. All pants must be clean and in good condition. Pants will not be worn in a "sagging" manner, which causes undergarments to be seen.
- e. Shirts and blouses shall be of proper length to cover the midriff and waistline area in a standing, sitting, and bending position. Shirts that are not acceptable are undershirts, spaghetti ~~=~~strapped shirts, tube tops, midriff or low ~~=~~cut shirts that show cleavage, backless, sleeveless tops, halter tops, and tank tops unless worn under an acceptable top attire. Straps, back, and shoulders are not to be exposed.
- f. ECC personnel may not wear athletic ~~leisure wear~~ leisurewear, including clothes ~~made up~~ of Lycra, spandex, nylon, and other synthetic fiber materials. Loungewear or pants made of velour material are prohibited.
- g. Dresses, skirts, and skorts may be worn and must touch the top of the knee-cap while standing or below the knee. Leggings may be worn if covered with a dress or skirt. No backless dresses shall be permitted.
- h. Shorts are not considered appropriate work attire and are not permitted.
- i. All footwear must be clean and in good condition. No soft ~~=~~bottom (cloth ~~=~~type) footwear shall be worn while on-duty. Shoes shall be worn at all times while in Communications. Slippers are not considered acceptable.
- j. ECC personnel wearing a clothing item that violates policy may be sent home on their own time to change into appropriate clothing.
- k. The use of colognes and perfumes is permitted with consideration for co-workers, and the work environment.
- l. ECC personnel shall abide by the requirements outlined in SOP Grooming Standards for tattoos.
- m. Application of cosmetics and any scented items will not occur at the employee's console.



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- n. Personal grooming will not be allowed at the console.
- o. The dress code when ECC staff interact with personnel external to the ECC is business casual. Exceptions to this will be granted on a case-by-case basis.

3. Grooming

N/A

- a. ECC personnel shall be clean and well-groomed in accordance with ~~(refer to SOP Grooming Standards, for sanction classifications and additional duties)~~

3

H. Confidentiality of Information; Safeguarding Privacy and Security

1. ECC personnel shall:

N/A

- a. Abide by the requirements on confidentiality set forth in the City of Albuquerque Personnel Rules and Regulations, SOP Personnel Code of Conduct, and SOP Use of Computer Systems (refer to SOP Personnel Code of Conduct, and SOP Use of Computer Systems for sanction classifications and additional duties;
- b. Work with sensitive and privileged information that is only obtained because of the nature of the job. This information shall be treated in a discreet and professional manner. ECC personnel who are in violation of the confidentiality policy are subject to disciplinary action;
- c. Sign a confidentiality agreement when they begin employment. Upon completion of training, specific ECC personnel shall sign a Confidentiality Statement for the Electronic Tracking Systems used within the ECC and the Department;
- d. Only release information when a valid man number has been verified;
- e. Maintain the confidentiality of information in NCIC and only release NCIC information to authorized individuals;
- f. Maintain the confidentiality of information when they receive requests from a media outlet;
 - i. ECC personnel shall politely decline any requests and refer the media representative to the PIO.
- g. Maintain the confidentiality of computer and internet Information;
 - i. Visitors shall not view computer-based information. The exception is a person authorized for a sit-a-long who has completed the appropriate background check.
- h. Store printed information in the appropriate place, according to the established protocols;
- i. Use the identified methods for destruction, in compliance with state and local laws;
- j. Immediately report any request by an unauthorized person attempting to obtain confidential information to an available supervisor;
- k. Immediately report if an employee is overheard discussing information of a confidential and/or private nature to an available supervisor; and
- l. Be prohibited from disclosing confidential, personal, or sensitive information for personal purposes, to satisfy curiosity, or for personal advantage.



I. Expectations

1. Work Hours and Schedules

- a. The ECC operates twenty-four (24) hours a day, seven (7) days a week, three-hundred-and-sixty-five (365) days a year.
- b. The ECC Manager shall determine and approve work schedules based on staffing needs and shall be consistent with the guidelines in ECC personnel union contracts.
 - i. Shift times shall be clearly defined prior to the bid process, consistent with the union contracts.
- c. ECC personnel shall work a minimum of forty (40) hours per week with a designated start and end time.
 - i. ECC personnel may be assigned to work other shifts as determined by staffing needs to include holidays and weekends.
- d. Tardiness
 - i. ECC personnel are expected to be punctual when reporting to work in accordance with (refer to SOP Personnel Code of Conduct ~~for sanction classifications and additional duties~~).
 - ii. Violations may result in progressive discipline in accordance with (refer to SOP Discipline System ~~for sanction classifications and additional duties~~).
 - iii. ECC personnel who fail to report to work on time are considered to be tardy.
 - iv. ECC personnel who fail to report to work or fail to remain at work when scheduled are considered absent and are not tardy as outlined in this SOP.
 - v. ECC personnel shall be required to fill out a late slip when reporting late for duty. Anyone coming in after their shift start time shall be considered late. This includes but not limited to:
 1. Arriving late for overtime;
 2. Returning late from break or lunch; and
 3. Not attending roll call or briefing.
- e. Failure to Report to Scheduled Duty
 - i. ECC personnel who are absent from work without prior approval of the supervisor shall be considered absent without authorized leave consistent with City Personnel Rules and Regulations. Unauthorized leave shall be subject to disciplinary action up to and including termination.
- f. All time-keeping functions are done electronically through a payroll system.
 - i. Additional Pay Memos and Corrections
 1. The payroll system is reviewed and then finalized by Payroll on Monday morning.
 2. Any corrections or updates to the prior week which occur after the Payroll deadline shall be handled via additional pay memorandums.
- g. Leave Requests
 - i. Time off shall be approved, permitting adequate staffing. Requests for leave shall be submitted twenty-four (24) hours in advance. This includes coming in after the start of your shift or leaving early. For a leave request, Department personnel shall enter the request time in the applicable payroll system. A separate entry is required for each individual date request. This

N/A

N/A



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will automatically generate an email request to the 911timeoff@cabq.gov email. Department personnel do not need to send an additional email for the request.

- ii. ECC personnel shall utilize the 911timeoff@cabq.gov to submit any changes to their timecard, submit trade requests, or overtime cancellations. Any overtime replacements, vacation cancellations, training pay, comp or floated time conversions, the cancelling of lunch deductions, adding of a second lunch on a trade or force, visits to employee health/physical therapy appointments, schedule adjustments regarding mandatory training or extended leave of absences.
- h. Meals and Breaks
 - i. ECC personnel shall be allowed one (1) thirty (30) minute unpaid lunch break for every eight (8) or more hours worked and one (1) fifteen (15) minute break for every four (4) consecutive hours worked.
 - ii. During special emergency circumstances, ECC Shift Supervisors may limit breaks and require employees to remain at their workstations. ECC personnel shall be compensated for a missed unpaid lunch consistent with the Fair Labor Standards Act (FLSA) and the union contracts.
- i. Attendance at Training Sessions
 - i. ECC personnel assigned to any training program or class are required to attend. Failure to attend shall be treated as the equivalent of failing to report for duty and be subject to disciplinary action.
 - ii. ECC personnel who cannot attend an assigned training course shall notify their ECC Shift Supervisor and the supervisor assigned to training as soon as possible in order to determine if training can be rescheduled. ~~If unable to attend due to an emergency, ECC personnel shall notify the ECC Shift Supervisor and the supervisor assigned to the training as soon as possible.~~
 - iii. ECC personnel are expected to work their full scheduled shift (eight (8), ten or ten (10) hours, or twelve (12) hours, accordingly). ECC Shift Supervisors shall adjust their personnel's work schedules to accommodate training as needed. Adjustments may include:
 - 1. Working the number of hours necessary on the same day of the training session either before or after the training session to equal eight (8) or ten (10) hours or twelve (12) hours depending on the employee's normal work schedule; and/or
 - 2. Using leave time, with the ECC Shift Supervisor's approval, on the day of training for the hours needed to equal the full day's schedule.

2. Sick Leave

- a. ECC personnel shall notify the ECC Shift Supervisor on the administrative phone line at least two (2) hours prior to the start of the employee's work shift.
 - i. ECC personnel shall not leave a message with another employee or text message an ECC Shift Supervisor to report sick leave.
 - ii. ECC personnel shall comply with the sick leave usage guidelines in ECC employee union contracts and the City Personnel Rules and Regulations.
- b. ECC Shift Supervisors shall monitor the use of sick leave by their personnel.



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- c. ECC Shift Supervisors shall address with their employee unusual usage patterns or excessive usage of sick leave.
 - i. ECC Shift Supervisors shall document problems with an employee's attendance to track any identified problems.
- d. ECC Shift Supervisors shall consult with the ECC Manager if they believe that an employee has an attendance issue.
- e. ECC personnel who miss five (5) or more consecutive work days due to illness shall submit a release from their primary care physician to the City's Employee Health Center for a return-to-work clearance and certification that the employee is able to perform the essential functions of the job; however, ECC Shift Supervisors may request a return-to-work clearance at any time if it is deemed necessary due to the safety-sensitive nature of the position, consistent with the City Personnel Rules and Regulations.
- f. ECC personnel who do not have enough accrued leave to cover the absence shall use leave without pay and may be subject to disciplinary action.

3. Jury Duty

- a. ECC personnel shall refer to City Personnel Rules and Regulations and the Clerical and Technical Union Contract as it pertains to jury duty.
- b. ECC personnel who are called to serve on jury duty during normal work hours shall be paid at their regular pay for the time served as a juror. ECC personnel shall reimburse the City for all compensation received for such service performed during normal work hours.
- c. ECC personnel are responsible for notifying their supervisor of jury duty as soon as possible.
- d. Supervisors shall adjust the employee's work schedule to Monday through Friday, 8:00 a.m. to 5:00 p.m., to accommodate the required jury duty.

J. Briefing Session Requirements

- 1. Briefings may be utilized as a training opportunity, with the expectation of each ECC employee's participation.
- 2. These sessions also provide an opportunity for critical incident debriefings.
- 3. ECC personnel are encouraged to present any questions or concerns on procedures during this time in a professional manner.
- 4. During a briefing:
 - a. The Call Taker and NCIC Operator shall:
 - i. Have their headsets out and readily available at the completion of briefing prior to entering the ECC floor; and
 - ii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.
 - b. The ECC Dispatcher shall:



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- i. Check the radio schedule to determine which talk group they are assigned prior to entering the ECC floor. This includes trainers advising what talk ~~which~~ group they need each day;
- ii. Have their headsets out and readily available at the completion of briefing prior to entering ECC floor; and
- iii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.

K. Relief by Oncoming Shift

1. ECC Dispatchers who are responsible for a talk group at the time of relief shall remain at their consoles until relieved by another ECC Dispatcher. ECC Dispatchers who are not working a talk group are to remain at their consoles until minimum staffing from the oncoming shift is present. Any exception shall be approved by the ECC Shift Supervisor.
2. Prior to getting up from their workstation, ECC Dispatchers shall be responsible for briefing their relief on such things as any significant event that is in-progress, any event that may have a future impact, all equipment malfunctions, any talk group restrictions, and any Department personnel who have been cleared for a lunch.
3. On-duty ECC Dispatchers shall open a phone line on the phone system. This causes radio traffic to broadcast and be heard over the speaker. This ensures no transmissions shall be missed during the relief process.
4. Call Takers shall fill open consoles first. Consoles may not be reserved or saved in advance. In the event a preferred console is occupied, the oncoming Call Taker is to move on to an available console. Should a preferred console become available, the Call Taker may move if/when workflow permits.
5. Call Takers and NCIC Operators are to remain at their console, signed onto the phone, and in ready status during shift change until relieved or until there are a sufficient number of ECC employees from the oncoming shift signed on to the telephone system. If Call Takers or NCIC Operators are unsure whether they can sign off, they shall contact the ECC Shift Supervisor.

L. Overtime

N/A

1. ECC personnel shall adhere to the requirements on overtime as set forth in the City Personnel Rules and Regulations and SOP Overtime, Compensatory Time, and Work Shift Designation (refer to SOP Overtime, Compensatory Time, and Work Shift Designation for sanction classifications and additional duties), as well as the requirements set forth in the Clerical and Technical Union Contract.
2. As a condition of employment, ECC personnel may be required to work overtime.



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3. A meal period of thirty (30) minutes on non-pay status shall be offered to personnel required to work more than two (2) hours beyond their regular shift.
4. In the case of a declared emergency by the Mayor or the Chief Administrative Officer (CAO), ECC personnel shall work as assigned.
5. ECC supervisors shall maintain a class seniority list in descending order where the most senior employee is listed first. If overtime is required in ECC, personnel shall be offered overtime work on a rotational basis from the seniority list. The first employee on the list shall be the first to be offered overtime. If any personnel on the list have been offered the opportunity to work overtime and they decline the offer, they shall be placed at the bottom of the overtime list for that day.
6. Any ECC personnel who are on vacation or compensatory time cannot work overtime during their regular scheduled shift. ECC personnel can work overtime before or after their scheduled shift.
7. ECC personnel are responsible for fulfilling overtime obligations. Failure to do so can result in being removed from the overtime rotation list for the month following the occurrence.
8. Prescheduled Overtime Program Guidelines
 - a. Prescheduled overtime is described as overtime established based on mandatory staffing for all positions in the ECC to compensate for vacations and extended absences, such as FMLA and military leave.
 - b. Prescheduled Calling for Overtime:
 - i. A sign-up sheet for ECC personnel interested in prescheduled overtime shall be placed in the binder near the ECC Shift Supervisor's control console every tenth (10th) day of the month.
 - ii. The sign-up sheet shall remain for seven (7) days. An Interoffice Memorandum with the date and time for each employee to be called shall be placed in the binder and emailed to each employee. This process shall be implemented in seniority order consistent with the ECC employee's union contract.
 - iii. The ECC Shift Supervisor shall only call an employee once. It then becomes the responsibility of the employee to call back or come in to select overtime slots.
 1. An employee on the will-call overtime list who was unable to be reached and would have been given five (5) opportunities to work overtime shall be removed from the will-call list immediately after the fifth (5th) occurrence.
 - iv. The prescheduled overtime book shall be closed for personnel on the prescheduled overtime list for a period of forty-eight (48) consecutive hours beginning on the day overtime is called. The book shall be opened and available to all ECC personnel at the end of the forty-eight (48) hour period.



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- v. When adding overtime after the preliminary sign-up for slots, ECC Shift Supervisors shall initial and date the overtime.
- vi. If a senior employee misses the ECC Shift Supervisor's call and an employee with lower seniority picks the senior employee's slot, the senior employee shall not be allowed to take any slots already selected from the less-senior employee. This requirement shall apply to both closed and open book selections.
- vii. Once the prescheduled overtime is opened to all ECC personnel, seniority shall not apply. Slots shall be available on a first come, first served basis. ECC personnel shall be responsible for checking the book or calling in for available slots.
- viii. ECC personnel shall be allowed to pick two (2) slots for each workday. Call Takers shall be allowed to pick one (1) slot for each day. ECC Dispatchers shall be allowed to pick two (2) slots for each day.
- ix. ECC Shift Supervisors shall not call ECC personnel on their day off to fill prescheduled slots unless they have placed their names on the will-call list.
- x. The number of slots available vary from month to month. The number of slots each employee will be allowed to pick is based on the number offered monthly.
- xi. Each selection shall be dated with the sign-up date and initialed by the witnessing ECC Shift Supervisor or the entry shall be erased, invalidated, and re-offered.
- xii. ECC Shift Supervisors and cross-trained ECC personnel shall be allowed to take overtime once the overtime becomes open book. All rules related to the number of slots that may be taken at any given time shall apply.
- xiii. If overtime is added to the prescheduled books after the preliminary sign-up time, ECC Shift Supervisors shall wait forty-eight (48) hours to sign up for the new overtime slots.

9. Cancelling Overtime

- a. ECC personnel are permitted to cancel their overtime forty-eight (48) hours prior to the start of the overtime by sending an email to 911timeoff@cabq.gov. The supervisor shall white out the overtime and initial the date the hours are re-opened. ECC personnel shall not be required to find a replacement when the 48-hour notice is given. ECC personnel who abuse this privilege may be restricted from signing up for overtime.
- b. Any changes to the overtime schedule made by the employee shall be pre-approved by the ECC Shift Supervisor and initialed by the approving ECC Shift Supervisor. If there are no ECC Shift Supervisor's initials on the assigned overtime section, the employee shall be held responsible for that shift if no one else takes the shift.
- c. If an employee's overtime is cancelled by the ECC Shift Supervisor because minimum staffing requirements have been met, the employee may be allowed to pick another slot to replace the original selection.



