



OC-16-13

City of Albuquerque
Civilian Police Oversight Agency

Richard J. Berry, Mayor

Edward W. Harness, Esq., Executive Director

Interoffice Memorandum

April 5, 2016

To: President Dan Lewis – Albuquerque City Council
From: Edward W. Harness, Esq., Executive Director
Subject: 2015 Civilian Police Oversight Agency Annual Report

President Lewis:

In accordance with City of Albuquerque Ordinance §9-4-1-10, please find the 2015 Annual Report.

Thank you for your attention to this matter.

Edward W. Harness, Esq.
Executive Director
CPOA

Civilian Police Oversight Agency

600 2nd NW Room 813 Albuquerque NM 87102

P.O. Box 1293 Albuquerque NM 87103

Phone: (505) 924-3770 Fax: (505) 924-3775

www.cabq.gov/cpoa

CITY OF ALBUQUERQUE

Richard J. Berry
Mayor

Robert J. Perry
Chief Administrative Officer

Civilian Police Oversight Agency

2015 Annual Report



Mission Statement

The mission of the Civilian Police Oversight Agency (CPOA) is to provide a means for prompt, impartial, and fair investigation of all citizen complaints brought by individuals against the Albuquerque Police Department (APD) and to provide for community participation in setting and reviewing police department policies, practices, and procedures.

Edward Harness, Esq.

CPOA Executive Director

Leonard Waites

Police Oversight Board Chair

Beth Mohr

Police Oversight Board Vice-Chair

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I. CIVILIAN POLICE OVERSIGHT AGENCY

STAFF

Edward Harness, Esq.
CPOA Executive Director

Paul A. Skotchdopole
CPOA Assistant Lead Investigator

Chris Davidson
Civilian Police Oversight Investigator

Diane L. McDermott
Civilian Police Oversight Investigator

Erin E. O'Neil
Civilian Police Oversight Investigator

Michelle D. Contreras
Civilian Police Oversight
Senior Administrative Assistant

Amanda Bustos
Community Outreach Engagement Specialist

CREATION OF THE CIVILIAN POLICE OVERSIGHT AGENCY

On August 18, 2014, City Council passed legislation, which suspended the Police Oversight Commission (POC), Ordinance O-14-15. This legislation became effective on September 5, 2014.

On September 18, 2014, the City Council passed amendments to the Police Oversight Ordinance through Ordinance O-14-13. On October 6, 2014, Mayor Richard J. Berry signed the legislation. The new amendments replaced the prior Police Oversight Commission and the Independent Review Office with the Civilian Police Oversight Agency, one body consisting of the Police Oversight Board, the CPOA Executive Director, and the CPOA Administrative Office.

Under the amended Police Oversight Ordinance, City Council is responsible for selecting and confirming nine members of a Police Oversight Board (POB). The amended Ordinance made several changes to the existing Civilian Police Oversight system. These changes to the Police Oversight process included change from two independent bodies, the former Independent Review Office and Police Oversight Commission, into a one-body system, the Civilian Police Oversight Agency (CPOA). The CPOA consists of a Council-appointed Board which oversees an Executive Director. The Executive Director manages the day-to-day operations of the CPOA's Administrative Office. The CPOA must also:

- Physically be located outside of City Hall
- Manage its own budget - Minimum Budget: ½% of APD Budget (±750k/yr)

- May Hire its own Contract Legal Counsel
- Fulfill its duty to:
 - Perform Community Outreach
 - Promote Accountability within APD
 - Investigate Citizen Complaints
 - Make APD Policy Recommendations

The Police Oversight Board (POB) consists of nine At-Large, Council-appointed members, who are representative of the City as a whole. The Board Members may be removed for cause by 2/3 vote of either the Council or POB. Members will hold three-year, staggered terms. The amended Ordinance increased training requirements. The Board is tasked with, among other things, developing policy recommendations and reviewing Citizen Police Complaint Investigations.

The CPOA's Executive Director is required to hold a law degree and have experience in investigations. City Council appoints the Executive Director upon recommendation from the POB. The position has a three-year term. The Executive Director leads the Administrative Office and reviews Citizen Police Complaint investigations. He or she reports to the POB. City Council may remove the Executive Director upon recommendation of 2/3 of POB.

The Executive Director also prepares and submits recommended findings in officer involved shooting cases to the POB for their approval. The Executive Director has access to any APD information or documents that are relevant to a civilian's complaint, or to an issue, which is ongoing at the CPOA. The Ordinance also requires the Executive Director to play an active public role in the community, and whenever possible, provide appropriate outreach to the community to publicize the civilian complaint process.

Under the amended Ordinance, the CPOA is staffed with classified City employees who provide staff support to the POB. The CPOA staff performs all administrative functions of the Agency. The CPOA staff is required to receive and investigate all Citizen Police Complaints and to review and monitor APD Internal Affairs. The CPOA creates semi-annual reports, which include general trends and issues at APD.

The Amended Ordinance also changed the process for reviewing Civilian Police Complaints against the Albuquerque Police Department:

1. A person may file a Complaint against the Albuquerque Police Department (APD) via the internet or in writing.
2. The Civilian Police Oversight Agency (CPOA) will open a case and assign it to an investigator. The assigned investigator will interview witnesses, obtain evidence, and interview the APD officers involved.
3. The CPOA will mediate Complaints, whenever appropriate and agreed upon by the parties.
4. If the Complaint is not mediated, the CPOA Investigators will conduct a full investigation.
5. Once the investigation of the Complaint is completed, the Executive Director of the CPOA will review the Complaint and results of the investigation to determine if there are any violations of Albuquerque Police Department Standard Operating Procedures. Standard Operating Procedures are the Police Department's rules regulating police and employee actions and conduct.

