

Civilian Police Oversight Agency

Finding Letters of the CPOA

The CPOA Executive Director's findings in each case are listed below. The following notifications of the findings were provided to the citizen(s) during July 2026. If applicable, these findings will become part of the officer's file.

026-26	039-26	041-26	045-26	048-26
050-26	072-26	146-25	150-25	159-25
166-25				

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 13, 2026

Via Email

Re: CPC # 026-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

Ms. L : reported that she and her partner were detained and questioned without being read their Miranda rights. She questioned her partner's arrest and implied that he was wrongfully arrested and profiled. She alleged that officers watched her child go to the bathroom and that officers went through her apartment without a warrant. She alleged that officers told her they would search her car and leave it for her, and then towed it. She alleged that she was not given a tow sheet or a warrant to search her vehicle. She also reported that she reached out to Officer M and his Sergeant multiple times to request a callback about her vehicle, but they did not return her calls. This is a brief summary of the complaint.

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: No

APD Employee Interviewed: Yes

APD Employee Involved: Officer M

Other Materials: Email Communications

Date Investigation Completed: July 7, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4, 2.71.4.A.1 & 1.4.4.B.1.a

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

1.1.5.A.4 Ms. L : was identified as a witness and not under suspicion. Therefore, Miranda Warnings were unnecessary for her. Officer M was unaware of multiple attempts by Ms. L : to reach him later. Officer M did not escort Ms. L : nor was present when her daughter used the restroom. OBRDs showed no requests were made to close a door and the accompanying officer was not facing them. OBRDs showed the tow sheet was left under the door. The car search warrant was left in the car. 2.71.4.A.1 OBRDs showed Officer M did not conduct searches. Searches did not start until the warrants, but officers secured the areas. OBRDs showed Ms. L : was not detained and asked questions for three hours. The officers spoke with her, including gathering basic information, advising her on next steps, and accompanying her into the residence to collect items. 1.4.4.B.1.a Officer M only made an arrest based on probable cause, including verifiable facts reported by the reporting party. Unrelated factors were not considered in the decision. Note: Videos confirmed no rings were removed during the vehicle search.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

- 1) A policy was misapplied in the evaluation of the complaint;
- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints may be re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Office of Police Reform or any matter relating to the Office of Police Reform's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer by sending a letter to the Office of the Mayor, P.O. Box 1293, Albuquerque, NM 87103. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of the Office of Police Reform letter. Include your CPC number. The review by the Chief Administrative Officer is independent of the Advisory Board.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. Thank you for participating in the process of civilian oversight of the police, ensuring officers and personnel of the APD are held accountable, and improving the process.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 13, 2026

Via Email

[REDACTED]

Re: CPC # 026-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

Ms. L reported that she and her partner were detained and questioned without being read their Miranda rights. She questioned her partner's arrest and implied that he was wrongfully arrested and profiled. She alleged that officers watched her child go to the bathroom and that officers went through her apartment without a warrant. She alleged that officers told her they would search her car and leave it for her, and then towed it. She alleged that she was not given a tow sheet or a warrant to search her vehicle. She also reported that she reached out to Officer M and his Sergeant multiple times to request a callback about her vehicle, but they did not return her calls. This is a brief summary of the complaint.

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: No

APD Employee Interviewed: Yes

APD Employee Involved: Sergeant S

Other Materials: Email Communications

Date Investigation Completed: July 7, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4, 2.71.4.A.1 & 1.4.4.B.1.a

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

1.1.5.A.4 Ms. L : was identified as a witness; therefore, Miranda Warnings were unnecessary for her. Sgt. S informed the detective of Ms. L question about the vehicle's status. Sgt. S had no case responsibility beyond the initial call. A policy recommendation is being made due to once a vehicle is searched there is no specified time frame to advise the owner per policy. Sgt. S did not escort her, nor was he present when the child used the bathroom. Officers needed to balance preventing tampering with evidence and privacy. The accompanying officer turned away. 2.71.4.A.1 OBRDs showed that searches did not begin until the warrants for the residence were issued. She was informed why the vehicle needed to be searched. 1.4.4.B.1.a Sgt. S did not arrest, but the decision was based on probable cause, including verifiable facts reported by the reporting party. Unrelated factors were not considered in the decision.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

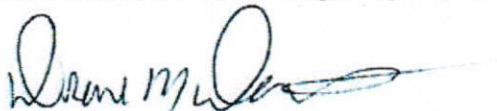
- 1) A policy was misapplied in the evaluation of the complaint;
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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 14, 2026

Via Certified Mail



Re: CPC # 039-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 03/05/2026, Bethany Woodward submitted an online complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 03/04/2026 at 1330 hours. Ms. W indicated that she was involved in a crash on 12/29/2025 that escalated into a disturbance. The individuals were advised that a summons would be issued regarding the disturbance, and Officer D issued Ms. W a citation for an insurance violation. Officer D incorrectly documented all of Ms. W information, including her email address and telephone number. Ms. W contacted the court on the assigned date (01/20/2026), and was advised that there was no record associated with that date. Officer D again failed to appear on 03/04/2026, resulting in the case being dismissed.