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- d. If overtime slots are to be cancelled, an ECC Shift Supervisor's overtime shall be cancelled first before those of a Call Taker, NCIC Operator, or ECC Dispatcher, regardless of the date of sign up.

10. Failing to Report for Pre-scheduled Overtime

6

N/A

N/A

- a. Failure to report for an overtime assignment shall may result in corrective action/discipline, up to and including termination of employment. Discipline may also include exclusion from participation in prescheduled overtime shifts.
- b. ECC personnel who are scheduled for duty who have not reported to work shall be considered absent without authorized leave and subject to the progressive discipline process in accordance with (refer to SOP Discipline System ~~System for sanction classifications and additional duties~~).
- c. ECC personnel shall be responsible for finding a replacement to cover their shift if they are unable to report to work.
- d. If ECC personnel are unable to find coverage and fail to report to work, they may be subject to the progressive discipline process (refer to SOP Discipline System for sanction classifications and additional duties), which could include discipline and removal from the pre-scheduled overtime list after the appropriate pre-determination hearing is held.

M. Bidding Process

1. Bid procedures are set forth by the ECC employee's union contract, and bids are held twice a year in January and July. The bid shall be held during the first two (2) weeks within the month and shall take effect the first pay period following the bid. ECC personnel shall refer to the Albuquerque Clerical and Technical Union Contract for further information.

N. Email and Document Management System

1. Email

- a. ECC personnel are responsible for reading their emails at least two (2) times a week.
- b. It is the employee's responsibility to read and understand all memos or dated documents sent via email.

2. Document Management System

N/A

N/A

- a. All Department personnel shall have access to SOP's on the City's intranet sites and the Department's document management system, in accordance consistent with SOP Department Orders. ~~(refer to SOP Department Orders for sanction classifications and additional duties)~~.
- b. Department personnel shall be held accountable for complying with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).



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O. Court Appearances

N/A

1. ECC personnel may be required to appear at legal proceedings as part of their job responsibilities when properly notified by subpoena. All ECC personnel directed to appear in court, pretrial, or MVD hearings shall appear and be prepared to testify in accordance with (refer to SOP Court for sanction classifications and additional duties).
2. Court Services Unit personnel shall ensure that ECC personnel are properly notified of scheduled court cases and MVD hearings in order to appear at the scheduled time properly prepared and attired.
3. ECC personnel shall perform the following procedures for court appearance:
 - a. ECC personnel shall notify an ECC Shift Supervisor upon receiving a work-related subpoena. A copy of the notification shall be turned in to the ECC Shift Supervisor, who shall submit it to the ECC Manager;
 - b. The original subpoena shall be turned in to the courts at the time of the court appearance;
 - c. Cell phones and all electronic devices shall be turned off or left in the ECC employee's vehicle prior to the court appearance;
 - d. ECC personnel are not entitled to receive a fee for appearing or testifying in relation to their official duties;
 - e. If the ECC employee is required to appear in court in conjunction with or during duty time, they shall be compensated at their regular rate of pay for the actual time spent at court. This shall be computed at overtime rate if the employee has in excess of forty (40) hours during the workweek affected;
 - f. For overtime worked for court appearance ECC personnel shall refer to SOP Court (refer to SOP Court for sanction classifications and additional duties). Upon completion of their appearance in court, ECC personnel shall obtain the time and the initials of the court clerk and the signature of the Court Liaison Unit officer on the overtime slip; and
 - g. If the ECC employee is required to appear in court during off-duty time and the time does not merge with their regular duty hours, they shall receive a minimum of two (2) hours' pay for the court appearance.

N/A

P. Discipline Procedures

1. For disciplinary proceedings, ECC management personnel shall comply with:
 - a. Agreement Between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO;
 - b. 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);
 - c. City Personnel Rules and Regulations;



- d. SOP Complaints Involving Department Personnel; and
- e. SOP Discipline System.

7 2-100-5 Administrative Procedures

A. Performance Measurements

1. The ECC shall have operational equipment and staff to measure, collect, compile, and evaluate data, including but not limited to call volumes, answering time statistics, and response times. The data is used to assess and establish the need for additional circuits, equipment, and ECC personnel and shall be used to identify both achievements and areas needing improvement.
~~4.~~
2. Department response times will be calculated from the time a unit is dispatched to an incident to the time of arrival.
 - a. Depending on the system in use which measures this value.
 - i. Additional times from when the ECC staff member begins to enter a call for service to the entry into the CAD system may be measured.
 - ii. If available, total call time may also be reported of the dispatch unit clearing the incident.
 - iii. This information will extracted on a monthly basis.
3. The ECC relies on statistical information as an effective tool utilized to implement or enhance the ECC Quality Assurance programs. Data collected and analyzed are provided to numerous resources such as the Chief, Mayor, City Council, and the State of New Mexico.

6 B. Reporting of Performance Measure Results

1. The ECC Administrator, Records and Data Coordinator, and ECC Administrative Assistant shall be responsible for collecting, validating, analyzing, and reporting performance statistics.
2. ECC personnel shall track performance of telephone call service and shall report statistics to the ECC Manager on a regular schedule.
3. These written reports on the center's performance shall be provided to the Chief of Police on no less than a monthly basis.

C. Retention of Documents and Records

1. System Records Retention
 - a. CAD records are maintained for a minimum of five (5) ~~five~~ years
 - b. Phone system data records and audio files are maintained for a minimum of five (5) ~~five~~ years.



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c. Radio system audio files are maintained a minimum of five (5) ~~five~~ years.

2. Except as otherwise required by federal, state, or municipal law, or by contract, or by regulation, the retention periods for documents and records common to and maintained by all City departments, agencies, and offices shall be as listed in the most current retention regulations.
3. The ECC Administrative Assistant shall maintain a log of all stored records and documents.
4. The ECC Administrative Assistant shall complete a document retention and destruction form for each box containing stored documents and shall list the contents and date of the documents and pre-established destruction date.
5. All confidential documents scheduled for destruction shall be shredded.
6. The ECC Manager shall approve the destruction of documents according to the retention and destruction schedule. The signed approval form listing the documents and date of destruction shall be filed in the ECC Administrative Assistant's file cabinet.

D. Travel for Business

1. ECC personnel may access travel instructions on the City's Travel SharePoint site.
2. If the ECC employee is scheduled to attend meetings or training outside the City of Albuquerque, the ECC employee shall follow the directives given to the employee by the ECC Shift Supervisor, complete and sign all necessary documents, and submit them by the pre-established deadlines.

E. Inventory

1. The ECC shall maintain an updated inventory record as required by the Property Unit.
2. Property Acquisition
 - a. When property is acquired, it shall be recorded on the inventory list as required by the Department Property Management Unit.
3. Transfer of Property
 - a. When property is transferred from control of the ECC, prior approval of the ECC Manager shall be obtained.
 - b. The inventory list shall be updated to reflect the transfer of property (refer to SOP Department Property for sanction classifications and additional duties).

N/A



- c. ECC personnel shall conduct special inventories as required by the Property Unit, or as directed by anyone in the chain of command.

6 2-100-6 Equipment, Property, and Electronics

A. City-Issued and Department-Issued Equipment and Property

- 1. Only City-issued or City-approved equipment shall be allowed at the ECC.
- 2. All ECC personnel shall be issued the necessary equipment to properly perform their assigned duties. Equipment includes, but is not limited to:
 - a. Headset;
 - b. Locker; and
 - c. Identification/access card.
- 3. All ECC personnel shall be responsible for the property issued to them.

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- a. It is the ECC employee's responsibility to maintain the condition of all Department-issued property. ECC personnel shall keep Department-issued equipment clean and in good working order.
 - b. When issued property is damaged or stolen, ECC personnel shall advise the ECC Shift Supervisor(s) for immediate replacement of the item(s) that are necessary for them to function in their particular job. In addition, a Uniform Incident Report shall be filed if or when a Department-issued identification card/access card is lost or stolen.
 - c. When taking possession of new or replacement equipment, ECC personnel shall sign and date on an equipment log.

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- 4. Headsets
 - a. All personnel shall be issued a headset for their own use.
 - b. Headsets shall not be borrowed or loaned.
 - c. Headsets shall not leave the ECC. Each ECC employee shall store their headset in their assigned locker.
 - d. ECC personnel shall not stretch headset cords.
 - e. Serial numbers and model numbers shall be used to identify all headsets.
 - f. If there is an issue with the headset jack connection, the employee shall move to a new console and report the issue to the ECC Shift Supervisor. The ECC Shift Supervisor shall advise Technical Support.

5. Lockers

- a. All ECC personnel shall be assigned a locker, and they are required to keep headsets and Department manuals in it. All equipment shall be kept in the locker when not in use. ECC personnel shall not take equipment out of the building.



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- b. The locker must remain closed and locked when unattended.

6. Identification/Access Card

- a. All ECC personnel shall be issued an identification/access card. Identification/access cards shall be kept in the possession of the ECC employee at all times while in the ECC. Identification/access cards shall not be loaned to anyone.
- b. ECC personnel shall renew their identification/access cards as follows:
 - i. When promoted, demoted, or job classification changes; or
 - ii. When lost, stolen, unserviceable, or when a change of name occurs.

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B. Telephone Use

- 1. City telephones are for official business use only and shall be used in a professional manner.
 - a. At no time shall ECC personnel be allowed to make long distance personal phone calls from a City telephone. ECC personnel shall be prohibited from making collect calls.
 - b. ECC personnel shall log off from the phone system when leaving the room.

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C. Copiers, Fax Machine, and Printers

Copiers, fax machines, printers, and all other City equipment are for official business use only and shall not be used for personal use.

D. Information Technology (IT)

N/A

- 1. ECC personnel shall adhere to the requirements outlined in SOP Use of Computer Systems for information on computer responsibility, access, terminating sessions, equipment, Metropolitan Court computer access, loading of software, and computer files (refer to SOP Use of Computer Systems for sanctions and additional duties).
- 2. Technical support personnel are the only personnel authorized to repair the consoles, computer terminals, and other related equipment.
- 3. ECC Personnel Responsibilities
 - a. ECC personnel shall:
 - i. Wipe down their desk;
 - ii. Be encouraged to adjust monitors for ergonomic purposes; and
 - iii. Report all IT-supported application software and hardware issues to an ECC Shift Supervisor as soon as reasonably possible.
 - b. ECC personnel shall not:
 - i. Move monitors or wires from their original location;
 - ii. Relocate any hardware on the desk;



- iii. Remove jacks or amplifiers from their desk;
- iv. Disconnect equipment;
- v. Shut down any IT-supported application within the ECC without prior approval and/or direction from IT personnel;
- vi. Remove the backs from consoles under the consoles; or
- vii. Restart, shut down, or reboot any computer.

4. Supervisor Responsibility within Information Technology

~~a. MDS/MDT password changes: The ECC Shift Supervisor shall change passwords when requested.~~

~~b. a.~~ If a vendor calls the on-duty ECC Shift Supervisor for technical support personnel, the supervisor will contact the appropriate personnel.

~~c. b.~~ Equipment Issues section on all end of shift emails shall document the following for information technology:

- i. Workstation number;
- ii. Affected application;
- iii. Time; and
- iv. Issue details, such as error message if one is displayed, and user operation that caused the error.

5. Technical Support On-Call Procedures

a. Emergency Situation: The following errors/application situations warrant technical support:

- i. All lost connection messages;
- ii. Queues that continue to increase or have callers in queues;
- iii. No calls coming into the phone system;
- iv. No entries in NCIC, including warrant checks;
- v. NCIC completely down;
- vi. Any system(s) down;
- vii. Fragmentation messages on CAD;
- viii. Radio down;
- ix. Internet outages/Intranet outages;
- x. CAD and phone system, operating system, hardware support for the ECC consoles; or
- xi. Power outages.

6. The on-call ECC Shift Supervisor shall:

- a. Contact technical support staff on call; and
- b. If the on-call technical support personnel does not answer, leave a message;
 - i. On-call technical support personnel have thirty-minutes (30) to make contact with supervisors regarding on-call situations, both emergency and non-emergency.



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- ii. If thirty (30) minutes passes and on-call technical support personnel have not contacted the ECC Shift Supervisor, the ECC Shift Supervisor shall contact on-call technical support personnel again.
- iii. On-call technical support personnel have another thirty (30) minutes to make contact with ECC Shift Supervisors regarding the on-call situation.
- iv. If on-call technical support personnel still do not contact the ECC Shift Supervisor, then they shall contact the ECC Manager.

E. Building Alarm Procedures

1. There are three (3) alarm panels located on the stem wall of the main dispatch floor. They are marked as follows:
 - a. UPS (Uninterrupted Power Supply) System;
 - b. Fire alarm control panel that is located in the computer room; and
 - c. Emergency generator.
2. ECC Shift Supervisors shall be familiar with these systems.
 - a. UPS: The system will indicate the status of the system if the power to the building is interrupted. This is a monitoring system requiring notification of AFR personnel of the interruption.
 - i. All critical communications systems are routed through the UPS system.
 - ii. In case of power failure, the on-duty ECC Shift Supervisor shall immediately contact the on-call technical support personnel, the on-duty AFR Supervisor, and advise the ECC Manager.
 - iii. Any interruption of the normal electrical supply will not affect these essential areas and the system will automatically start the backup generator.
 - b. The large fire alarm control/indicator panel, located in the computer room and accessed from the main dispatch floor, will indicate the location and type of alarms when they are set off either manually or automatically. An additional fire alarm panel is located on the first floor. The on-duty ECC Shift Supervisor shall silence the alarm once the location is determined, and notify AFR and the ECC Manager.
 - c. The ECC is equipped with an emergency generator that provides electrical power in case of a power outage.
 - i. The generator automatically starts and stops when power is lost or restored.
 - ii. Only certain essential circuits within the center are on this emergency power supply, including essential operating and lighting circuits in the ECC.
 - iii. The emergency generator is inspected and tested weekly by AFR.

F. Disruption of ECC Systems; and Operations and Emergency Evacuation Plans

1. Fire, Smoke, or Activation of Building Alarm Systems
 - a. In case of an emergency involving fire, building damage, or activation of the building's smoke and fire detecting systems, an AFR Lieutenant assumes



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command and begins the investigation of the extent of the emergency. The alarm panel shall be accessed to locate the area of concern if it is not obviously apparent. Once the area of concern is located, the AFR Lieutenant investigates to determine the need for further action. The AFR Lieutenant notifies the ECC Shift Supervisor and updates them on the findings of the investigation.

- b. In the case of a fire or emergency that shall require immediate attention, the AFR Lieutenant shall notify the alarm room so that the proper response can be initiated. If the situation is extensive enough that it requires the evacuation of the building, then the evacuation shall be done in conjunction with the ECC Shift Supervisor.
- c. The Bernalillo County Communications Center (BCCC) shall be notified as soon as possible during this process in order to allow them to prepare for the transfer of calls. The ECC Shift Supervisor, shall then transfer the calls to the BCCC by flipping the four (4) switches located on the second floor telephone room.

G. Evacuation of the Consolidated Communications Facility (ECC, Emergency Operations Center, AFR)

1. In extreme circumstances where ECC personnel are placed at risk, such as during a fire, an unknown device, chemical fumes, or a serious natural disaster, an AFR Lieutenant immediately notifies AFR so the proper response can be initiated.
2. The AFR Lieutenant shall be the designated Incident Commander (IC) and shall notify the on-duty ECC Shift Supervisor of the need for evacuation. The ECC Shift Supervisor shall ensure the ECC Manager or their designee and the Chief of Police are notified in a timely manner of the evacuation order.
3. The AFR Lieutenant ensures that all areas of the building are evacuated.
4. All ECC personnel shall, in an orderly manner, exit the ECC facility using the stairs located on the north and south sides of the building. ECC personnel are to exit two (2) at a time using a buddy system, ensuring safe exit for all from the building. Anyone who is unable to use the stairs shall seek assistance from AFR personnel. ECC personnel who have evacuated the ECC facility shall stay on the sidewalks in order to ensure clear access by all responding emergency vehicles.
5. All ECC personnel shall meet just outside the main gates to the Consolidated Communications Facility, in the far northwest portion of the traffic circle area, on the sidewalks against the fence near the retention pond; then, ECC personnel shall await further instructions.
6. AFR and Department personnel shall be dispatched to the ECC as quickly as possible to secure the center and/or scene.
7. When evacuating the ECC facility, the ECC Shift Supervisor shall:
 - a. Notify and coordinate with AFR and FSB supervisors;



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- b. Take the following items when exiting the building;
 - i. Evacuation suitcase;
 - ii. Call-out book;
 - iii. Rolodex;
 - iv. Daily line up;
 - v. Attendance book;
 - vi. Master key;
 - vii. Radios;
 - viii. Batteries;
 - ix. Supply of incident cards; and
 - x. Pens.
- c. Ensure ECC personnel are all accounted for at the evacuation point by checking off employee names using an employee list;
- d. Determine if ECC Dispatchers shall be sent to BCCC and or have sworn personnel dispatched to the ECC so ECC Dispatchers can use their vehicle radios to dispatch calls for service. ECC Shift Supervisors shall ensure ECC Dispatchers set up the talk groups as soon as possible;
- e. Determine if Call Takers and NCIC Operators need to be sent to BCCC upon briefing with the ECC Manager; and
- f. ECC Manager will contact BCCC Manager to make appropriate arrangements for deploying ECC personnel to BCCC;

8. ECC Personnel Responsibilities When Evacuating ECC Facility

- a. ECC personnel shall:
 - i. Exit the facility along with their buddy and co-workers;
 - ii. Follow the ECC Shift Supervisor's instructions;
 - iii. Notify the ECC Shift Supervisor of any occurrence of which they may not yet be aware; and
 - iv. When instructed to evacuate, report to the evacuation point and await further instructions.

9. Authorization to Re-Enter the Building

- a. After the ECC facility has been deemed safe by the appropriate agencies, ECC personnel shall only re-enter the building when directed by the on-duty ECC Shift Supervisor, or the ECC Manager or their designee.

10. Loss of Telephone Lines Due to Malfunction

- a. In the event that the telephone system malfunctions, technical support personnel shall contact the telephone company and submit a ticket for service.
- b. The ECC Shift Supervisor shall:
 - i. Notify the AFR Lieutenant;
 - ii. Notify the ECC Manager of the situation also to find out if/when to switch all 911 lines to BCCC;



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- iii. Notify BCCC of the situation and advise of possibility of switching all of Department 911 lines to their communications center; and
- iv. Once it has been determined to switch the 911 lines to BCCC, flip four (4) switches. The switches are located in the telephone room on the second floor of the ECC facility.
- c. The ECC Manager or their designee shall determine if it is necessary to send ECC personnel to BCCC. BCCC shall be contacted to coordinate deployment of ECC personnel to BCCC.
- d. If non-emergency lines are affected and it is necessary to deploy ECC staff to 311, the ECC Manager shall coordinate the deployment with the 311 Manager, the ECC Shift Supervisor, and technical support personnel.
- e. The ECC Shift Supervisor shall pick a designated talk group from the MCC7500e-800 MHz frequencies to use as the call relay between the Department and BCSO.
- f. The ECC Dispatcher(s) assigned to work the designated talk group shall then create all calls in the CAD system.

11. Loss of MCC7500e-800 MHz Systems Due to Malfunction

- a. The ECC Shift Supervisor shall:
 - i. Notify the appropriate technical services personnel for help with immediate diagnosis of the problem;
 - ii. Notify and coordinate with AFR and APD personnel;
 - iii. Notify the ECC Manager of the situation;
 - iv. Check availability of back-up radios;
 - v. If the use of back-up radios is not feasible, dispatch FSB personnel to the ECC so ECC Dispatchers may use their handheld or vehicle radios to dispatch calls for service; and
 - vi. Advise all appropriate personnel when the MCC7500e-800 MHz radio system is functioning correctly.
- b. The ECC Dispatcher shall:
 - i. Use the appropriate talk group to dispatch the calls for service;
 - ii. Immediately do a time and service of all Department personnel on their talk group and be required to keep a log of their Department personnel either through incident cards or on a tablet of paper;
 - iii. If telephone lines are operational and the radio system is down, assign personnel to take calls from the ECC to the ECC Dispatchers at the temporary dispatch location if Department vehicle radios are being used; and
 - iv. Notify the responsible area command of impending downtime of the talk group while the move from the ECC to the command post is being accomplished.

12. CAD System Failure

- a. The ECC Shift Supervisor shall:



- i. Notify appropriate technical support personnel for help with immediate diagnosis of the problem;
- ii. Notify and coordinate with AFR and APD personnel;
- iii. Notify the ECC Manager of the situation;
- iv. Ensure ECC Dispatchers advise their sergeant of the situation over their talk group;
- v. Ensure ECC Dispatchers, NCIC Operators, and Call Takers switch to a manual dispatching system utilizing incident cards;
- vi. Assign ECC personnel who shall take the incident cards from the Call Takers to the Dispatchers;
- vii. Advise all appropriate personnel when the CAD is functioning correctly; and
- viii. When the CAD system is functional, ensure the incident cards are entered into the system and filed appropriately, according to the retention schedule.

N/A 2-100-7 Monitoring In the Workplace

A. According to the City's Telecommunications Usage Policy, Department personnel are reminded that all messages, calls, files, and user actions are subject to monitoring. There is no expectation of personal privacy either expressed or implied when using or accessing City telecommunications services; therefore, the City reserves the right to enter, search, and/or monitor its property and electronic communication devices and systems, including email, the voice mail system, CAD, internet usage, and the file/transmission and/or voice mail of any Department personnel without advanced notice, consistent with applicable state and federal laws.

B. ECC Telephone Lines and Radio Transmission

1. ECC telephone lines and radio transmissions are recorded. All telephone calls are subject to review and may be submitted as evidence. They are also subject to subpoena and release to the media and public.

C. Computer Messages

All computer messages are viewed as official records and are subject to review and release to the media and public.

D. Video Monitoring/Surveillance

1. The ECC facility is equipped with a closed-circuit TV camera and intercom system that is monitored by the on-duty ECC Shift Supervisor.
2. The camera and intercom enable ECC personnel to have contact with visitors without permitting them access to the facility. Only an ECC supervisor or above shall permit authorized visitors to be on the ECC floor.



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1. Various agencies and community members may request copies of recorded phone calls or radio transmissions.
 - a. The Records and Data Coordinators shall:
 - i. Be responsible for the coordination of recordings maintenance and issuance as listed in this SOP;
 - ii. Ensure all files, logs, printouts, and voice recordings for the ECC are maintained; and
 - iii. Maintain the sequester log and secured sequester cabinet. Master recordings in the secured cabinet shall be retained as indicated by court ruling per case.
 - b. Requests for Information
 - i. All information requests from Research and Recording are logged in a database and completed within the IPRA guideline timeframes where applicable. The following information shall be included in each request:
 1. Date, time, and by whom received;
 2. Request type;
 3. Printout, audio, or both 911 or dispatch;
 4. Requester's name, phone, and assignment;
 5. Recording method;
 6. Specific information to be researched;
 7. Uniform Incident Report number;
 8. Event type (Ten-Code);
 9. Date and time of the incident;
 10. Location involved in the incident; and
 11. Names of parties involved (may request vehicle license #, officer's name & man #).
 - ii. The Records and Data Coordinator shall maintain and archive the CAD events information for five (5) years and six (6) months (5 ½ years). The Records and Data Coordinator may purge information after five (5) years and six (6) months (5 ½ years) on a month-by-month basis.
 - c. Sequestering Recordings or Sequestering Recorded Media
 - i. The Records and Data Coordinators shall store master recordings and preserve master recordings for a minimum of five (5) years and six (6) months. Recordings sequestered by court order, Letter of Sequester, or tagged as evidence are removed from service and stored according to court ruling.

7 2-100-8 Workplace Security and Facilities

A. Workplace Visitors and Access to ECC Facility

- 5** 1. Only authorized persons who have successfully completed the appropriate background process shall be allowed to enter the ECC. All access to ECC shall be secured at all times. Only those members who are authorized shall be issued an identification/access card to the building. ECC personnel shall never share their identification/access card with unauthorized users.



- a. Unauthorized persons shall obtain permission from the ECC Manager or their designee for access.
 - b. The ECC Manager approves tours through the facility in advance.
2. Community members, Training Academy personnel, members of the media, job applicants, and those individuals specifically approved by the ECC Manager or their designee may observe and obtain an overview of ECC functions and responsibilities upon completing the appropriate background process.
- a. Observers' attire shall be neat and meet the minimum ECC dress code.
 - b. Observers must be at least ~~fourteen (14)~~ twelve (12) years of age.
 - c. Observers shall not be permitted to take any photographs when monitoring, unless prior permission is obtained from the ECC Manager or their designee.
 - d. Observers shall not be permitted to use the CAD system, query through any system, or use the radio.
 - e. Observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher is on the phone or radio.

B. Visits and Tour Groups

1. Arrangements can be made with the ECC Manager or their designee for visits and tours through the ECC facility.
2. Tours shall normally be limited to a maximum of ten (10) people.
3. Tours shall be scheduled on day or swing shift only.

C. Family Members Visiting

1. ECC personnel may bring their immediate family for a tour of the ECC facility during their off-duty periods for the purpose of orienting the family to the facility and the type of work the employee does.
2. ECC personnel shall obtain prior approval from the ECC Shift Supervisor.
3. The duration of the visit cannot exceed two (2) hours. The ECC Manager can make exceptions on a case-by-case basis.
4. All family members shall be approved access by the ECC Manager or their designee and must complete the appropriate background process. =

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D. Family Members Observing

1. Because of the nature and violence of ECC operations, family members who are observing should be mature enough to handle the situations they might observe and understand ECC procedures. Observation time is limited to two (2) hours.



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2. Observations are limited to twice in a six (6) month bid period per family member. The ECC Manager may make exceptions on a case-by-case basis.
3. Family member observers must comply with the same guidelines as community member observers, including a wants/warrant check. The ECC Administrator shall coordinate the observation time and date with the ECC Shift Supervisor.
4. Family member observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher are on the phone or radio.

E. Animals in ECC Facility

Animals are not permitted in the ECC facility; however, police service animals with their handlers and the ECC endorsed pet therapy animals are also authorized.

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F. Parking

1. Parking at the ECC is by controlled access. ECC personnel who are authorized to gain access to the parking lot must have a valid identification/access card.
2. Visitors must announce themselves at the gate and have a valid reason for entering the secure parking area.
3. Any ECC employee who uses the handicap spaces must have a valid placard displayed. This is for all shifts.

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G. Facilities Maintenance and Repair

1. Reporting Building Issues
 - a. ECC personnel are to notify the ECC Shift Supervisor of any items needing repair.
 - b. The ECC Shift Supervisor shall escalate the issue by email and/or in end of shift report to the ECC Manager and ECC Administrator, unless it is an emergency. If it is an emergency, the ECC Manager shall be notified.

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H. Safety and Security

1. Guidelines in case of a bomb threat or a breach of security in the ECC:
 - a. Bomb Threats for the ECC:
 - i. The Call Taker shall gather all pertinent information and create an incident for an ECC Dispatcher.
 - ii. The ECC Dispatcher shall dispatch sworn personnel immediately and notify an FSB supervisor of the proper area command.



- iii. The ECC Shift Supervisor shall be responsible for notifying the ECC Manager and coordinating with AFR dispatch personnel and other personnel within the ECC.
- iv. The ECC Manager shall determine whether the ECC is to be evacuated.
- v. If evacuation is necessary, the ECC Shift Supervisor shall establish alternative communications between personnel.
- b. Breach of Internal Security within the ECC
 - i. The ECC Shift Supervisor shall:
 - 1. Immediately account for all Department personnel working within the ECC;
 - 2. Contact personnel who are working in the building after-hours;
 - 3. Advise the ECC Dispatcher to broadcast the situation on each dispatch talk group for the safety of any sworn personnel who are en route to the ECC;
 - 4. Notify the ECC Manager as soon as possible;
 - 5. Determine whether the lieutenant for the area command should respond. If the lieutenant is unavailable, notify the sector sergeant for the ECC building; and
 - 6. Notify all affected personnel when the ECC has been declared secured and safe.
 - ii. Under no circumstances shall ECC personnel, including the ECC Shift Supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the ECC Shift Supervisor to maintain communications with the responding FSB supervisor.

6 2-100-9 Training

A. General Responsibilities

- 1. The ECC Shift Supervisor assigned to training, under the direction of the ECC Manager, is responsible for ensuring new hire trainees receive all required entrance-level training, consistent with the ECC Training Manual.
- 2. Refresher and on-going training is provided on a regular basis to all ECC personnel to ensure state certification as a Telecommunicator is maintained and center objectives are met.

B. New Hires

- 1. A new hire shall successfully complete a one (1) year probationary period, unless they are a City employee who has already completed the probationary period.
- 2. During the probationary period, the new hire shall attend the New Mexico Law Enforcement Academy Public Safety Telecommunicator Training Program.
- 3. Appropriate ECC personnel shall be certified by the Department of Public Safety as a Telecommunicator within twelve (12) months after beginning employment.



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4. The supervisor assigned to training has the authority to extend the training period to ensure the new hire meets the guidelines of each phase. If a second extension is required, the ECC Manager shall be consulted.
5. ECC supervisors assigned to training shall evaluate new hires on a daily basis to ensure they meet all standards before being released from training.
6. New hires shall submit evaluations of their trainers.
7. New hires shall attain a passing score before being released to function independently in the ECC.
8. Ride-Alongs

N/A

- a. New hires shall refer to SOP Patrol Ride-Along Program for sanction classifications and additional duties.
- b. ECC personnel shall schedule a ride-along via the ECC employee assigned to training.

C. In-Service and Ongoing Training

1. ECC supervisors assigned to training shall provide ECC personnel opportunities to attend specialized training in topics designed to develop skills needed for career development and to meet the needs of ECC.
2. ECC personnel are required to maintain their Telecommunicator certification through regular in-service training and shall receive a minimum of twenty (20) hours of biennial training. Yearly in-service training may be completed by attending state-sponsored or vendor-sponsored training courses, by attending in-house training conducted in the ECC, or by attending shared training given by other local police agencies. Failure to maintain certification may result in discipline leading up to and including termination.
3. The supervisor assigned to training shall be responsible for tracking certification hours and coordinating, assigning, and/or conducting on-going training.

D. Remedial Training

1. When the need for remedial training has been identified, the ECC Shift Supervisor shall complete a Performance Improvement Plan (PIP) as related to job performance, outlining specific goals, expected outcome, and consequences if the goals are not met.
2. The PIP shall be reviewed with the ECC Manager. Upon the ECC Manager's approval of the PIP, the supervisor assigned to training shall work in conjunction with the ECC Shift Supervisor to ensure goals are met.



E. Trainer Qualifications

1. The candidate shall be on non-probationary status.
2. The candidate shall have a good overall work record based on the following:
 - a. No abuse of sick leave;
 - b. Complete review of disciplinary history;
 - c. Complete file review; and
 - d. Evaluations and recommendations from a supervisor.
3. The candidate shall be interviewed by the supervisor assigned to training.
4. Each trainer is required to meet the ECC-approved position/job description and expectations.

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F. Trainer General Duties and Conduct

1. Trainers are to turn in their evaluations daily by the end of the shift to the ECC supervisor assigned to training.
 - a. Trainers shall not give the evaluations to their trainees to turn in.
2. Trainers shall sit next to or near their trainee during all phases of training.
3. When trainers are taking vacation, working adjusted schedules, working trades, or conducting City business, they shall email the ECC supervisor assigned to training, the ECC Shift Supervisor, and each temporarily assigned trainer. The email shall indicate how long the trainer will be away, what training arrangements have been made for the trainee, specifically which trainers have been temporarily assigned, the dates, and list of tasks to be completed by the trainee.
4. The trainer shall give full attention to the trainee. Trainers and trainees shall not be working on any crafts, personal projects, text messaging, talking on cell phones, watching TV, having the speakers on for TV, or using personal laptops when training. Failure to adhere to the standards in this SOP shall result in progressive discipline, with the exception of the use of Department-issued electronics for work purposes.

6 2-100-10 Call Processing and Dispatching Outside of Department Jurisdiction

A. Jurisdiction of Federal Indian Reservation

ECC personnel shall not dispatch Department personnel to a federal Indian reservation without the permission of the area supervisor, except for routine follow-up investigations.



B. Dispatching Calls Outside City Limits or Within Unknown Jurisdictions

1. ECC personnel shall not dispatch Department personnel to locations outside City limits, with the exception of Rust Medical Center, without permission of the appropriate on-duty area supervisor.
2. If there is an immediate threat to life or property and the jurisdiction cannot be readily determined, or the jurisdiction is in dispute with another agency, sworn personnel shall be dispatched.
3. ECC personnel shall follow routine dispatching procedures when City property or personnel are involved as follows:
 - a. Traffic accident involving Department vehicles;
 - b. Private property accident involving any City vehicle;
 - c. Theft of City property; and
 - d. Injury to on-duty Department personnel.