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer D

Other Materials: Emails, complainant video, payroll, citation, and military orders

Date Investigation Completed: June 12, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

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Policies Reviewed: Procedural Order 2.40.5.B.1.b; & Procedural Order 2.76.4.A.3.a.iii

2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

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3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

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4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

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5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☐

6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.

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Additional Comments:

2.40.5.B.1.b - The evidence showed Officer D did not ask Ms. W for her contact information. The OBRD showed she did not receive the information from the PSA and instead entered inaccurate contact information on the citation. The CPOA recommends a verbal reprimand.

2.76.4.A.3.a.iii - It was determined that Officer D failed to notify the court of her military leave or schedule conflict. Since the officer did not submit a P-30 or otherwise notify the court her non-appearance resulted in the dismissal of the case. She advised the reason for not submitting the paperwork, but the reasons were insufficient to override policy. The CPOA recommends a written reprimand.

A policy recommendation was made regarding the tracking of citations submitted.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 27, 2026

Via Email

Re: CPC # 041-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 03/09/2026, M i C submitted a complaint to the Civilian Police Oversight Agency (CPOA) staff for an incident on 03/04/2026 between 1500 and 1530 hours at 5408 2nd Street Northwest. It was reported that Ms. C : turned herself in at a substation regarding an outstanding felony warrant. Prior to doing so, her mother called the substation and informed a secretary on 03/04/2026 at approximately 1000 hours that Ms. C : would need an ASL interpreter. Ms. C was never provided with an interpreter or paper and a writing utensil, and the need for an interpreter was never relayed to the jail.

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: Officer H

Other Materials: Email communications and NM Courts Records

Date Investigation Completed: July 16, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

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2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

☐

3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

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4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

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Policies Reviewed: 2.8.5.A

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☒

6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.

☐

Additional Comments:

2.8.5.A: It was determined that Officer H failed to activate his OBRD during this law enforcement encounter. The report was submitted timely, but the approval process took longer. Once the report is submitted and approved by the supervisor there is not a specific time line in policy for processing by Records. Officer H did not have an interaction other than the search prior to custody, he was not involved in being a subject for the conduct concerns and Ms. C : had no complaints regarding APD personnel. Her concerns were focused on court and certain interactions at the jail, which CPOA does not have jurisdiction over.

The CPOA recommends an 8 hour suspension.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 27, 2026

Via Email

Re: CPC # 041-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 03/09/2026, M i C submitted a complaint to the Civilian Police Oversight Agency (CPOA) staff for an incident on 03/04/2026 between 1500 and 1530 hours at 5408 2nd Street Northwest. It was reported that Ms. C : turned herself in at a substation regarding an outstanding felony warrant. Prior to doing so, her mother called the substation and informed a secretary on 03/04/2026 at approximately 1000 hours that Ms. C : would need an ASL interpreter. Ms. C was never provided with an interpreter or paper and a writing utensil, and the need for an interpreter was never relayed to the jail.

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: Officer Q

Other Materials: Email communications and NM Courts Records

Date Investigation Completed: July 16, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.1 & 2.18.4.C.2.a

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



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Additional Comments:

1.1.5.A.1: Ms. C had no complaints regarding APD personnel. Her concerns were focused on court and certain interactions at the jail, which CPOA does not have jurisdiction over. Ms. Montes perceived the officer as "kind of firm and a little rude." A review of the video evidence showed that Officer Q treated the public with respect, courtesy, and professionalism at all times during this incident.

2.18.4.C.2.a: It was determined that Officer Q was not conducting an investigation during his interaction. Ms. C was taken into custody for transport based on a felony warrant, and was not interviewing or interrogating her as a subject or a victim, so an ASL interpreter was not required per policy. To accomplish the transport effective communication occurred between an officer's limited knowledge of ASL and Ms. Chavez's ability to read lips. Video evidence confirmed jail staff were informed about Ms. Chavez's hearing disability by department personnel, and any alleged misconduct by jail staff did not involve Officer Q. The report was submitted timely, but the approval process took longer. Once the report is submitted and approved by the supervisor there is not a specific time line in policy for processing by Records.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 22, 2026

Via Email

Re: CPC # 045-26

COMPLAINT:

PO Box 1293

On 03/19/2026, J S submitted an online complaint to the CPOA regarding incident 260017602 that occurred on 02/28/1971 at 2030 hours at 712 Pacific Avenue Southwest. Ms. S reported that the associated report had not been completed and felt that the officer felt bothered by being at the crash.

Albuquerque

NM 87103

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: PSA B

Other Materials: Email Communications.

Date Investigation Completed: June 30, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

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Policies Reviewed: 2.16.5.C.1 (Reports)

2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

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3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

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Additional Comments:

Ms. S misidentified the primary PSA when she identified PSA C as responsible for the report and accident investigation, it was PSA B. Video evidence showed PSA B did not commit any of the alleged conduct violations made against PSA C. However, it was determined that PSA B failed to complete and submit the crash report by the end of his shift. PSA B did not inform a supervisor that he would be unable to complete and submit the report by the end of his shift. PSA B did not receive authorization from a supervisor to delay the completion and submission of the report beyond the end of his shift. The CPOA recommends a written reprimand.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

- 1) A policy was misapplied in the evaluation of the complaint;
- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints maybe re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 22, 2026

Via Email

[REDACTED]

Re: CPC # 045-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 03/19/2026, J S submitted an online complaint to the CPOA regarding incident 260017602 that occurred on 02/28/1971 at 2030 hours at 712 Pacific Avenue Southwest. Ms. S reported that the associated report had not been completed and felt that the officer felt bothered by being at the crash. When interviewed she alleged her husband was asked questions about sobriety, was not asked about his well-being, refused to provide the other driver's information, and walked away while her husband was still speaking.

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EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: PSA C

Other Materials: Email Communications.

Date Investigation Completed: June 30, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4 (Conduct)

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

1.1.5.A.4: Video evidence showed that PSA C did not commit any of the allegations as reported by the Sandoval's. He had no interaction with her and very little with Mr. S including the questioning of his sobriety. PSA C had no investigative role and was not responsible for the associated report. A review of the videos showed that no APD personnel seemed bothered by being at the incident, were standoffish, inquired about Ms. Sandoval's substance use, were asked about the other involved individuals' insurance information, or walked away when being spoken to.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

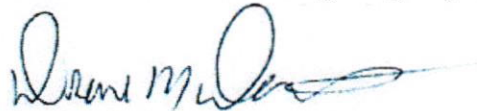
- 1) A policy was misapplied in the evaluation of the complaint;
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Administratively closed complaints maybe re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

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If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. Thank you for participating in the process of civilian oversight of the police, ensuring officers and personnel of the APD are held accountable, and improving the process.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 27, 2026

Via Certified Mail

Re: CPC # 048-26

COMPLAINT:

PO Box 1293
Albuquerque
NM 87103

On 03/24/2026, M C submitted a telephone complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 03/15/2026 at 2231 hours at 4th Street Northwest and Copper Avenue Northwest. Mr. C reported that Sergeant G escalated the incident by the way he spoke to him and by surrounding him. He asked Sergeant G to call a CIT officer to the scene, at which point Sergeant G laughed. Sergeant G said he was CIT-licensed and refused to request a CIT officer. Mr. C advised that he was on the telephone with his mother, Jacqueline C who could hear Sergeant G escalating the situation. He believed Sergeant G spoke down to his mother regarding her insurance company providing a physical copy of the

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EVIDENCE REVIEWED:

Video(s): Yes APD Report(s): Yes CAD Report(s): Yes
Complainant Interviewed: Yes Witness(es) Interviewed: Yes
APD Employee Interviewed: Yes
APD Employee Involved: Sergeant G
Other Materials: Email Communications, Citations, and Statutes/Ordinances
Date Investigation Completed: July 13, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

1.1.5.A.4; It was determined that Sergeant G did not violate any APD policy when he refused to call a CIT officer to the scene. Mr. C requested a CIT officer, but there were already two CIT officers on scene who independently did not observe any warning signs of a mental health crisis. Neither CIT-certified officer thought that Mr. C was suicidal, homicidal, hallucinating, delusional, or demonstrating any extremely odd behavior that would warrant a CIT call out. Sergeant G was not rude to Mr. Castillo's mother on the phone call, and he never spoke down to her. There was no evidence submitted or reviewed suggesting that Sergeant G escalated the situation. OBRD footage provided clear and convincing evidence that he made multiple attempts to deescalate the situation with Mr. C and failed when Mr. C remained angry and upset about his vehicle ultimately being towed for no proof of insurance or registration.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 27, 2026

Via Certified Mail

Re: CPC # 048-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 03/24/2026, M C submitted a telephone complaint to the CPOA regarding an incident that occurred on 03/15/2026 at 2231 hours at 4th Street NW and Copper Ave. NW. Mr. C reported that Officer M yelled at him to roll down the window and yanked on his door. Officer M escalated the incident by the way he spoke with him. He asked Officer M to call a CIT officer to the scene, but he said that he was CIT licensed, and refused to request a CIT officer. Mr. C advised that he was on the telephone with his mother, Jacqueline C who could hear Officer M escalating the situation. Mr. C called 911 because he was having a mental breakdown, but Officer M said he would charge him with 911 abuse. He reported that he was targeted by Officer M because of a negative past experience.