C. Cross-Dispatching to Other Area Commands

1. Sworn personnel shall not be cross-dispatched to take reports in other area commands with the following exceptions:
 - a. Calls received from hospital emergency rooms; and
 - b. Family Advocacy Center (FAC).
2. These calls shall be dispatched to sworn personnel in the area command where the crime or incident occurred.

D. Point of Contact versus Point of Occurrence

1. Sworn personnel shall be dispatched to local hospitals in their area command for incidents where community members are at the hospital requesting contact to report an incident that may have occurred in a different area command.
 - a. If the community member is at the hospital being treated for injuries obtained from the incident and the incident occurred in another area command, sworn personnel from the respective area command shall be cross-dispatched to complete the Uniform Incident Report.

7 2-100-11 Call Types

- A. All ECC personnel shall abide by requirements outlined in the ECC Call Type Manual.



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Appendix I: Dispatch Times

PRIORITY	DEFINITION	DISPATCH EXAMPLES	911	INITIAL ENTRY
1 ALL OPS	<ul style="list-style-type: none">Any immediate life-threatening situation with a great possibility of death or life threatening injury or any confrontation between people, which could threaten the life or safety of any person where weapons are involved.Situations, which are in progress or just occurred (just occurred is up to a five (5) minute time delay).	<ul style="list-style-type: none">Shootings;Stabbings;Armed robberies;Sexual assault;Aggravated assaults;In-progress burglary into an occupied dwelling/home invasions;Hostage situations; andDomestic violence with weapon involved.	30 seconds	30 seconds ALL OPS



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2	<ul style="list-style-type: none">Any crime in progress which may result in a threat of injury to a person, major loss of property or immediate apprehension of a suspect. This also includes accidents with injury.Situations in progress or just occurred.	<ul style="list-style-type: none">Vehicle accident w/injury;Non injury accidents blocking major roadways;Responses with AFR;Missing persons (endangered and 12 & under);Any armed robbery, panic, duress, ATM tamper or ambush alarm;Child left in vehicle, unattended;Domestic violence calls in-progress or just occurred; andResidential/Commercial burglaries that just occurred or unknown when occurred and the location has not been checked.	1 minute	3 minutes
3	<ul style="list-style-type: none">Minor incidents in progress or just occurred with no threat of personal injury, major loss of life or property.	<ul style="list-style-type: none">Neighbor trouble in-progress/just occurred;Large loud parties;Animals left in vehicles;Shoplifter causing problems; andNon injury accidents on side roads.	2 minutes	30 minutes
4	<ul style="list-style-type: none">Minor incidents with no threat of personal injury, loss of life or property. Delayed reports when the caller is at a public location.	<ul style="list-style-type: none">Nuisance incidents;Civil standby;Delayed call where caller is at a public location; andBurglary alarms.	2 minutes	1 hour
5	<ul style="list-style-type: none">Crime has already occurred no suspect at or near the scene and no threat of personal injury loss of life or property. Delayed reports where the caller is at home or at their workplace for an extended period of time.	<ul style="list-style-type: none">Delayed reports where a crime has already occurred and a delay will not prevent a crime from occurring, aid in the immediate apprehension of a suspect or cause a	2 minutes	3 hours



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		delay in an injured person(s) receiving aid.		
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REDLINED



2-111 RECORDS DIVISION UNITS

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

A. Related SOP(s)

2-9 Use of Computer Systems (Formerly 1-37)

B. Form(s)

None

C. Other Resource(s)

New Mexico Law Enforcement Telecommunications System (NMLETS) Manual
N.M Code R § 1.21.2 Retention and Disposition of Public Records

D. Active Special Orders(s)

None

E. Rescinded Special Order(s)

None

2-111-1 Purpose

It is the purpose of this policy to provide the community with copies of Uniform Incident Reports and background check information, as well as assist the community in filing a Uniform Incident Report. Furthermore, it is the purpose of this policy to manage the information from the Federal Bureau of Investigation (FBI) National Crime Information Center (NCIC), and the New Mexico Law Enforcement Telecommunications System (NMLETS); and to provide updated and accurate crime data to City of Albuquerque, Albuquerque Police Department (Department), and outside governmental agency personnel.

2-111-2 Policy

It is the policy of the Department to serve the community and governmental agency personnel through the imaging, printing, and production of Uniform Incident Reports through its Central Records Units for the NCIC Reporting Unit to ensure the accuracy of all entries by providing immediate support and responsiveness to Department personnel; and for the National Incident-Based Reporting Systems (NIBRS) Unit to efficiently and effectively code and enter technical and statistical, error-free data, based on the standards of the FBI and NIBRS.



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N/A 2-111-3 Definitions

A. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data utilized by authorized Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons' nationwide interest.

B. National Incident-Based Reporting System (NIBRS)

A system of documentation standards that captures details pertaining to each offense listed within a police report, including, but not limited to, information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.

C. New Mexico Law Enforcement Telecommunications System (NMLETS) Manual

A manual that gives guidelines for NCIC use.

D. TraCS

Traffic and Criminal Software.

6 2-111-4 Records Division Personnel Responsibilities and Procedures

A. Records Division Coordinator

1. The Records Division Coordinator shall:

- a. Be responsible for the oversight of the NCIC Reporting Unit, NIBRS Unit, Central Records Unit, and supervise personnel responsible for the design, configuration, and operation of the NCIC system, the NIBRS requirements, and processes set forth by the New Mexico Department of Public Safety (NMDPS) and the FBI; and
- b. Oversee the security and access of all terminals as the Terminal Agency Coordinator and work closely with the Department of Technology and Innovation (DTI) to keep the Records Division Manager apprised of all current and future matters or problems regarding NCIC, NMLETS, and NIBRS, as well as informing NMDPS of any violations or potential problems.

B. Records Division Supervisor

1. The Records Division supervisor shall:

- a. Provide daily supervision of assigned personnel and ensure that accurate and timely documentation of information is maintained in each Records Division Unit;



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- b. Evaluate and review the performance of assigned personnel and initiate commendations;
- c. Review, choose, and interview qualified applicants to fill vacancies in the assigned Records Division Unit;
- d. Perform administrative and technical tasks which include operations control and expenditures of personnel and equipment;
- e. Complete, review, and approve timecards before the deadlines provided by the Payroll and Fiscal Division;
- f. Conduct and interpret policy evaluations, as well as approved policies, to ensure personnel assigned to the specific Records Division Unit supervisor are informed of such policies;
- g. Create, prepare, update, and maintain user and training manuals, as well as reports and records within the Records Division Unit for each supervisor they are assigned to;
- h. Coordinate with and respond to requests from other criminal justice agencies for appropriate information gathering and exchange;
- i. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abused;
- j. Respond to New Mexico Inspection of Public Records Act (IPRA) requests and other requests made by internal and external agencies;
- k. Collaborate with other Department units, sections, divisions, and bureaus on a daily, weekly, or monthly basis to ensure they are supported by Records Division personnel;
- l. Mentor, guide, train, and support all Department personnel within and outside their chain of command;
- m. Instruct new cadets, lateral sworn personnel, acting supervisors, Police Service Aides (PSA), Transit Safety Officers (TSO), Prisoner Transport Unit (PTU) personnel, Crimes Scene Specialists (CSS), Telephone Reporting Unit (TRU) personnel, and any other Department personnel as deemed appropriate by the Records Division Coordinator on the use of each records management system, common report errors, NIBRS and NCIC requirements through the Academy Division or other Department training programs;
- n. Maintain a training file for each employee assigned to a Records Division Unit supervisor;
- o. Plan, coordinate, design, and prepare assigned activities, meetings, collaborations, and projects with other Department units, sections, divisions, and bureaus, along with external agencies assigned by the Records Division Manager;
- p. Adhere to, ensure and monitor, on a regular basis, Records Division personnel in their chain of command's productivity, adherence to all Department Standard Operating Procedures (SOP), coaching, mentoring and guidance as needed, as well as IPRA, state statutes, FBI policies and procedures, and NMDPS regulations in order to provide retraining or otherwise;
- q. Provide administrative support to the Records Division Manager with detailed updates on mandates, directives, and other tasks or projects as assigned through clear and professional communication;



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- r. Be expected to follow a set and approved work schedule provided by their chain of command;
- s. Support all Records Division personnel in the event other Records Division Unit supervisors or the Records Division Manager are unavailable;
- t. Provide analytical and time-sensitive requests on a daily, weekly, monthly, or yearly basis for the Records Division Manager or their designee, the Chief of Police or their designee, the City of Albuquerque Mayor or their designee, news outlets, the FBI, and NMDPS;
- u. Attend the Basic Instructor Training course at the Academy Division to become a certified Department instructor through the NMDPS;
- v. Assist with Uniform Incident Report corrections and research of reports on a daily basis;
- w. Assist Department personnel with sign-out requirements when leaving the Department;
- x. Contact Department command staff regarding rejected records and timeliness of reports;
- y. When necessary, work mandated overtime due to coverage issues or project requests; and
- z. Monitor Records Division personnel's productivity and adherence to all Department's SOPs and coach and/or discipline as needed when these are not being met.

C. Central Records Unit Supervisor

1. In addition to the expectations for the Records Division Supervisor, the Central Records Unit Supervisor shall:
 - a. Assist the public with inquiries and handle any complaints;
 - b. Maintain the Central Records Unit email accounts (apdosu@cabq.gov and apdcentralrecords@cabq.gov); and
 - c. Monitor and maintain the Record Management System (RMS) for crash reports to ensure continuous workflows are being followed and report progression and data accuracy for compliance with Department SOPs.

D. NIBRS Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NIBRS Unit Supervisor shall:
 - a. Collect, analyze, and compile quarterly crime statistics for the FBI and NMDPS;
 - b. Understand important concepts specific to NIBRS reporting, including all elements of a crime;
 - c. Read and comprehend FBI user manuals and the FBI technical specifications manual;
 - d. Be responsible for compiling a monthly error validation report and ensuring that proper corrections have been made;
 - e. Submit monthly data to NMDPS for FBI publication; and



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- f. Ensure adequate quota is met for finalizing the data.

E. NCIC Reporting Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NCIC Reporting Unit Supervisor shall:
 - a. Plan and schedule adequate shift coverage;
 - b. Research and collect total entries into NCIC each month for the following:
 - i. Total stolen and recovered vehicle entries;
 - ii. Total embezzled and recovered vehicle entries;
 - iii. Total stolen and recovered firearm entries; and
 - iv. Total missing and runaway entries.
 - c. Ensure NCIC Reporting Unit personnel renew their NCIC certifications every year;
 - d. Check and verify paperwork of personnel to ensure accuracy and compliance with FBI and NMDPS requirements; and
 - e. Serve as the Terminal Agency Coordinator (TAC) or Assistant TAC for the Department as needed and assigned by their chain of command.

F. Central Records Unit Personnel

1. Central Records Unit personnel shall:
 - a. Complete Uniform Incident Reports for the public;
 - b. Accurately verify and process data and attachments on all Uniform Incident Reports and Uniform Crash Reports into the RMS, electronic filing system, Records Division repository, and any other Department-approved RMS;
 - c. Provide training for all personnel;
 - d. Classify and sort mail;
 - e. Receive and process requests for reports and information from law enforcement and criminal justice agencies, which includes performing background checks;
 - f. Take incoming calls from community members pertaining to reports;
 - i. Information shall not be shared over the phone.
 - g. Process requests for reports from other City departments;
 - h. Provide general police information pertaining to reports and records, and for writing specific reports as a support function to Field Services Bureau (FSB) personnel;
 - i. Provide redacted reports to the public consistent with IPRA;
 - j. Check all record management systems and repositories for requested reports;
 - k. Work with the City of Albuquerque Department of Finance and Accounting Division to turn in daily, weekly, and monthly accounts receivable forms in person and process various forms of payment;
 - l. Support FSB personnel and substation administrative assistants;
 - m. Maintain and update a variety of records and logs on a daily basis;
 - n. Maintain confidentiality of all information received within the scope of duties; and

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- o. When necessary, work mandated overtime due to coverage issues or project requests.

G. Retention and Archive Personnel

1. Retention and Archive Personnel shall:

- a. Merge all individuals' profiles in the RMS to ensure accuracy, eliminate duplication, and maintain the integrity of identity records;
- b. Follow City-adopted retention schedules, including electronic and physical records, and request destruction orders for records that have met the applicable retention periods, subject to approval by the Records Division Manager;
- c. Review, merge, and update archive files from seasoned data systems to ensure continuity of historical records within current platforms;
- d. Maintain secure and orderly physical file storage areas, including accurate labeling, categorization, and organizing to facilitate rapid access and legal compliance;
- e. Ensure digital archiving protocols are followed, including proper naming conventions, format standardization, and use of designated repositories for long-term preservation;
- f. Perform periodic audits of both digital and physical records to assess compliance with retention policies, identify outdated or misfiled documents, and prepare internal and external inspections; and
- g. Support Department personnel by fulfilling records-related requests and assisting with report access, clarification of archival status, and the retrieval of historical documents when needed.

H. NIBRS Unit Personnel

1. NIBRS Unit personnel shall:

- a. Be responsible for accurately and efficiently verifying and processing data on all Uniform Incident Reports into the records management system. All information entered shall be reviewed and coded according to the NIBRS standards for the FBI;
- b. Receive, review, edit, and verify incoming Uniform Incident Reports into the records management system;
- c. Have extensive knowledge of NIBRS standards and Offense Classifications to verify the accuracy of source data;
- d. Recognize deficiencies in the source document and properly enter information for all Uniform Incident Reports, Supplemental Reports, and other police-related documents, without interfering with the integrity of the report;
- e. Access all applicable databases for verification of source data to ensure proper entry and coding of information from various types of reports;
- f. Establish direct, effective communication with Department supervisors, sworn personnel, and other Department personnel;
- g. Support Department personnel in the records management systems;



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- h. Maintain quality and consistency of all Uniform Incident Reports and report processes by adhering to FBI, NMDPS, and other governmental organizations submission standards, definitions, and specifications;
- i. Process Uniform Incident Report modifications to conform to NIBRS guidelines;
- j. Independently process any and all reports assigned;
- k. Maintain and update a variety of records and logs on a daily basis;
- l. Correct all errors for FBI and NMDPS submissions before the deadlines;
- m. Comply with trainings and certifications as required by the FBI, NMDPS, and the Department;
- n. Maintain confidentiality of any and all information received within their scope of duties; and
- o. When necessary, work mandated overtime due to coverage issues or project requests.

I. NCIC Unit Personnel

1. NCIC Unit personnel shall:

- a. Receive calls from Department personnel and other law enforcement agencies to enter or remove entries into the RMS and NCIC database accurately on an unpublished line;
- b. Receive and confirm teletype requests for NCIC entries that were entered by NCIC Reporting Unit personnel;
- c. Follow the NMLETS Manual and follow FBI and NMDPS policies and procedures, and maintain the required certifications;
- d. Ensure compliance with all federal and state laws that govern NCIC entries, as well as FBI policies and procedures, and NMDPS regulations;
- e. Ensure accuracy of NCIC entry through a second-party process in relation to the original report;
- f. Maintain the NCIC validation process through research and outreach verification with victims and reporting parties;
- g. Authorize, review, and verify Uniform Incident Reports into the records management system;
- h. Ensure the security of NCIC material and ensure that the material is not distributed to unauthorized individuals; and
- i. When necessary, work mandated overtime due to coverage issues, project requests, or holidays.
 - 1. NCIC Unit personnel shall be staffed twenty-four (24) hours a day, every day of the year.

J. The Data Analyst II shall:

- 1. Report to the Records Division Manager;
- 2. Create, collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends;



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3. Use technical understanding of report writing methods and knowledge of the NIBRS standards to verify the accuracy of data source documents to help recognize any deficiencies; and
4. Support the Department by fulfilling requests for reports from database sources as requested by the Records Division Manager.

K. The Senior Office Assistant shall:

1. Report to the Records Division Manager;
2. Assist all professional staff within the Division with processing, monitoring, and maintaining documents, clerical duties, and systems in servicing the Department;
3. Prepare and proofread a variety of documents to include general correspondence, memoranda, reports, and purchase orders on the Records Division's behalf; and
4. Seal and expunge records pursuant to a signed court order.

L. The Criminal Justice Information Systems (CJIS) Access Coordinator shall:

1. Report to the Records Division Coordinator;
2. Be responsible for setting up new users in the NCIC system by submitting a User Authorization Form to NMDPS and ensuring users complete an NCIC security awareness certification;
3. Develop and maintain a quality assurance program to ensure that all users with access to the law enforcement NCIC system are properly trained and certified as required by the state and federal requirements; and
4. Maintain and organize CJIS clearance files and Access Request Forms for the Department while monitoring active accounts and deactivating expired accounts.