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EVIDENCE REVIEWED:

Video(s): Yes APD Report(s): Yes CAD Report(s): Yes

Complainant Interviewed: Yes Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: Officer M

Other Materials: Email Communications, Citations, and Statutes/Ordinances

Date Investigation Completed: July 13, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4; 1.1.5.C.2

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



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Additional Comments:

1.1.5.A.4; It was determined that Officer M did not violate any APD Policy and treated Mr. C with respect and courtesy during this traffic stop. It appeared that Mr. C was hostile towards Officer M from the very first point of contact. Despite multiple efforts by Officer M to have a civil conversation with Mr. C the situation only worsened when Mr. C challenged Officer M to a physical fight. Mr. C appeared to be the aggressor, as captured on multiple OBRD recordings. Officer M appeared to appropriately disengage from Mr. C when all of his attempts to de-escalate the situation failed.

1.1.5.C.2; It was determined that Officer M did not target Mr. C for a past negative contact. There was no evidence submitted or reviewed that would suggest Mr. C had ever been contacted by Officer M, or filed any lawsuits against him or the APD. Mr. C alleged that he had been targeted by the APD because of a past negative contact with Officer M. However, Mr. C was initially pulled over for following too closely to another vehicle, and it was only after the initial stop that the primary officer determined that Mr. C did not have proof of insurance, registration, or equipment violations.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 27, 2026

Via Certified Mail

Re: CPC # 048-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 03/24/2026, M C submitted a telephone complaint to the CPOA regarding an incident that occurred on 03/15/2026 at 2231 hours at 4th St. NW and Copper Ave. NW. Mr. C reported that he was pulled over by Officer S, who illegally towed his vehicle. His vehicle was unregistered, but insured. Officer S asked him to roll down his window, which he did. He advised that the officers had their minds set on what they wanted, that they were assholes, and that they did not give him the option to have his vehicle towed on his own. Mr. C advised that Officer S was rude to Ms. C while speaking with her on the telephone due to his tone when telling her that she had five minutes to send him the insurance information.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: Officer S

Other Materials: Email Communications, Citations, and Statutes/Ordinances

Date Investigation Completed: July 13, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



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Policies Reviewed: 1.1.6.C.1

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



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Additional Comments:

1.1.5.A.4; It was determined that Officer S was not rude to Ms. C on the phone. He did not illegally tow Mr. Castillo's vehicle or wrongfully deny Mr. C the right to use a private tow company. Discretion and circumstances are considered for a private tow. The vehicle was towed due to a lack of proof of insurance. Officer S issued citations for violations within the scope of his authority. The OBRD footage provided clear and convincing evidence that he was not rude to anyone during this encounter and conducted himself in a professional and courteous manner.

1.1.6.C.1; The incident report was not completed by the end of shift. The tow sheet and citations had missing clerical elements. For these issues the CPOA recommends a written reprimand.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 31, 2026

Via Email

Re: CPC # 050-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On March 31, 2026, V : R : filed a complaint with the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 02/12/2026 at approximately 1900 hours. She reported inaccuracies in crash report 260014760, which incorrectly stated that her vehicle struck the other vehicle when she was T-boned and misrepresented the number of occupants in both vehicles. Despite her repeated attempts to address these issues, she received no response.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: PSA A

Other Materials: Email Communications, Sharebase evidence, tow-in report and SOP 2-16

Date Investigation Completed: July 9, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

☐

Policies Reviewed: General Order 1.1.6.C.1

2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

☒

3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

☐

4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

☐

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☐

6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.