M. The Training Specialist shall:

1. Report to the Records Division Coordinator;
2. Coordinate trainings and educational activities for all Department personnel;
3. Recommend and assist in the implementation of goals and objectives, establish schedules and methods for providing training services, and implement policies and procedures;
4. Research and plan specialized training activities and classes, including in-service training to provide to Department personnel and coordinate, schedule, and conduct training activities; and



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5. Develop and implement lesson plans for Department Records Division processes and systems to comply with Department Academy Division expectations and guidelines.

2-111-5 Records Administration

3

A. Confidentiality of Information

1. Information obtained during employment concerning Department operations, plans, and activities shall remain confidential.
2. Department personnel shall not divulge confidential information to unauthorized individuals.

N/A

B. Chain of Command

1. Records Division Manager

- a. The Records Division Manager is a professional staff member, equivalent to a Police Commander, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Manager shall report to the Deputy Chief of the Management Services and Support Bureau.

2. Records Division Coordinator

- a. The Records Division Coordinator is a professional staff member, equivalent to a Police Lieutenant, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Coordinator shall report to the Records Division Manager.
- c. The Records Division Coordinator also serves as the Terminal Agency Coordinator of the Department, excluding Emergency Communications Center (ECC) personnel, in accordance with SOP Use of Computer Systems.

N/A

3. Records Division Unit Supervisor(s)

- a. A Records Division Unit supervisor is a professional staff member, equivalent to a Police Sergeant, selected through an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. Each Records Division Unit Supervisor is hired and designated to supervise specific personnel units of the Records Division.

C. Records Retention Schedule

Records Division personnel shall comply with the report retention schedule for the Department's Records Division, consistent with the New Mexico Administrative Code on the Retention and Disposition of Public Records, N.M. Code R. § 1.21.2.



2-111 RECORDS DIVISION UNITS

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

A. Related SOP(s)

2-9 Use of Computer Systems (Formerly 1-37)

B. Form(s)

None

C. Other Resource(s)

New Mexico Law Enforcement Telecommunications System (NMLETS) Manual
N.M Code R § 1.21.2 Retention and Disposition of Public Records

D. Active Special Orders(s)

None

D.E. Rescinded Special Order(s)

None

2-111-1 Purpose

It is the purpose of this policy to provide the community with copies of Uniform Incident Reports and background check information, as well as assist the community in filing a Uniform Incident Report. Furthermore, it is the purpose of this policy to manage the information from the Federal Bureau of Investigation (FBI) National Crime Information Center (NCIC), and the New Mexico Law Enforcement Telecommunications System (NMLETS); and to provide updated and accurate crime data to City of Albuquerque, Albuquerque Police Department (Department), and outside governmental agency personnel.

2-111-2 Policy

It is the policy of the Department to serve the community and governmental agency personnel through the imaging, printing, and production of Uniform Incident Reports through its Central Records Units for the NCIC Reporting Unit to ensure the accuracy of all entries by providing immediate support and responsiveness to Department personnel; and for the National Incident-Based Reporting Systems (NIBRS) Unit to efficiently and effectively code and enter technical and statistical, error-free data, based on the standards of the FBI and NIBRS.



N/A 2-111-3 Definitions

A. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data utilized by authorized Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons' nationwide interest.

B. National Incident-Based Reporting System (NIBRS)

A system of documentation standards that captures details pertaining to each offense listed within a police report, including, but not limited to, information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.

C. New Mexico Law Enforcement Telecommunications System (NMLETS) Manual

A manual that gives guidelines for NCIC use.

D. TraCS

Traffic and Criminal Software.

6 2-111-4 Records Division Personnel Responsibilities and Procedures

A. Records Division Coordinator

1. The Records Division Coordinator shall:

- a. Be responsible for the oversight of the NCIC Reporting Unit, NIBRS Unit, Central Records Unit, and supervise personnel responsible for the design, configuration, and operation of the NCIC system, the NIBRS requirements, and processes set forth by the New Mexico Department of Public Safety (NMDPS) and the FBI; and
- b. Oversee the security and access of all terminals as the Terminal Agency Coordinator and work closely with the Department of Technology and Innovation (DTI) to keep the Records Division Manager apprised of all current and future matters or problems regarding NCIC, NMLETS, and NIBRS, as well as informing NMDPS of any violations or potential problems.

B. Records Division Supervisor

1. The Records Division supervisor shall:

- a. Provide daily supervision of assigned personnel and ensure that accurate and timely documentation of information is maintained in each Records Division Unit;



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- b. Evaluate and review the performance of assigned personnel and initiate commendations;
- c. Review, choose, and interview qualified applicants to fill vacancies in the assigned Records Division Unit;
- d. Perform administrative and technical tasks which include operations control and expenditures of personnel and equipment;
- e. Complete, review, and approve timecards before the deadlines provided by the Payroll and Fiscal Division;
- f. Conduct and interpret policy evaluations, as well as approved policies, to ensure personnel assigned to the specific Records Division Unit supervisor are informed of such policies;
- g. Create, prepare, update, and maintain user and training manuals, as well as reports and records within the Records Division Unit for each supervisor they are assigned to;
- h. Coordinate with and respond to requests from other criminal justice agencies for appropriate information gathering and exchange;
- i. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abused;
- j. Respond to New Mexico Inspection of Public Records Act (IPRA) requests and other requests made by internal and external agencies;
- k. Collaborate with other Department units, sections, divisions, and bureaus on a daily, weekly, or monthly basis to ensure they are supported by Records Division personnel;
- l. Mentor, guide, train, and support all Department personnel within and outside their chain of command;
- m. Instruct new cadets, lateral sworn personnel, ~~and~~ acting supervisors, Police Service Aides (PSA), Transit Safety Officers (TSO), Prisoner Transport Unit (PTU) personnel, Crimes Scene Specialists (CSS), Telephone Reporting Unit (TRU) personnel, and any other Department personnel as deemed appropriate by the Records Division Coordinator on the use of each records management system, common report errors, NIBRS and NCIC requirements through the Academy Division or other Department training programs;
- n. Maintain a training file for each employee assigned to a Records Division Unit supervisor;
- o. Plan, coordinate, design, and prepare assigned activities, meetings, collaborations, and projects with other Department units, sections, divisions, and bureaus, along with external agencies assigned by the Records Division Manager;
- p. Adhere to, ensure and monitor, on a regular basis, ~~and ensure~~ Records Division personnel in their chain of command's productivity, adherence to follow all Department Standard Operating Procedures (SOP), coaching, mentoring and guidance as needed, as well as IPRA, state statutes, FBI policies and procedures, and NMDPS regulations in order to provide retraining or otherwise;
- q. Provide administrative support to the Records Division Manager with detailed updates on mandates, directives, and other tasks or projects as assigned through clear and professional communication;



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- r. Be expected to follow a set and approved work schedule provided by their chain of command;
- s. Support all Records Division personnel in the event other Records Division Unit supervisors or the Records Division Manager ~~are~~ is unavailable;
- t. Provide analytical and time-sensitive requests on a daily, weekly, monthly, or yearly basis for the Records Division Manager or their designee, the Chief of Police or their designee, the City of Albuquerque Mayor or their designee, news outlets, the FBI, and NMDPS;
- u. Attend the Basic Instructor Training course at the Academy Division to become a certified Department instructor through the NMDPS;
- v. Assist with Uniform Incident Report corrections and research of reports on a daily basis;
- w. Assist Department personnel with sign-out requirements when leaving the Department;
- x. Contact Department command staff ~~in~~ regarding rejected records and timeliness of reports; ~~and~~
- y. When necessary, work mandated overtime due to coverage issues or project requests; ~~and~~
- ~~y.~~ z. Monitor Records Division personnel's productivity and adherence to all Department's SOPs and coach and/or discipline as needed when these are not being met.

C. Central Records Unit Supervisor

1. In addition to the expectations for the Records Division Supervisor, the Central Records Unit Supervisor shall:
 - a. Assist the public with inquiries and ~~shall handle~~ any ~~their~~ complaints;
 - ~~b. Seal and expunge records pursuant to a signed court order;~~
 - ~~c. b.~~ Maintain the Central Records Unit email accounts (apdosu@cabq.gov and apdcentralrecords@cabq.gov); and
 - ~~d. c.~~ Research and collect total written station (Uniform Crash Reports) for each area command on a monthly basis. Monitor and maintain the Record Management System (RMS) for crash reports to ensure continuous workflows are being followed and report progression and data accuracy for compliance with Department SOPs.

D. NIBRS Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NIBRS Unit Supervisor shall:
 - a. Collect, analyze, and compile quarterly crime statistics for the FBI and NMDPS;
 - b. Understand important concepts specific to NIBRS reporting, including all elements of a crime;
 - c. Read and comprehend FBI user manuals and the FBI technical specifications manual; ~~and~~



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- ~~d.~~ Be responsible for compiling a monthly~~weekly~~ error validation report and ensuring that proper corrections have been made;
- e. Submit monthly data to NMDPS for FBI publication; and
- ~~d.f.~~ Ensure adequate quota is met for finalizing the data.

E. NCIC Reporting Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NCIC Reporting Unit Supervisor shall:
 - a. Plan and schedule adequate shift coverage;
 - b. Research and collect total entries into NCIC each month for the following:
 - i. Total stolen and recovered vehicle entries;
 - ii. Total embezzled and recovered vehicle entries;
 - iii. Total stolen and recovered firearm entries; and
 - iv. Total missing and runaway entries.
 - c. Ensure NCIC Reporting Unit personnel renew their NCIC certifications every year;
 - d. Check and verify paperwork of personnel to ensure accuracy and compliance with FBI and NMDPS requirements; and
 - e. Serve as the Terminal Agency Coordinator (TAC) or Assistant TAC for the Department as needed and assigned by their chain of command.

F. Central Records Unit Personnel

1. Central Records Unit personnel shall:
 - a. Complete Uniform Incident Reports for the public;
 - ~~a.b.~~ Accurately verify and process data and attachments on all Uniform Incident Reports and Uniform Crash Reports into the RMS, electronic filing system, Records Division repository, and any other Department-approved RMS;
 - ~~i. Lost items;~~
 - ~~ii. Fraud;~~
 - ~~iii. Identity theft;~~
 - ~~iv. Informational reports;~~
 - ~~v. Larcony;~~
 - ~~vi. Auto burglaries;~~
 - ~~vii. Metal theft reports;~~
 - ~~viii. Residential and commercial burglaries, if the reporting party has gone through the residence and no threat was present;~~
 - ~~ix. Tampering with a motor vehicle;~~
 - ~~x. Theft of motor vehicle parts;~~
 - ~~xi. Vandalism or criminal damage;~~
 - ~~xii. Bill skips;~~
 - ~~xiii. Lost or stolen license plates;~~
 - ~~xiv. Lost or stolen passports;~~



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- ~~xv. Anonymous, threatening or obscene phone calls, which includes electronic communications and social media;~~
- ~~xvi. To change or add an address or phone number;~~
- ~~xvii. Verbal assaults and threats that do not involve physical contact or if a weapon is displayed; and~~
- ~~xviii. Harassment reports that do not require follow up investigation.~~
- b. ~~Be responsible for accurately verifying and processing data and attachments on all Uniform Incident Reports and Uniform Crash Reports into the Records Management System (RMS), electronic document filing system, records repository, and the Department's records management system;~~
- c. Provide training for all personnel;
- d. ~~Be responsible for classifying and sorting mail;~~
- e. Receive and process requests for reports and information from law enforcement and criminal justice agencies, which includes performing background checks;
- f. Take incoming calls from community members pertaining to reports;
 - i. Information shall not be shared over the phone.
- g. Process requests for reports from other City departments;
- h. Provide general police information pertaining to reports and records, and for writing specific reports as a support function to Field Services Bureau (FSB) personnel;
 - i. Provide redacted reports to the public consistent with IPRA;
 - j. Check all record management systems and repositories for requested reports;
 - k. Work with the City of Albuquerque Department of Finance and Accounting Division to turn in daily, weekly, and monthly accounts receivable forms in person and process various forms of payment;
 - l. Support FSB personnel and substation administrative assistants;
- m. Maintain and update a variety of records and logs on a daily basis;
- n. Maintain confidentiality of all information received within the scope of duties; and
- o. When necessary, work mandated overtime due to coverage issues or project requests.

G. Retention and Archive ~~TraCS Unit~~ Personnel

1. Retention and Archive ~~TraCS Unit~~ Personnel shall:

- a. ~~Review all incoming TraCS reports for completeness;~~ Merge all individuals' profiles in the RMS to ensure accuracy, eliminate duplication, and maintain the integrity of identity records;
- b. ~~Review any TraCS reports that need corrections;~~ Follow City-adopted retention schedules, including electronic and physical records, and request destruction orders for records that have met the applicable retention periods, subject to approval by the Records Division Manager;
- c. ~~Merge all person profiles in the RMS;~~ Review, merge, and update archive files from seasoned data systems to ensure continuity of historical records within current platforms;



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- d. ~~Follow City adopted retention schedules and request destruction orders for records that have met the timeframe within the retention schedule for the Records Division Manager; and~~ Maintain secure and orderly physical file storage areas, including accurate labeling, categorization, and organizing to facilitate rapid access and legal compliance;
- e. ~~Review, merge, and update archive files from seasoned data systems~~ Ensure digital archiving protocols are followed, including proper naming conventions, format standardization, and use of designated repositories for long-term preservation;
- f. Perform periodic audits of both digital and physical records to assess compliance with retention policies, identify outdated or misfiled documents, and prepare internal and external inspections; and
- ~~e.g.~~ Support Department personnel by fulfilling records-related requests and assisting with report access, clarification of archival status, and the retrieval of historical documents when needed.

H. NIBRS Unit Personnel

1. NIBRS Unit personnel shall:

- a. Be responsible for accurately and efficiently verifying and processing data on all Uniform Incident Reports into the records management system. All information entered shall be reviewed and coded according to the NIBRS standards for the FBI;
- b. Receive, review, edit, and verify incoming Uniform Incident Reports into the records management system;
- c. Have extensive knowledge of NIBRS standards and Offense Classifications to verify the accuracy of source data;
- d. Recognize deficiencies in the source document and properly enter information for all Uniform Incident Reports, Supplemental Reports, and other police-related documents, without interfering with the integrity of the report;
- e. Access all applicable databases for verification of source data to ensure proper entry and coding of information from various types of reports;
- f. Establish direct, effective communication with Department supervisors, sworn personnel, and other Department personnel;
- g. ~~Support FSB personnel and Telephone Reporting Unit (TRU)~~ Department personnel as subject matter experts within the records management systems;
- h. Maintain quality and consistency of all Uniform Incident Reports and report processes by adhering to FBI, NMDPS, and other governmental organizations submission standards, definitions, and specifications;
- i. Process Uniform Incident Report modifications to conform to NIBRS guidelines;
- j. Independently process any and all reports assigned;
- k. Maintain and update a variety of records and logs on a daily basis;
- l. ~~Run error reports as assigned and~~ correct all errors for FBI and NMDPS submissions before the deadlines;
- m. Comply with trainings and certifications as required by the FBI, NMDPS, and the Department;



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- n. Maintain confidentiality of any and all information received within their scope of duties; and
- o. When necessary, work mandated overtime due to coverage issues or project requests.

I. NCIC Unit Personnel

1. NCIC Unit personnel shall:

- a. Receive calls from Department personnel and other law enforcement agencies to enter or remove entries into the RMS and NCIC database accurately on an unpublished line;
- b. Receive and confirm teletype requests for NCIC entries that were entered by NCIC Reporting Unit personnel;
- c. Follow the NMLETS Manual and follow FBI and NMDPS policies and procedures, and maintain the required certifications;
- d. Ensure compliance with all federal and state laws that govern NCIC entries, as well as FBI policies and procedures, and NMDPS regulations;
- e. Ensure accuracy of NCIC entry through a second-party process in relation to the original report;
- f. Maintain the NCIC validation process through research and outreach verification with victims and reporting parties;
- g. Authorize, review, and verify Uniform Incident Reports into the records management system;
- h. Ensure the security of NCIC material and ensure that the material is not distributed to unauthorized individuals; and
- i. When necessary, work mandated overtime due to coverage issues, project requests, or holidays.
 - 1. NCIC Unit personnel shall be staffed twenty-four (24) hours a day, every day of the year.

J. The Data Analyst II shall:

- 1. Report to the Records Division Manager;
- 2. Create, collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends;
- 3. Use technical understanding of report writing methods and knowledge of the NIBRS standards to verify the accuracy of data source documents to help recognize any deficiencies; and
- 4. Support the Department by fulfilling requests for reports from database sources as requested by the Records Division Manager.