☐

Additional Comments:

It took PSA A 27 days to complete and submit her report. PSA A stated she did not have permission from her supervisor to delay the report. Her supervisor reported he gave PSA A permission to delay the completion of her report past the end of her shift, but also reported he told her to turn it in as soon as possible. The length of time would not be considered efficient. The report inaccuracies consisted of the wrong numbers of individuals in each car, inaccurate accident location and type, and damage documentation issues. Additionally, no witness information was documented. PSA A was aware Ms. R was trying to reach her while she was out on leave, but she did not respond to the emails and did not call her. The PSA did not arrange for other options with a supervisor to address Ms. R concerns. The CPOA recommends a written reprimand.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 31, 2026

Via Email

Re: CPC # 050-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On March 31, 2026, V : R : filed a complaint with the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 02/12/2026 at approximately 1900 hours. She reported inaccuracies in crash report 260014760, which incorrectly stated that her vehicle struck the other vehicle when she was T-boned and misrepresented the number of occupants in both vehicles. Despite her repeated attempts to address these issues, she received no response.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: PSA B

Other Materials: Email Communications, Sharebase evidence, and tow-in report

Date Investigation Completed: July 9, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

☐

2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

☐

3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

☐

4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

☐

Policies Reviewed: Procedural Order 2.48.4.B.1.c

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☒

6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.

☐

Additional Comments:

PSA B did not have a role in investigating the crash or completing the report narrative. A review of the tow sheet showed PSA B did not complete an inventory and obtain the wrecker's signature for the red 2019 Ford four-door passenger car. The CPOA recommends an 8 hour suspension.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

- 1) A policy was misapplied in the evaluation of the complaint;
- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints maybe re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Office of Police Reform or any matter relating to the Office of Police Reform's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer by sending a letter to the Office of the Mayor, P.O. Box 1293, Albuquerque, NM 87103. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of the Office of Police Reform letter. Include your CPC number. The review by the Chief Administrative Officer is independent of the Advisory Board.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. Thank you for participating in the process of civilian oversight of the police, ensuring officers and personnel of the APD are held accountable, and improving the process.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 31, 2026

Via Email

Re: CPC # 050-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On March 31, 2026, V : R : filed a complaint with the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 02/12/2026 at approximately 1900 hours. She reported inaccuracies in crash report 260014760, which incorrectly stated that her vehicle struck the other vehicle when she was T-boned and misrepresented the number of occupants in both vehicles. Despite her repeated attempts to address these issues, she received no response.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: PSA V

Other Materials: Email Communications, Sharebase evidence, and tow-in report

Date Investigation Completed: July 9, 2026

FINDINGS

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

☐

2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

☐

3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

☐

4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

☐

Policies Reviewed: 2.48.4.B.1.c

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☒

6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.

☐

Additional Comments:

PSA V did not have a role in investigating the crash or completing the report narrative. However, a review of the tow sheet showed PSA V did not complete an inventory nor obtain the wrecker's signature for the white 2021 Kia four-door sedan. The CPOA recommends an 8 hour suspension.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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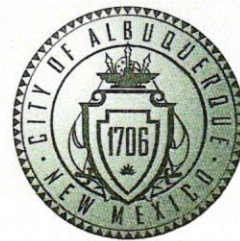
Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 31, 2026

Via Email

Re: CPC # 050-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On March 31, 2026, V : R : filed a complaint with the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 02/12/2026 at approximately 1900 hours. She reported inaccuracies in crash report 260014760, which incorrectly stated that her vehicle struck the other vehicle when she was T-boned and misrepresented the number of occupants in both vehicles. Despite her repeated attempts to address these issues, she received no response.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: Yes

APD Employee Interviewed: Yes

APD Employee Involved: Sergeant G

Other Materials: Email Communications, Sharebase evidence and email screenshots

Date Investigation Completed: July 9, 2026

FINDINGS

Policies Reviewed: General Order 1.1.6.C.1

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

It was determined, based on the evidence reviewed and interviews conducted, that although from a customer service aspect returning calls would be preferred, no policy required APD personnel to return the public's requests for a callback. It is unknown if messages were relayed to him via communications. Sergeant G stated he was unaware calls were being made specifically for him. Email attempts were not delivered because Ms. R had his email address incorrect.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints maybe re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

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If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. Thank you for participating in the process of civilian oversight of the police, ensuring officers and personnel of the APD are held accountable, and improving the process.

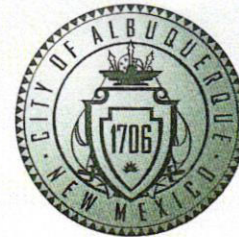
Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 14, 2026

Via Certified Mail

7021 0950 0002 0443 6290

Re: CPC # 072-26

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 5/8/2026, G L submitted a complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 4/27/2026. Mr. L reported, he had contact w/Officer R, for a call placed by R l, who reported he was being loud & saying certain things when the officer arrived. Mr. L reported Officer R incorrectly reported the sequence of events, was lying and was dishonest.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer R

Other Materials: Email Communications

Date Investigation Completed: June 26, 2026

FINDINGS

Policies Reviewed: 1.1.5.A.4 (Public Welfare)

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

The evidence showed that Officer R did not engage in an unprofessional manner; he spoke to Mr. L respectfully, even during tense moments. Officer R's report reflected an accurate **summary** of the incident related to the reported misconduct, which his OBRD video corroborated.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints maybe re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Office of Police Reform or any matter relating to the Office of Police Reform's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer by sending a letter to the Office of the Mayor, P.O. Box 1293, Albuquerque, NM 87103. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of the Office of Police Reform letter. Include your CPC number. The review by the Chief Administrative Officer is independent of the Advisory Board.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. Thank you for participating in the process of civilian oversight of the police, ensuring officers and personnel of the APD are held accountable, and improving the process.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 22, 2026

Via Email

Re: CPC # 146-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 07/11/2025, A [REDACTED] submitted an online complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 07/11/2025 at 0215 hours at 2200 Sunport Boulevard Southeast. Mr. N [REDACTED] reported that he went to the mediation room in the public lobby at the Albuquerque International Sunport to lie down and sleep. Officer P contacted him and asked if he had purchased a ticket or was conducting business at the location, which he advised no. Officer P advised him that, at the request of management, he needed to leave the property if he did not have a ticket. Mr. N [REDACTED] informed Officer P of his constitutionally protected First Amendment right to peacefully assemble in public. Officer P reiterated his previous statement.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer P

Other Materials: Email Communications and court cases

Date Investigation Completed: November 6, 2025

FINDINGS

Policies Reviewed: 1.1.5.A.4

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

It was determined that Officer P did not violate the policy in question, nor did he violate Mr. Neugebauer's Constitutional rights, or State Law as he served as an official representative of Sunport's managing entity. Officer P was very professional toward Mr. N and remained calm despite Mr. Neugebauer's behavior toward him. Mr. N relied on case laws that did not apply to airports. Unlike other spaces, airports are not considered public fora (1992 and 2014 examples).

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints may be re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Chief of Police or any matter relating to the Chief's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter. Include your CPC number.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. There was a delay in the issuance of findings due to multiple staff changes including investigators and the Director along with a high volume of investigations and reviews to process. Thank you for your patience and participation in the process of civilian oversight of the police.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 22, 2026

Via Email

Re: CPC # 150-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 07/18/2025, A [REDACTED] submitted an online complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 07/18/2025 at 0200 hours at 2200 Albuquerque International Sunport Boulevard Southeast. Mr. N reported that he was sleeping in the mediation room at the Albuquerque International Sunport when he was contacted by Officer V and Officer T who asked if he was conducting business at the location. He advised Officer V that he was exercising his constitutionally protected First Amendment right to peacefully assemble in public. Officer V advised that the airport wanted him trespassing if he wasn't doing business, which Mr. N said violated his constitutional and state rights and the law.

EVIDENCE REVIEWED:

Video(s): Yes APD Report(s): Yes CAD Report(s): Yes

Complainant Interviewed: Yes Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer T

Other Materials: Email Communications and court cases.

Date Investigation Completed: November 6, 2025

FINDINGS

Policies Reviewed: 1.1.6.D.2.a

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

It was determined that Officer T did not act out of retaliation for Mr. Neugebauer's attempt to exercise what he perceived to be his legal rights or due to a previous complaint against a fellow officer when he assisted Officer V in having Mr. N vacate the Sunport because he did not have any official business there. He also followed directives from his chain of command and the Sunport director, and guidance from case law examples such as International Society for Krishna Consciousness, Inc. v. Lee 1992. Unlike other spaces, airports are not considered public fora (1992 and 2014 court case examples).

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

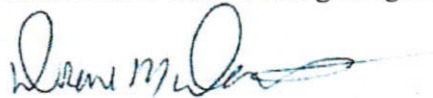
- 1) A policy was misapplied in the evaluation of the complaint;
- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints may be re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Chief of Police or any matter relating to the Chief's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter. Include your CPC number.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. There was a delay in the issuance of findings due to multiple staff changes including investigators and the Director along with a high volume of investigations and reviews to process. Thank you for your patience and participation in the process of civilian oversight of the police.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 22, 2026

Via Email

Re: CPC # 150-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 07/18/2025, A [REDACTED] submitted an online complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 07/18/2025 at 0200 hours at 2200 Albuquerque International Sunport Boulevard Southeast. Mr. N reported that he was sleeping in the mediation room at the Albuquerque International Sunport when he was contacted by Officer V and Officer T who asked if he was conducting business at the location. He advised Officer V that he was exercising his constitutionally protected First Amendment right to peacefully assemble in public. Officer V advised that the airport wanted him trespassing if he wasn't doing business, which Mr. N said violated his constitutional and state rights and the law.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer V

Other Materials: Email Communications and court cases

Date Investigation Completed: November 6, 2025

FINDINGS

Policies Reviewed: 1.1.6.D.2.a

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

It was determined that Officer V did not act out of retaliation for Mr. Neugebauer's attempt to exercise what he perceived to be his legal rights or due to a previous complaint against a fellow officer by having Mr. N vacate the Albuquerque International Sunport, as he had no official business there. He also followed directives from his chain of command and the Albuquerque International Sunport director, and guidance from case law examples such as International Society for Krishna Consciousness, Inc. v. Lee 1992. Unlike other spaces, airports are not considered public fora (1992 and 2014 court case examples).