K. The Senior Office Assistant shall:



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1. Report to the Records Division Manager;
2. Assist all professional staff within the Division with processing, monitoring, and maintaining documents, clerical duties, and systems in servicing the Department;
~~and~~
3. Prepare and proofread a variety of documents to include general correspondence, memoranda, reports, and purchase orders on the Records Division's behalf; and
4. Seal and expunge records pursuant to a signed court order.

L. The Criminal Justice Information Systems (CJIS) Access Coordinator shall:

1. Report to the Records Division Coordinator;
2. Be responsible for setting up new users in the NCIC system by submitting a User Authorization Form to NMDPS and ensuring users complete an NCIC security awareness certification;
3. Develop and maintain a quality assurance program to ensure that all users with access to the law enforcement NCIC system are properly trained and certified as required by the state and federal requirements; and
4. Maintain and organize CJIS clearance files and Access Request Forms for the Department while monitoring active accounts and deactivating expired accounts.

M. The Training Specialist shall:

1. Report to the Records Division Coordinator;
2. Coordinate trainings and educational activities for all Department personnel;
3. Recommend and assist in the implementation of goals and objectives, establish schedules and methods for providing training services, and implement policies and procedures;
4. Research and plan specialized training activities and classes, including in-service training to provide to Department personnel and coordinate, schedule, and conduct training activities; and
- 3-5. Develop and implement lesson plans for Department Records Division processes and systems to comply with Department Academy Division expectations and guidelines. =

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3

A. Confidentiality of Information



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1. Information obtained during employment concerning Department operations, plans, and activities shall remain confidential.
2. Department personnel shall not divulge confidential information to unauthorized individuals.

N/A

B. Chain of Command

1. Records Division Manager

- a. The Records Division Manager is a professional staff member, equivalent to a Police Commander, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Manager shall report to the Deputy Chief of the Management Services and Support Bureau.

2. Records Division Coordinator

- a. The Records Division Coordinator is a professional staff member, equivalent to a Police Lieutenant, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Coordinator shall report to the Records Division Manager.
- c. The Records Division Coordinator also serves as the Terminal Agency Coordinator of the Department, excluding Emergency Communications Center (ECC) personnel, in accordance with ~~as outlined in~~ SOP Use of Computer Systems, ~~(refer to SOP Use of Computer Systems for sanction classifications and additional duties).~~

N/A

3. Records Division Unit Supervisor(s)

- a. A Records Division Unit supervisor is a professional staff member, equivalent to a Police Sergeant, selected through an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. Each Records Division Unit Supervisor is hired and designated to supervise specific personnel units of the Records Division.

C. Records Retention Schedule

Records Division personnel shall comply with the report retention schedule for the Department's Records Division, consistent with the New Mexico Administrative Code on the Retention and Disposition of Public Records, N.M. Code R. § 1.21.2.



3-6 LANGUAGE ACCESS POLICY

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

A. Related SOP(s)

- 2-18 Contact with Deaf, Hard of Hearing, or Speech-Impaired Persons (Formerly 2-09)
- 2-65 Language Access Procedure
- 2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)
- 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 Resource(s)

[R-21-231, Language Access Policy, Code of Resolution of Albuquerque, New Mexico](#)

Americans with Disabilities Act of 1990

Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition

Against National Origin Discrimination Affecting Limited English Proficient Persons

Omnibus Crime Control and Safe Streets Act of 1968

[Title VI of the Civil Rights Act of 1964](#)

[Office of Equity Inclusion \(OEI\)](#)

D. Active Special Order(s)

None

E. Rescinded Special Order(s)

None

3-6-1 Purpose

- A. The purpose of this policy is to incorporate the Language Access Policy (LAP), developed collaboratively with the community and the Albuquerque Police Department (Department), into a Department Standard Operating Procedure (SOP) to provide equitable services to limited English proficient (LEP) and Deaf and Hard of Hearing (D/HH) persons in compliance with current law, pursuant to the following Statutes Executive Orders and DOJ Attorney General Directives and Policies:

1. Title VI of the Civil Rights Act of 1964;
2. Sections 501, 504 and 508 of the Rehabilitation Act of 1973;



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3. Executive Order (EO) 13985, Jan 20, 2021, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government;
 4. Executive Order 14031, June 3, 2021, Advancing Equity, Justice, and Opportunity for Asian Americans, Native Hawaiians, and Pacific Islanders;
 5. Executive Order 14091, Feb. 16, 2023, Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government;
 6. The Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons published by the U.S. Department of Justice (DOJ); and
 7. The Omnibus Crime Control and Safe Streets Act of 1968.
- B. Persons whose primary language is not English and who have a limited ability to speak, understand, read, or write English LEP, and persons who are D/HH are at a disadvantage in our community when they are unable to take advantage of Department programs and services, access important benefits, or comply with applicable responsibilities due to language barriers.
- C. Language barriers can put cases and lives at risk by impeding efficient communication with LEP and/or D/HH victims, witnesses, suspects, and community members. Language barriers may potentially prevent persons from understanding their rights, complying with the law, and receiving equitable access to Department programs, services, and information. In the same manner, communication barriers may put cases and lives at risk by preventing Department personnel from accurately processing information from victims, witnesses, suspects, and community members. Therefore, barriers may present safety, evidentiary, and ethical challenges for Department personnel and others.
- D. The LAP, reflected in this SOP and in SOP Language Access Procedure, Contact with D/HH or Speech-Impaired Persons and Emergency Communications Center (ECC) Division:
1. Supports Statutes, Executive Order, and the other referenced legal authorities in this SOP;
 2. Sets out reasonable steps to provide meaningful access to Department services, programs, and information for LEP and D/HH persons using the four-factor analysis recommended by the DOJ;
- Details the Department's initiatives and plans to improve the access of LEP and D/HH persons to its services and programs;
3. Provides clear, consistent direction in the delivery of efficient, effective, and caring



service to LEP and D/HH persons;

4. Balances service needs of LEP and D/HH persons with the fiscal constraints of Department operations; and
5. Provides a framework for the provision of resource allocation for LEP and D/HH persons in the context of all Department business.

E. The LAP was developed to pursue equal access to police services for LEP and D/HH persons, as well as for persons who are deaf and hard of hearing. Although persons who are D/HH are covered under the Americans with Disabilities Act (ADA) and City of Albuquerque Ordinances, rather than Title VI of the Civil Rights Act, they were included in the LAP as they relate to the pursuit of equal access to police services.

3-6-2 Policy

It is the policy of the Department to provide free language access assistance to all limited and non-English proficient persons and to take reasonable steps to provide meaningful access to all persons in any encounters with the Department regardless of their national origin or limited ability to speak, understand, read, or write English. The Department strives to provide language access in a timely, accurate and effective manner.

Furthermore, it is the goal of the Department to reduce language barriers for LEP and D/HH persons seeking access to Department programs, services, and information.

N/A 3-6-3 Definitions

A. Bilingual

A person with the ability to communicate proficiently and accurately in two or more languages. For Department purposes, English and one or more languages.

B. Deaf and Hard of Hearing (D/HH)

A person who has either no hearing or who has significant hearing loss. An individual who is D/HH may also have limited proficiency in spoken or written English and may or may not be proficient in ASL or any other recognized sign language.

C. Department Language Access Coordinator (Department LAC)

A civilian employee that 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 Department LAC is responsible for thorough oversight and implementation of the 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.

D. 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.

E. Department Certified Bilingual Personnel (Department CBP)

Personnel who the City's Human Resource 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.

F. Exigent Circumstances

An emergency situation requiring swift action to prevent imminent danger to life, to forestall the imminent escape of an individual, or to prevent 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. Limited English Proficient (LEP) Person

A person whose primary language is not English, and who has a limited ability to read, write, 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.

J. Non-Vital Document



Written information that provides general Department services information to the reader but has no critical content about a person's rights or obtaining access to court services or is required for official law enforcement purposes.

K. Primary Language

The language in which an individual most effectively communicates.

L. 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) 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."

M. 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.

N. 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 prosecution;
 - e. Notices, I-Speak cards, Language Self-Identification posters, and materials regarding the availability of free language assistance services for LEP individuals;
 - 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 to the City's population as a whole.



N/A

3-6-4

U.S. Department of Justice (DOJ) Four-Factor Guidance for LEP Programs

- A. During the course of their duties, Department personnel have a high potential of encountering persons and individuals who communicate in different languages other than English. Department personnel shall use the formerly developed DOJ Four-Factor Guidance to assess language access needs.
- B. The Guidance outlines four (4) factors to be considered in determining what constitutes reasonable steps that provide meaningful access to programs and services. The Department LAP reflects the following summaries of the four (4) factors;
 - 1. The number or proportion of LEP and D/HH persons eligible to be served or likely to be encountered by Department personnel;
 - a. The Department's Language Access Coordinator (LAC) should take into account the number of past and ongoing encounters with LEP and D/HH persons and also look at statistical data to determine those likely to be served. The greater the number or proportion in a particular language, the more likely that language services are needed. Statistical data sources include, but are not limited to, information provided by the following:
 - i. United States Census Bureau;
 - ii. School systems; and
 - iii. Community groups.
 - 2. The frequency with which LEP and D/HH persons come in contact within a program or service;
 - a. The Department's LAC should determine how often
 - i. How often contact with particular language groups occurs in the context of the program or service involved.
 - ii. Where contact with particular language groups occurs, such as in particular neighborhoods and, to the extent possible, at certain events.
 - b. The Department shall determine the frequency with which LEP and/or D/HH persons come into contact with the Department by analyzing data such as interpretation service data and any other available data embedded into Department systems to track contact with LEP and D/HH persons. Statistical data sources include, but are not limited to:
 - i. Telephonic interpretation;
 - 1. Emergency Center Communication (ECC); and
 - 2. Non-Emergency Center Communication.
 - ii. On-site interpretation requests;
 - iii. Video Remote Interpretation; or
 - iii. Uniform Incident Reports
 - c. All personnel shall enter the appropriate information for data purposes, where Department systems request information related to LEP and/or D/HH encounters.



3. The nature and importance of the program, activity, or service provided by the program; and
 - a. Denial or delay, or inaccuracy of service due to language or communication issues may have serious or life-threatening consequences, especially in exigent circumstances access. The more emergent the service or program, the more meaningful language access will be needed.
4. Resources available to the recipient and costs.
 - a. The Department's LAC will analyze its resources, the costs of providing different types of language services, and the impact of those costs for implementing such services and make recommendations through their chain of command to request allocation for funding of language access services.
- C. The Department shall use the four-factor analysis to make all required determinations under this SOP and SOP Language Access Procedure, including LEP D/HH persons services required, training for Department personnel, and outreach programs that notify LEP D/HH persons of the availability of language assistance services.
- 7** D. The Department LAC and the Department LAIC shall use the four (4)-factor analysis and work with the City of Albuquerque to establish, implement, and maintain a compliance strategy that reflects the Department LAP while demonstrating to LEP and D/HH persons that the Department takes reasonable steps to provide meaningful language access to its programs and services.

7 3-6-5 Roles and Responsibilities

6 A. Language Access Coordinator (LAC)

1. The Department LAC shall:
 - a. Oversee the implementation of the Department's language access policies and procedures;
 - b. Delegate responsibilities to other Department personnel who may assist with implementation;
 - c. Identify language assistance needs for the Department;
 - d. Propose procedures to assist in the implementation of this SOP;
 - e. Coordinate with the City's Human Resources Department to identify certified bilingual interpreters;
 - f. Adopt and implement standards and assessments for Department certified bilingual personnel, their training, and tracking how they are requested, dispatched, and deployed;
 - g. Adopt and implement standards and assessments to measure the Department's non-employee/volunteer bilingual interpreters, their training, tracking, and identifying Department unit use;
 - h. Coordinate with the City's Purchasing Division to identify the City's contracted vendors for translation and interpretation services;



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- i. Coordinate with the City's Human Resources Department to address hiring and personnel practices to increase the Department's number of Department certified bilingual personnel;
- j. Provide for Department employee training, to including training on accessing all language assistance measures Department personnel may use;
- k. Coordinate with the Department's Fiscal Division to recommend a budget for language access, including, but not limited to, contract language assistance services;
- l. Coordinate with the Department's Grant Administration Division (GAD) to search for outside funding sources and other resources to support interpretation and translation services, technological support, staffing, and other infrastructural support;
- m. Maintain an updated list of all trained and qualified bilingual interpreter Department personnel, bilingual, and certified contract interpreters;
- n. Develop or recommend protocols to be followed by Department personnel in situations involving LEP persons;
- o. Identify and implement a system for receiving and responding to complaints or suggestions by community members and Department personnel regarding improvements to language assistance measures;
- p. Provide a quarterly update on the number of qualified bilingual interpreter Department personnel via the Department intranet (Share Hub) and to the Office of Immigrant and Refugee Affairs (OIRA) Steering Committee or its successor;
- q. Coordinate the creation of a working group to include internal and external stakeholders;
- r. Review the Department's Language Access Office activities progress in providing meaningful access to LEP persons;
- s. Develop reports and recommend modifications to the LAP annually and revise this SOP and related SOPs as needed;
- t. Be responsible for the following tasks that specifically relate to written translation:
 - i. Classify all standard documents provided to community members as vital or non-vital and determine the translation prioritization and process;
 - ii. Have vital documents translated and ensure the translated documents are forwarded to the Policy and Procedure Unit, in accordance with SOP Forms Control, and placed on the Department intranet (Share Hub) and the public website, as appropriate; and
 - iii. If Department personnel have submitted a memorandum through their chain of command identifying the need for a specific standard document to be translated, the Department LAC shall review the request for the appropriate action.
 - 1. The Department LAC shall consider the factors and the definitions listed in this SOP.
 - 2. If the Department LAC determines that the document shall be translated and confirms that no similar document has already been translated, the Department LAC shall ensure the translated documents are forwarded to the Policy and Procedure Unit, in accordance with SOP Forms Control

7

N/A

N/A



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and placed on the Department intranet (Share Hub) and the public website, as appropriate.

- u. Oversee each document translation journey: form identification, securing translation services vendor, processing quotes and their fiscal approval, ensuring translation quality control, confirming language localization, managing terminology dictionaries, translated document storage, dissemination, and distribution;
- v. Ensure that any correspondence received by the Department that is in a language other than English is translated into English;
- w. Once translated into English, if the correspondence is a complaint, the Department LAC shall ensure that the complaint is handled, in accordance with SOP Complaints Involving Department Personnel; and
- x. Evaluate the feasibility of translating online reports into the Safe Harbor languages.
 - i. The Safe Harbor Languages are outlined in [Appendix I](#) of this SOP.

N/A

N/A

B. Department Language Access Implementation Committee (LAIC)

1. Department LAIC members are volunteer employees, except as otherwise required below, including bilingual personnel who broadly represent the experience of Department Units, Divisions, Commands, and Bureaus.
2. The Department LAIC shall include FSB sworn personnel who encounter LEP and D/HH persons most frequently. Department LAIC Members shall be familiar with language access issues and are responsible for implementing all aspects of the Department's LAP and SOPs.
3. The Department LAIC consists of the following:
 - a. Department LAC;
 - b. A representative from the OIRA, Office of Equity and Inclusion (OEI), or in the absence of those offices, a City representative who is experienced in working with immigrant populations;
 - c. A representative from the FSB;
 - d. A representative from the Emergency Communications Center (ECC);
 - e. A representative from the Management Services and Support Bureau;
 - f. A representative from the Accountability Bureau;
 - g. A representative from the Investigative Bureau; and
 - h. At least one (1) commander or division manager.
4. The role of the Department LAIC is to identify and take reasonable steps to provide meaningful access to Department programs and services by doing the following:
 - a. Identify language assistance needs for the Department;
 - b. Identify existing Departmental language assistance resources;
 - c. Identify language assistance resources needed by the Department;
 - d. Oversee the proper use of Department certified bilingual personnel;



- e. Oversee the selection and procurement of contracted translation and interpreter vendor services;
- f. Oversee the process for the translation of vital documents to ensure accuracy and Department progress;
- g. Develop and/or make language access policy and procedure recommendations;
- h. Ensure training is completed for all Department personnel on accessing and providing Department language assistance services;
- i. Work with the Department's Policy and Procedure Unit to ensure receipt and evaluation of SOP recommendations made by residents regarding language access assistance;
- j. Share Department language access practices with law enforcement agencies and community organizations to identify effective language access practices and potential areas for improvement;
- k. Provide an annual report to the Department's command staff documenting the Department's steps to provide access to services to LEP persons; and
- l. Make recommendations to the Department's Recruiting Unit to promote the recruitment of bilingual personnel through community outreach.