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

- 1) A policy was misapplied in the evaluation of the complaint;
- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

Administratively closed complaints may be re-opened if additional information becomes available. Please provide your additional information in writing to the CPOA Director as listed above.

If you are not satisfied with the final disciplinary decision of the Chief of Police or any matter relating to the Chief's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter. Include your CPC number.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. There was a delay in the issuance of findings due to multiple staff changes including investigators and the Director along with a high volume of investigations and reviews to process. Thank you for your patience and participation in the process of civilian oversight of the police.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 21, 2026

Via Certified Mail

Re: CPC # 159-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 07/29/2025, B Cupp submitted an email complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 07/07/2025. Ms. C reported that officers contacted her regarding an incident with a neighbor. Ms. C indicated that she was treated inappropriately by the officers and improperly charged. Ms. C reported that she was told she would be deported because she was born in England. She also reported that the officers told her that she was a White privileged bitch, and the officers mocked her disabilities. Ms. C reported that the officers must have known the neighbor before her arrest, and she captured Officer C on her home security camera when he told Officer G, he wanted to help the neighbor (Marissa Gonzalez).

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer C

Other Materials: Email Communications, Complainant Submitted Evidence

Date Investigation Completed: November 7, 2025

FINDINGS

Policies Reviewed: 1.1.5.A.1; 1.1.5.A.2 Conduct; 1.1.5.C.3 Officiousness 2.71.4.A.1 Lawful Arrest

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.



4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.



5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.



6. **Administratively Closed.** Investigation classification where the investigator determines: The policy violations of a minor nature and do not constitute a pattern of misconduct (i.e. a violation subject to a class 7 sanction, -the allegations are duplicative; -the allegations, even if true, do not constitute misconduct; or -the investigation cannot be conducted because of the lack of information in the complaint, and further investigation would be futile.



Additional Comments:

1.1.5.A.2: The videos showed that Officer C never told or implied to Ms. C that she had lied about needing the restroom and never told her to hold it. Ms. C was allowed to use the restroom as often as needed and make a phone call to her son.

1.1.5.A.2: The videos showed Officer C never told Ms. C she would be deported or that she was a White privileged bitch. He never mocked her disabilities in any way.

1.1.5.C.3: The evidence showed that Officer C had no previous relationship with Ms. Gonzalez, and he met her for the first time during this incident. Ms. C did not provide the video she claimed she had, proving the officers knew Ms. Gonzalez and intended to help her.

2.71.4.A.1: It was determined that Officer C made a lawful arrest when he charged Ms. C with aggravated assault with a deadly weapon and he properly preserved evidence by sending Ms. Cupp's son a link to upload evidence to evidence.com. There was no evidence submitted or reviewed that would suggest Officer C placed a tracking device on Ms. Cupp's cellphone.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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- 2) That the findings or recommendations were arbitrary, capricious or constituted an abuse of discretion; or
- 3) that the findings and recommendations were not consistent with the record evidence.

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If you are not satisfied with the final disciplinary decision of the Chief of Police or any matter relating to the Chief's handling of the complaint you may request a review of the complaint by the City's Chief Administrative Officer. Your request must be in writing and within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter. Include your CPC number.

If you have a computer available, we would greatly appreciate your completing our client survey form at <http://www.cabq.gov/cpoa/survey>. There was a delay in the issuance of findings due to multiple staff changes including investigators and the Director along with a high volume of investigations and reviews to process. Thank you for your patience and participation in the process of civilian oversight of the police.

Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 21, 2026

Via Certified Mail

Re: CPC # 159-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

On 07/29/2025, Brenda Cupp submitted an email complaint to the Civilian Police Oversight Agency (CPOA) regarding an incident that occurred on 07/07/2025. Ms. C reported that officers contacted her regarding an incident with a neighbor. Ms. C indicated that she was treated inappropriately by the officers and improperly charged. Ms. C reported that she was told she would be deported because she was born in England. She also reported that the officers told her that she was a White privileged bitch, and the officers mocked her disabilities. Ms. C reported that the officers must have known the neighbor before her arrest, and she captured Officer C on her home security camera when he told Officer G, he wanted to help the neighbor (Marissa Gonzalez).

www.cabq.gov

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): Yes

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer G

Other Materials: Email Communications, Complainant Submitted Evidence

Date Investigation Completed: November 7, 2025

FINDINGS

Policies Reviewed: 1.1.5.A.1 Conduct; 1.1.5.A.2 Conduct; 1.1.5.C.3 Officiousness

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.

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2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.

☐

3. **Not Sustained.** Investigation classification when the investigator(s) is unable to determine one way or the other, by a preponderance of the evidence, whether the alleged misconduct either occurred or did not occur.

☐

4. **Exonerated.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, that alleged conduct in the underlying complaint did occur but did not violate APD policies, procedures, or training.

☐

5. **Sustained Violation Not Based on Original Complaint.** Investigation classification where the investigator(s) determines, by a preponderance of the evidence, misconduct did occur that was not alleged in the original complaint (whether CPC or internal complaint) but that other misconduct was discovered during the investigation, and by a preponderance of the evidence, that misconduct did occur.

☐

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☐

Additional Comments:

1.1.5.A.2: The video evidence showed that Officer G never told or implied to Ms. C that she had lied about needing the restroom and never told her to hold it. Ms. C was allowed to use the restroom as often as needed and make a phone call to her son. Officer G never folded toilet paper into four little squares or flicked a picture of her son.

1.1.5.A.2: The video evidence showed that Officer G never told Ms. C she would be deported or that she was a White privileged bitch. He never mocked her disabilities in any way.

1.1.5.C.3: The case evidence showed that Officer G had no previous relationship with Ms. Gonzalez, and he met her for the first time during this incident. Ms. C told the investigator that she had a video that would prove that the officers knew Ms. Gonzalez prior to this incident, but never provided it for this investigation even when asked specifically for the video to be presented as evidence.

You have the right to appeal this decision. If you are not satisfied with the findings and/or recommendations of the CPOA Executive Director within 30 calendar days (inclusive of holidays and weekends) of receipt of this letter, communicate your desire to have an appeal hearing before the CPOA Advisory Board in a signed writing addressed to the CPOA Director. Please send your request to P.O. Box 1293, Albuquerque, NM 87103, or by email to CPOA@cabq.gov. Include your CPC number. Upon receipt of the communication, a hearing on the matter will be scheduled at the Board's next regularly scheduled meeting provided there is at least 14 business days between the receipt of the request and the next meeting. In order for the Advisory Board to modify the Director's findings, your appeal must demonstrate one or more of the following:

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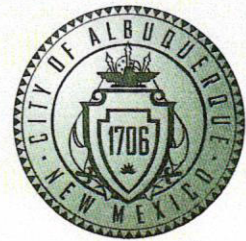
Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police

CITY OF ALBUQUERQUE



CIVILIAN POLICE OVERSIGHT AGENCY

July 13, 2026

Via Email

[REDACTED]

Re: CPC # 166-25

COMPLAINT:

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

On 08/03/2025, Ms. submitted an online complaint to the CPOA regarding an incident that occurred on 08/02/2025 at 1840 hours at Universe and Paradise. Ms. M reported that an officer almost struck four teenagers crossing the roadway, and after doing so, honked his horn and threw up his hands as if they were in the wrong. She reported that the officer's actions were dangerous and reckless.

EVIDENCE REVIEWED:

Video(s): Yes

APD Report(s): N/A

CAD Report(s): Yes

Complainant Interviewed: Yes

Witness(es) Interviewed: N/A

APD Employee Interviewed: Yes

APD Employee Involved: Officer R

Other Materials: Email Communications

Date Investigation Completed: November 25, 2025

FINDINGS

Policies Reviewed: 2.5.4.A.3 (Department Vehicles)

1. **Unfounded.** Investigation classification when the investigator(s) determines, by clear and convincing evidence, that alleged misconduct did not occur or did not involve the subject officer.



2. **Sustained.** Investigation classification when the investigator(s) determines, by a preponderance of the evidence, the alleged misconduct did occur by the subject officer.



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Additional Comments:

2.5.4.A.3: It was determined based on video review that Officer R was in the area on the date and approximately the time of the reported misconduct. The evidence did not support Ms. Martinez's perception of the reported events. Based on the video evidence, Officer R operated his patrol vehicle in a careful and prudent manner during the reported timeframe. There was no observed group of teenagers, obstructions, abrupt braking, or near collisions with any pedestrians or other vehicles.

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Sincerely,
The Civilian Police Oversight Agency by



Diane McDermott
Executive Director
(505) 924-3770

cc: Albuquerque Police Department Chief of Police