N/A 3-6-6

LEP Policy Elements

- A. The Department shall take reasonable steps to provide meaningful language access that results in LEP and D/HH persons' equitable access and participation opportunities to its programs and services regardless of their ability to communicate in English. The Department's SOP principles include the following elements:
 - 1. The Department has sought input from various stakeholder organizations, including the OIRA Steering Committee and the City of Albuquerque Domestic Violence Task Force, the New Mexico Asian Family Center, the New Mexico Commission of Deaf and Hard of Hearing, UVNR, Mexican Consulate;
 - 2. Resource Allocation: The Department shall consider the needs of LEP D/HH persons in the Department's other policies and procedures, such as Special Orders (SO) and long-range goals, and service delivery initiatives; and
 - 3. Funding
 - a. Policy implementation shall depend, in part, on the level of Department resources and the relative costs that would be imposed upon the Department.
 - b. On an ongoing basis, the Department shall explore the most cost-effective means of delivering competent and accurate language access services before limiting such services due to a lack of resources.
 - c. The Department shall also explore outside funding opportunities to support and enhance additional language access services for the public.
- B. Recruitment
 - 1. In an ongoing effort to better serve the diverse Albuquerque community, the



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Department actively recruits bilingual persons through community meetings, community publications, the Department's Citizens Police Academy, and day-to-day contacts.

2. Recruiting efforts emphasize the Department's commitment to cross-cultural communications, diversity, and community involvement.
3. Recruiting Unit personnel shall emphasize the value that the Department places on language skills and promotes the Department's language pay incentive programs.
4. Recruiting Unit personnel shall target job fairs and other events with a high probability of a minority diverse audience. Typical events include charter schools that specialize in multi-cultural students, job fairs, Bernalillo County events that emphasize minority outreach and college events that have a high percentage of minority attendance.
5. In addition to traditional LEP language efforts, the Department has initiated a relationship with the New Mexico Commission for Deaf and Hard of Hearing. The new program shall develop sensitivity and American Sign Language (ASL) training for Department sworn personnel and communications professionals.

7

C. Safety

1. The safety of the Department personnel and the public is a priority. Therefore, safety shall not be compromised to provide language access. However, failure to provide language access due to exigent circumstances shall be documented and language access must be provided by Department personnel as soon as it is safe to do so.

D. Public Information

1. The Department recognizes the value of public information to educate persons who use police services, improve access to its services, promote program integrity, build public confidence and address concerns of LEP and D/HH persons. The Department produces public information materials in languages other than English and shall use the media to provide information to LEP and D/HH persons. The goal is to create awareness on how to best access resources, services, and programs in languages other than English.

6

E. Monitoring Services

1. The Department LAC and Department LAIC shall ensure that the implementation and evaluation of this SOP and related LEP SOPs. The Department LAC and Department LAIC shall re-evaluate language access policies and procedures annually to ensure that the scope and nature of language assistance services provided reflect updated information on relevant LEP populations, their language



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assistance needs, and their experience under this SOP and related procedures.

2. The Department LAC and Department LAIC shall monitor this SOP and related procedures to ensure that they continue to be effective. The Department LAC and Department LAIC shall annually re-evaluate the language needs of LEP persons to determine shifts in non-English-speaking demands. The Department LAC and Department LAIC shall monitor the utilization of Department language assistance services on an ongoing basis to ascertain needs and make recommendations on the allocation of resources. This data shall be incorporated into the Department's annual budget estimate plan, annually submitted to the City's Department of Finance and Administrative Services.
3. The Department provides police services to a wide range of persons, including those who do not speak English or who are deaf or hard of hearing. The most recent list of Safe Harbor Languages, based on U.S. Census Bureau data, is listed in [Appendix I](#).

F. Findings as of May of 2024

1. By analyzing Department and Office of Equity and Inclusion data, the Department has identified that LEP and D/HH persons residing in the City of Albuquerque require the majority of translation and interpretation services into:
 - a. Spanish:
 - i. The most common Spanish dialect is from Mexico, but Department personnel are likely to encounter other dialects of Spanish.
 - b. Vietnamese;
 - c. American Sign Language (ASL);
 - d. Diné (Navajo);
 - e. Mandarin, and both Traditional and Simplified characters for written translated materials;
 - f. Arabic;
 - g. Swahili;
 - h. Dari;
 - i. Pashto;
 - j. Kinyarwanda;
 - k. Urdu; and
 - l. Keres:
 - i. After broad research with linguists, local tribal council, Native-American Department Keres-bilingual officer, and residents who speak Keres, the Department determined that Keres shall be removed from the Department's Safe Harbor languages.
 - ii. Keres is a sacred, spoken language only.
 - iii. Members of this constituency do not allow for written or visual graphics to be presented in Keres. For this reason, even while being removed as a safe harbor language, the Department shall make reasonable



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- accommodations to provide language assistance to this cultural group by the provision of Keres-speaking interpreters.
- iv. The Department shall refrain from translating Department materials into this Native American language.

RELEASED



APPENDIX I: SAFE HARBOR LANGUAGES

U.S. Census Bureau American Community Survey data released in 2020 (reflecting years 2016-2019) show that City of Albuquerque residents who speak the following three (3) languages at home have the most persons who speak English less than "very well":

- (1) Spanish with 36,382 speakers;
- (2) Vietnamese with 2,105 speakers; and
- (3) Chinese (including Mandarin and Cantonese) with 1,134 speakers.

RECEIVED



3-6 LANGUAGE ACCESS POLICY

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

A. Related SOP(s)

- 2-18 Contact with Deaf, Hard of Hearing, or Speech-Impaired Persons (Formerly 2-09)
- 2-65 Language Access Procedure
- 2-100 Emergency Communications Center (ECC) Division (Formerly 2-01 and 9-1)
- 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 Resource(s)

[R-21-231, Language Access Policy, Code of Resolution of Albuquerque, New Mexico](#)

Americans with Disabilities Act of 1990

~~Exec. Order No. 13,166 Improving Access to Services for Persons with Limited~~

~~English Proficiency (2000)~~

Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition

Against National Origin Discrimination Affecting Limited English Proficient Persons

Omnibus Crime Control and Safe Streets Act of 1968

[Title VI of the Civil Rights Act of 1964](#)

[Office of Equity Inclusion \(OEI\)](#)

D. Active Special Order(s)

None

D.E. Rescinded Special Order(s)

None

3-6-1 Purpose

- A. The purpose of this policy is to incorporate the Language Access Policy (LAP), developed collaboratively with the community and the Albuquerque Police Department (Department), into a Department Standard Operating Procedure (SOP) to provide equitable services to limited English proficient (LEP) and Deaf and Hard of Hearing (D/HH) persons in compliance with current law, pursuant to the following Statutes Executive Orders and DOJ Attorney General Directives and Policies:

1. Title VI of the Civil Rights Act of 1964;



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2. Sections 501, 504 and 508 of the Rehabilitation Act of 1973;

2-

4. ~~Executive Order (EO) 13166 On August 16, 2000, President Clinton issued the EO "to improve access to . . . federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency;"~~

6.3. Executive Order (EO) 13985, Jan 20, 2021, Advancing Racial Equity and Support for Underserved Communities Through the Federal Government;

7.4. Executive Order 14031, June 3, 2021, Advancing Equity, Justice, and Opportunity for Asian Americans, Native Hawaiians, and Pacific Islanders;

8.5. Executive Order 14091, Feb. 16, 2023, Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government;

9.6. The Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons published by the U.S. Department of Justice (DOJ); and

10.7. The Omnibus Crime Control and Safe Streets Act of 1968.

- B. Persons whose primary language is not English and who have a limited ability to speak, understand, read, or write English LEP, and persons who are D/HH are at a disadvantage in our community when they are unable to take advantage of Department programs and services, access important benefits, or comply with applicable responsibilities due to language barriers.
- C. Language barriers can put cases and lives at risk by impeding efficient communication with LEP and/or D/HH victims, witnesses, suspects, and community members. Language barriers may potentially prevent persons from understanding their rights, complying with the law, and receiving equitable access to Department programs, services, and information. In the same manner, communication barriers may put cases and lives at risk by preventing Department personnel from accurately processing information from victims, witnesses, suspects, and community members. Therefore, barriers may present safety, evidentiary, and ethical challenges for Department personnel and others.
- D. The LAP, reflected in this SOP and in SOP Language Access Procedure, Contact with D/HH Deaf, Hard of Hearing, or Speech-Impaired Persons and Emergency Communications Center (ECC) Division:
1. Supports Statutes, Executive Order, and the other referenced legal authorities in this SOP;
 2. Sets out reasonable steps to provide meaningful access to Department services,



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programs, and information for LEP and D/HH persons using the four-factor analysis recommended by the DOJ;

—Details the Department's initiatives and plans to improve the access of LEP and D/HH persons to its services and programs;

4.3. Provides clear, consistent direction in the delivery of efficient, effective, and caring service to LEP and D/HH persons;

5.4. Balances service needs of LEP and D/HH persons with the fiscal constraints of Department operations; and

6.5. Provides a framework for the provision of resource allocation for LEP and D/HH persons in the context of all Department business.

E. The LAP was developed to pursue equal access to police services for LEP and D/HH persons, as well as for persons who are deaf and hard of hearing. Although persons who are D/HH are covered under the Americans with Disabilities Act (ADA) and City of Albuquerque Ordinances, rather than Title VI of the Civil Rights Act, they were included in the LAP as they relate to the pursuit of equal access to police services.

3-6-2 Policy

It is the policy of the Department to provide free language access assistance to all limited and non-English proficient persons and to take reasonable steps to provide meaningful access to all persons in any encounters with the Department regardless of their national origin or limited ability to speak, understand, read, or write English. The Department strives to provide language access in a timely, accurate and effective manner.

Furthermore, it is the goal of the Department to reduce language barriers for LEP and D/HH persons seeking access to Department programs, services, and information.

N/A 3-6-3 Definitions

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A person with the ability to communicate proficiently and accurately in ~~English and two or more~~ languages. For Department purposes, English and one or more languages.

B. Deaf and Hard of Hearing (D/HH)

A person who has either no hearing or who has significant hearing loss. An individual who is D/HH may also have limited proficiency in spoken or written English and may or may not be proficient in ASL or any other recognized sign language.



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C. Department Language Access Coordinator (Department LAC)

A civilian employee that 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 Department LAC is responsible for thorough oversight and implementation of the 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.

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E. Department Certified Bilingual Personnel (Department CBP)

Personnel who the City's Human Resource 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.

F. Exigent Circumstances

An emergency situation ~~emergency(s) situation requiring~~ requiring swift action to prevent ~~imminent danger to life, to death, forestall the imminent, injury, serious damage to property, escape of an individual, or to prevent~~ 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. Limited English Proficient (LEP) Person



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A person whose primary language is not English, and who has a limited ability to read, write, 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.

J. Non-Vital Document

Written information that provides general Department services information to the reader but has no critical content about a person's rights or obtaining access to court services or is required for official law enforcement purposes.

K. Primary Language

The language in which an individual most effectively communicates.

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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.

N. 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 prosecution;
 - e. Notices, I-Speak cards, Language Self-Identification posters, and materials



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regarding the availability of free language assistance services for LEP individuals;

- 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 to the City's population as a whole.

N/A 3-6-4

U.S. Department of Justice (DOJ) Four-Factor Guidance for LEP Programs

- A. During the course of their duties, Department personnel have a high potential of encountering persons and individuals who communicate in different languages other than English. Department personnel shall use the formerly developed DOJ Four-Factor-developed Guidance document entitled "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" (Guidance) to assess language access needs.
- B. The Guidance outlines four (4) factors to be considered in determining what constitutes reasonable steps that provide meaningful access to programs and services. The Department LAP reflects the following summaries of the four (4) factors;
 - 1. The number or proportion of LEP and D/HH persons eligible to be served or likely to be encountered by Department personnel;
 - a. The Department's Language Access Coordinator (LAC) should take into account the number of past and ongoing encounters with LEP and D/HH persons and also look at statistical data to determine those likely to be served. The greater the number or proportion in a particular language, the more likely that language services are needed. Statistical data sources include, but are not limited to, information provided by the following:
 - i. United States Census Bureau;
 - ii. School systems; and
 - iii. Community groups.
 - 2. The frequency with which LEP and D/HH persons come in contact within a program or service;
 - a. The Department's LAC should determine how often
 - i. How often contact with particular language groups occurs in the context of the program or service involved.
 - ii. Where contact with particular language groups occurs, such as in particular



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- neighborhoods and, to the extent possible, at certain events.
- b. The Department shall determine the frequency with which LEP and/or D/HH persons come into contact with the Department by analyzing data such as interpretation service data and any other available data embedded into Department systems to track contact with LEP and D/HH persons. Statistical data sources include, but are not limited to:
 - i. Telephonic interpretation;
 - 1. Emergency Center Communication (ECC); and
 - 2. Non-Emergency Center Communication.
 - ii. On-site interpretation requests;
 - iii. Video Remote Interpretation; or
 - iii. Uniform Incident Reports
 - c. All personnel shall enter the appropriate information for data purposes, where Department systems request information related to LEP and/or D/HH encounters.
- 3.—The nature and importance of the program, activity, or service provided by the program; and
- 3.
- a. Denial or delay, or inaccuracy of service due to language or communication issues may have serious or life-threatening consequences, especially in exigent circumstances access. The more emergent the service or program, the more meaningful language access will be needed.
4. Resources available to the recipient and costs.
- a. The Department's LAC will analyze its resources, the costs of providing different types of language services, and the impact of those costs for implementing such services and make recommendations through their chain of command to request allocation for funding of language access services.
- C. The Department shall use the four-factor analysis to make all required determinations under this SOP and SOP Language Access Procedure, including LEP D/HH persons services required, training for Department personnel, and outreach programs that notify LEP D/HH persons of the availability of language assistance services.
- 7** D. The Department LAC and the Department LAIC shall use the four (4)-factor analysis and work with the City of Albuquerque to establish, implement, and maintain a compliance strategy that reflects the Department LAP while demonstrating to LEP and D/HH persons that the Department takes reasonable steps to provide meaningful language access to its programs and services.

7 3-6-5 Roles and Responsibilities

6 A. Language Access Coordinator (LAC)

- 1. The Department LAC shall:



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- a. Oversee the implementation of the Department's language access policies and procedures;
- b. Delegate responsibilities to other Department personnel who may assist with implementation;
- c. Identify language assistance needs for the Department;
- d. Propose procedures to assist in the implementation of this SOP;
- e. Coordinate with the City's Human Resources Department to identify certified bilingual interpreters;
- f. Adopt and implement standards and assessments for Department certified bilingual personnel, their training, and tracking how they are requested, dispatched, and deployed;
- g. Adopt and implement standards and assessments to measure the Department's non-employee/volunteer bilingual interpreters, their training, tracking, and identifying Department unit use;
- h. Coordinate with the City's Purchasing Division to identify the City's contracted vendors for translation and interpretation services;
- i. Coordinate with the City's Human Resources Department to address hiring and personnel practices to increase the Department's number of Department certified bilingual personnel;
- j. Provide for Department employee training, to including training on accessing all language assistance measures Department personnel may use;
- k. Coordinate with the Department's Fiscal Division to recommend a budget for language access, including, but not limited to, contract language assistance services;
- l. Coordinate with the Department's Grant Administration Division (GAD) to search for outside funding sources and other resources to support interpretation and translation services, technological support, staffing, and other infrastructural support;
- m. Maintain an updated list of all trained and qualified bilingual interpreter Department personnel, bilingual, and certified contract interpreters;
- n. Develop or recommend protocols to be followed by Department personnel in situations involving LEP persons;
- o. Identify and implement a system for receiving and responding to complaints or suggestions by community members and Department personnel regarding improvements to language assistance measures;
- p. Provide a quarterly update on the number of qualified bilingual interpreter Department personnel via the Department intranet (Share Hub) and to the Office of Immigrant and Refugee Affairs (OIRA) Steering Committee or its successor;
- q. Coordinate the creation of a working group to include internal and external stakeholders;
- r. Review the Department's Language Access Office activities progress in providing meaningful access to LEP persons;
- s. Develop reports and recommend modifications to the LAP annually and revise this SOP and related SOPs as needed;



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- t. Be responsible for the following tasks that specifically relate to written translation:
- Classify all standard documents provided to community members as vital or non-vital and determine the translation prioritization and process;
 - Have vital documents translated and ensure the translated documents are forwarded to the Policy and Procedure Unit, in accordance consistent with SOP Forms Control, and placed on the Department intranet (Share Hub) and the public website, as appropriate; and
 - If Department personnel have submitted a memorandum through their chain of command identifying the need for a specific standard document to be translated, the Department LAC shall review the request for the appropriate action.
 - The Department LAC shall consider the factors and the definitions listed in this SOP.
 - If the Department LAC determines that the document shall be translated and confirms that no similar document has already been translated, the Department LAC shall ensure the translated documents are forwarded to the Policy and Procedure Unit, in accordance consistent with SOP Forms Control ~~(refer to SOP Forms Control for sanction classifications and additional duties)~~ and placed on the Department intranet (Share Hub) and the public website, as appropriate.
 - Oversee each document translation journey: form identification, securing translation services vendor, processing quotes and their fiscal approval, ensuring translation quality control, confirming language localization, managing terminology dictionaries, translated document storage, dissemination, and distribution;
 - Ensure that any correspondence received by the Department that is in a language other than English is translated into English;
 - Once translated into English, if the correspondence is a complaint, the Department LAC shall ensure that the complaint is handled, in accordance consistent with SOP Complaints Involving Department Personnel ~~(refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties)~~; and
 - Evaluate the feasibility of translating online reports into the Safe Harbor languages.
 - The Safe Harbor Languages are outlined in Appendix I of this SOP.

B. Department Language Access Implementation Committee (LAIC)

- Department LAIC members are volunteer employees, except as otherwise required below, including bilingual personnel who broadly represent the experience of Department Units, Divisions, Commands, and Bureaus.
- The Department LAIC shall include FSB sworn personnel who encounter LEP and D/HH persons most frequently. Department LAIC Members shall be familiar with language access issues and are responsible for implementing all aspects of the Department's LAP and SOPs.



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3. The Department LAIC consists of the following:
 - a. Department LAC;
 - b. A representative from the OIRA, Office of Equity and Inclusion (OEI), or in the absence of those offices, a City representative who is experienced in working with immigrant populations;
 - c. A representative from the FSB;
 - d. A representative from the Emergency Communications Center (ECC);
 - e. A representative from the Management Services and Support Bureau;
 - f. A representative from the Accountability Bureau;
 - g. A representative from the Investigative Bureau; and
 - h. At least one (1) commander or division manager.
4. The role of the Department LAIC is to identify and take reasonable steps to provide meaningful access to Department programs and services by doing the following:
 - a. Identify language assistance needs for the Department;
 - b. Identify existing Departmental language assistance resources;
 - c. Identify language assistance resources needed by the Department;
 - d. Oversee the proper use of Department certified bilingual personnel;
 - e. Oversee the selection and procurement of contracted translation and interpreter vendor services;
 - f. Oversee the process for the translation of vital documents to ensure accuracy and Department progress;
 - g. Develop and/or make language access policy and procedure recommendations;
 - h. Ensure training is completed for all Department personnel on accessing and providing Department language assistance services;
 - i. Work with the Department's Policy and Procedure Unit to ensure receipt and evaluation of SOP recommendations made by residents regarding language access assistance;
 - j. Share Department language access practices with law enforcement agencies and community organizations to identify effective language access practices and potential areas for improvement;
 - k. Provide an annual report to the Department's command staff documenting the Department's steps to provide access to services to LEP persons; and
 - l. Make recommendations to the Department's Recruiting Unit to promote the recruitment of bilingual personnel through community outreach.

N/A 3-6-6

LEP Policy Elements

- A. The Department shall take reasonable steps to provide meaningful language access that results in LEP and D/HH persons' equitable access and participation opportunities to its programs and services regardless of their ability to communicate in English. The Department's SOP principles include the following elements:

1. ~~Stakeholder Consultation: Section 4 of Executive Order 13,166 requires that~~



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~~“stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate persons or entities have an adequate opportunity to provide input.”~~ The Department has sought input from various stakeholder organizations, including the OIRA Steering Committee and the City of Albuquerque Domestic Violence Task Force, the New Mexico Asian Family Center, the New Mexico Commission of Deaf and Hard of Hearing, UVNR, Mexican Consulate;

2. ~~Resource Allocation:~~ The Department shall consider the needs of LEP D/HH persons in the Department's other policies and procedures, such as Special Orders (SO) and long-range goals, and service delivery initiatives; and

2.

3. Funding

- a. Policy implementation shall depend, in part, on the level of Department resources and the relative costs that would be imposed upon the Department.
- b. On an ongoing basis, the Department shall explore the most cost-effective means of delivering competent and accurate language access services before limiting such services due to a lack of resources.
- c. The Department shall also explore outside funding opportunities to support and enhance additional language access services for the public.

B. Recruitment

1. In an ongoing effort to better serve the diverse Albuquerque community, the Department actively recruits bilingual persons through community meetings, community publications, the Department's Citizens Police Academy, and day-to-day contacts.
2. Recruiting efforts emphasize the Department's commitment to cross-cultural communications, diversity, and community involvement.
3. Recruiting Unit personnel shall emphasize the value that the Department places on language skills and promotes the Department's language pay incentive programs.
4. Recruiting Unit personnel shall target job fairs and other events with a high probability of a minority diverse audience. Typical events include charter schools that specialize in multi-cultural students, job fairs, Bernalillo County events that emphasize minority ~~outreach~~, outreach and college events that have a high percentage of minority attendance.
5. In addition to traditional LEP language efforts, the Department has initiated a relationship with the New Mexico Commission for Deaf and Hard of Hearing. The new program shall develop sensitivity and American Sign Language (ASL) training for Department sworn personnel and communications professionals.



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C. Safety

1. The safety of the Department personnel and the public is a priority. Therefore, safety shall not be compromised to provide language access. However, failure to provide language access due to exigent circumstances shall be documented and language access must be provided by Department personnel as soon as it is safe to do so.

D. Public Information

1. The Department recognizes the value of public information to educate persons who use police services, improve access to its services, promote program integrity, build public confidence and address concerns of LEP and D/HH persons. The Department produces public information materials in languages other than English and shall use the media to provide information to LEP and D/HH persons. The goal is to create awareness on how to best access resources, services, and programs in languages other than English.

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E. Monitoring Services

1. The Department LAC and Department LAIC shall ensure that the implementation and evaluation of this SOP and related LEP SOPs. The Department LAC and Department LAIC shall re-evaluate language access policies and procedures annually to ensure that the scope and nature of language assistance services provided reflect updated information on relevant LEP populations, their language assistance needs, and their experience under this SOP and related procedures.
2. The Department LAC and Department LAIC shall monitor this SOP and related procedures to ensure that they continue to be effective. The Department LAC and Department LAIC shall annually re-evaluate the language needs of LEP persons to determine shifts in non-English-speaking demands. The Department LAC and Department LAIC shall monitor the utilization of Department language assistance services on an ongoing basis to ascertain needs and make recommendations on the allocation of resources. These data shall be incorporated into the Department's annual budget estimate plan, annually submitted to the City's Department of Finance and Administrative Services.
3. The Department provides police services to a wide range of persons, including those who do not speak English or who are deaf or hard of hearing. The most recent list of Safe Harbor Languages, based on U.S. Census Bureau data, is listed in [Appendix I](#).

F. Findings as of May of 2024



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1. By analyzing Department and Office of Equity and Inclusion data, the Department has identified that LEP and D/HH persons residing in the City of Albuquerque require the majority of translation and interpretation services into:
 - a. Spanish:
 - i. The most common Spanish dialect is from Mexico, but Department personnel are likely to encounter other dialects of Spanish.
 - b. Vietnamese;
 - c. American Sign Language (ASL);
 - d. ~~Dine~~ Diné (Navajo);
 - e. Mandarin, and both Traditional and Simplified characters for written translated materials;
 - f. Arabic;
 - g. Swahili;
 - h. Dari;
 - i. Pashto;
 - j. Kinyarwanda;
 - k. Urdu; and
 - l. Keres:
 - i. After broad research with linguists, local tribal council, Native-American Department Keres-bilingual officer, and residents who speak Keres, the Department determined that Keres shall be removed from the Department's Safe Harbor languages.
 - ii. Keres is a sacred, spoken language only.
 - iii. Members of this constituency do not allow for written or visual graphics to be presented in Keres. For this reason, even while being removed as a safe harbor language, the Department shall make reasonable accommodations to provide language assistance to this cultural group by the provision of Keres-speaking interpreters.
 - iv. The Department shall refrain from translating Department materials into this Native American language.



APPENDIX I: **SAFE HARBOR LANGUAGES**

U.S. Census Bureau American Community Survey data released in 2020 (reflecting years 2016-2019) show that City of Albuquerque residents who speak the following three (3) languages at home have the most persons who speak English less than "very well":

- (1) Spanish with 36,382 speakers;
- (2) Vietnamese with 2,105 speakers; and
- (3) Chinese (including Mandarin and Cantonese) with 1,134 speakers.

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City of Albuquerque

Civilian Police Oversight Agency



Policy and Procedure Review Subcommittee Report Board Meeting

08/07/2025

08/14/2025

Policy Recommendations

No Policy Recommendations

SOP 1-75 Grant Administration Division (GAD): It is the policy of the Department to maintain a GAD under the command of the Office of the Chief of Police to oversee, supervise, and manage the GAD, the Capital Implementation Program (CIP), Building Maintenance, and other special projects as assigned by the Chief of Police. The GAD is responsible for ensuring all current federal, state, and local grants are properly maintained, including meeting deadlines and reporting requirements, as well as confirming grant compliance with all laws, regulations, and City policies. The GAD will coordinate with outside agencies, vendors, and City departments for CIP and construction/building maintenance projects to certify deadlines, reporting requirements, and fiscal compliance. The GAD will also provide weekly updates to the Chain of Command regarding grants, building maintenance/projects, CIP, and personnel.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 1-87 Scientific Evidence Division: It is the policy of the Department to investigate, document, process, preserve, collect, securely store, and analyze evidence related to criminal investigations. It is also the policy for SED personnel to support and train Department personnel and outside law enforcement agency personnel as needed.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 2-24 Hazardous Materials Incident Response: It is the policy of the Department to respond to hazardous material incidents and provide a maximum amount of safety to sworn personnel and community members.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 2-67 Lineups and Field Identifications: It is the policy of the Department for sworn personnel to follow procedures and rules derived from the Accurate Eyewitness Identification Act when conducting field identifications and lineups during an investigation.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 2-100 Emergency Communications Center (ECC) Division: It is the policy of the Albuquerque Police Department (Department) to coordinate the delivery of police services with requests from the community and Department personnel through the ECC.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 2-111 Records Division Units: It is the policy of the Department to serve the community and governmental agency personnel through the imaging, printing, and production of Uniform Incident Reports through its Central Records Units for the NCIC Reporting Unit to ensure the accuracy of all entries by providing immediate support and responsiveness to Department personnel; and for the National Incident-Based Reporting Systems (NIBRS) Unit to efficiently and effectively code and enter technical and statistical, error-free data, based on the standards of the FBI and NIBRS.

- **PnP Subcommittee Discussion:** No recommendations.

SOP 3-6 Language Access Policy: It is the policy of the Department to provide free language access assistance to all limited and non-English proficient persons and to take reasonable steps to provide meaningful access to all persons in any encounters with the Department regardless of their national origin or limited ability to speak, understand, read, or write English. The Department strives to provide language access in a timely, accurate and effective manner.

Furthermore, it is the goal of the Department to reduce language barriers for LEP and D/HH persons seeking access to Department programs, services, and information.

- **PnP Subcommittee Discussion:** No recommendations.

APD Responses to Policy Recommendations

SOP 2-86 Auto Theft and Motor Vehicle Theft-Related Investigations

- This recommendation was submitted on 3/17/2025 but not responded to until 7/25/2025.
- **Recommendation:** Recommend adding a provision to 2-86-4-A-5 stating "Department personnel should make reasonable efforts to notify the registered owner when a stolen vehicle is recovered. The date, time, and method of attempted contact shall be documented. If personnel are unable to reach the owner or do not attempt contact, they shall document the reason and any efforts made to notify the owner"
- **APD Response:** Concur. Recommendation incorporated into upcoming revision of SOP.

SOP 2-73 Collection, Submission, and Disposition of Evidence and Property:

- **Recommendation:** Consideration regarding the new language of inventory and safekeeping searches.
- **Response:** Included with SOP 2-71 Summary below.

Summary – SOPs 2-71 and 2-73: Inventory and Safekeeping Searches

The CPOA submitted formal considerations regarding two APD SOPs:

- SOP 2-71: Search and Seizure Without a Warrant
- SOP 2-73: Collection, Submission, and Disposition of Evidence and Property

Both submissions focused on concerns that new policy language regarding inventory and safekeeping searches does not adequately reflect the strict legal requirements established by recent New Mexico court decisions.

Current APD policy correctly identifies the three situations for “constitutionally reasonable and necessary” warrantless inventory/safekeeping searches:

1. The police have custody or control of the object or automobile of the search;
2. The inventory is made pursuant to established police procedures; and
3. The search is “reasonable”
 - a. Protecting the arrestee's property;
 - b. Protecting police from liability claims; or
 - c. Ensuring employee safety

However, recent New Mexico case law demonstrates that meeting one of these three “reasonable” justifications is not straightforward. Since *Jim*, NM Courts now apply much stricter scrutiny to determine whether these searches are “reasonably necessary” under the New Mexico Constitution.

State v. Jim (2022-NMCA-022)

- Situation: Police searched a gun safe containing firearms and illegal drugs found inside a vehicle.
- Court's Finding: Search was improper because *not* searching the safe would have better protected citizen property, reduced liability risk, and minimized danger to employees.

State v. Ontiveros (2024-NMSC-001)

- Situation: Police searched a vehicle containing illegal drugs and paraphernalia.
- Court's Finding: Search was unreasonable because the vehicle was secure at the owner's residence with no increased risk.

State v. Sanders (2024-NMCA-030)

- Situation: Police searched a black bag that was zipped closed that contained illegal drugs and paraphernalia found in the rear hatchback of the vehicle.
- Court's Finding: The Court held that the State's interests in conducting the search did not outweigh Defendant's privacy interests, rendering the search unconstitutional.

State v. Huerta (A-1-CA-41023, January 29, 2025)

- Situation: Police searched a Fritos canister with a lid containing illegal drugs found in a vehicle.
- Court's Finding: Search violated reasonable expectation of privacy as it didn't serve any of the three justifications. Closed, locked, or sealed containers generally require warrants unless specific circumstances justify the search.

State v. Marquez (A-1-CA-41488, July 28, 2025)

- Situation: Police searched a zipped backpack containing illegal drugs and paraphernalia found in an apartment.
- Court's Finding: The State did not justify the warrantless search by establishing that any government interest outweighed Defendant's privacy interest in the contents of his closed backpack.

The current policy language, while technically accurate, does not reflect the nuanced analysis now applied by New Mexico courts. As a result, APD employees who follow the policy as written may still conduct constitutionally invalid searches if they are unaware of the deeper legal considerations used by courts to balance law enforcement interests against individual privacy rights. However, the CPOA recognized that policy language cannot practically address every legal nuance or potential exception.

APD's Responses:

- SOP 2-73: "Consideration reviewed, and a definition of "Safekeeping" was added to clarify the difference between a vehicle Inventory search of closed containers and closed containers held for safekeeping which reads: The act of securely holding, preserving, or protecting property, or items of value by the Department to ensure their integrity, prevent loss, and maintain a clear chain of custody until they can be properly returned."
- SOP 2-71: "Thank you for your comment and have made some changes based on your feedback. These are novel, complex legal issues on which we've consulted with City Legal extensively. This complex case law is also being trained by the District Attorney's Office in legal updates to the department's officers."
 - Notable Change: Section 2-73-5 B.1.a.ii
 - Used to state:
 - *"Criminal charges will not be filed as a result of such safekeeping searches unless approved by the District Attorney's (DA) Office or City Attorney's Office. Any items of potential evidentiary value discovered during a search of safekeeping property shall be packaged and labeled independently."*
 - Now states: Removed approval by District Attorney and added reference to SOP 2-71
 - *"Any items discovered during an inventory search in accordance with SOP Search and Seizure Without a Warrant which may have evidentiary value shall be packaged and labeled independently."*

APD has taken a constructive approach to these concerns, implementing policy adjustments that include a clear "safekeeping" definition and emphasizing their commitment to collaborate with City Legal and enhance training through the District Attorney's Office. While the fundamental concern remains ensuring employees understand that these searches require careful analysis, these responses demonstrate APD's receptiveness to addressing the concern. The CPOA agrees that this is a novel and complex issue and understands that, as standards continue to evolve, training and ongoing legal guidance may be more effective than additional policy language.