6. The Executive Director of the CPOA will draft a letter indicating his conclusions and findings, which the POB will accept, reject, or modify. The Executive Director may send the completed investigation to the Department in order to meet discipline deadlines.
7. The members of the Police Oversight Board (POB) will review the Complaint and approve the Executive Director's findings and conclusions.
8. After the POB has approved the Executive Director's findings, the CPOA will send the findings to the person who filed the Complaint via Certified Mail and to the Albuquerque Police Department.
9. The person who filed the Complaint may appeal the POB's findings.

The Civilian Police Oversight Agency can only recommend discipline. The Chief of Police retains sole authority to impose discipline to an Albuquerque Police Department employee for violations of the Albuquerque Police Department Standard Operating Procedures. The person who filed the Complaint may appeal the POB's findings and the Chief's disciplinary findings.

The Civilian Police Oversight Agency does not conduct criminal investigations.

Progress of the CPOA and the Settlement Agreement

On April 10, 2014, the Department of Justice (DOJ) issued a [Findings Letter](#) regarding the Albuquerque Police Department (APD). The DOJ found that there was reasonable cause to believe that APD engaged in a pattern or practice of use of excessive force, including deadly force, in violation of the Fourth Amendment. The DOJ further determined that structural and systemic deficiencies contributed to the use of unreasonable force.

On November 10, 2014, the City of Albuquerque (City) and the Department of Justice (DOJ) submitted a proposed [Settlement Agreement](#) to resolve the matter of United States v. City of Albuquerque.

Key elements of the Settlement Agreement include:

1. Use of Force- policy reforms, reporting, reviewing and investigating
2. Additional Training- for use of force situations, crisis intervention, and Field Officers
3. Staffing and Accountability- including additional accountability measures and a Monitor
4. Recruiting, Selection, and Promotions- adding layers of evaluations into the promotion process
5. Community Engagement and Oversight
6. Implementation/Compliance Timeline

The Agreement also requires the CPOA to accept and investigate anonymous complaints, and complaints regardless of the timeframe of when the allegations occurred.

DUTIES AND RESPONSIBILITIES OF CPOA EXECUTIVE DIRECTOR

Under the amended Ordinance, the Executive Director reports directly to the Police Oversight Board. The CPOA Executive Director's duties are as follows:

- (1) Independently investigate, or cause to be investigated, all civilian police complaints and prepare findings and recommendations for review by the POB;
- (2) Review and monitor all Internal Affairs investigations including but not limited to officer involved shooting investigations. The Director shall prepare and submit findings and recommendations to the POB relating to officer involved shootings, and shall report on general trends and issues identified through monitoring or auditing of Internal Affairs
- (3) Provide staffing to the Police Oversight Board and ensure that the duties and responsibilities of the CPOA are executed in an efficient manner, and manage the day-to-day operations of the CPOA.
- (4) The CPOA will receive and process all civilian complaints directed against the Albuquerque Police Department and any of its employees.
- (5) The Director shall independently investigate and make findings and recommendations for review by the POB for such civilian complaints, or assign them for independent investigation by CPOA staff or an outside independent investigator. If assigned to staff or an outside investigator, the Director shall oversee, monitor, and review all such investigations and findings for each.
- (6) All findings relating to civilian complaints and police shootings shall be forwarded to the POB for its review and approval. For all investigations, the Director shall make recommendations and give advice regarding Police Department policies and procedures to the POB, as the Director deems advisable.
- (7) The Director shall report directly to the POB and lead the CPOA; independently investigate or supervise all investigations of civilian complaints, audit all IA investigations of complaints, recommend and participate in mediation of certain complaints, and supervise all CPOA staff.

CPOA EXECUTIVE DIRECTOR

EDWARD HARNESS, ESQ. was selected as the top candidate by the POB for the Executive Director position, and confirmed by the City Council as Executive Director of CPOA in September of 2015.

Edward Harness is a graduate of Marquette University Law School. He completed his undergraduate degree in Management of Criminal Justice Operation at Concordia University, where he graduated Cum Laude. As a private practice attorney, focused on consumer rights and advocacy, Mr. Harness was recognized as one of Milwaukee's Top Rated Attorneys 2012 – 2015. He also served as a Police Commissioner 2007 – 2015.

Prior to attending law school Mr. Harness was a City of Milwaukee Police Officer, and served in the U.S. Army as a Military Policeman.

CPOA STAFF

PAUL SKOTCHDOPOLE (ASSISTANT LEAD INVESTIGATOR): Paul Skotchdopole has been a Civilian Police Oversight Investigator for 9 years. Over that time, Paul has conducted over 700 administrative investigations into alleged police misconduct. Paul has 28 years of experience in conducting administrative investigations. Paul retired from law enforcement after serving almost twenty-one years. He started his law enforcement career as a Campus Security Officer at New Mexico State University in 1981, and later joined the Albuquerque Police Department in 1982 serving in the capacity of a Police Service Aide. In 1983, he became a Police Officer with the Las Vegas, NM Police Department where he served over 16 years in progressively responsible positions, leaving in 1999 as the Deputy Chief of Police. In 1999, Paul became Chief of Police in Belen, NM where he served for over 3 years, before retiring in 2003. During his tenure as a police officer, Paul conducted numerous Internal Affairs Investigations.

Paul was a General Police Adjunct Instructor at the New Mexico Law Enforcement Academy for many years, he has over 1000 hours of advanced training, and he holds an Executive Level Certificate of Training from the New Mexico Law Enforcement Academy. He also holds a Bachelor of Arts degree in Criminology with a Minor in Political Science from New Mexico Highlands University. Paul is a Certified Practitioner of Oversight (CPO), a Less Lethal Use of Force Instructor, and a certified paralegal.

DIANE MCDERMOTT (INVESTIGATOR): Ms. McDermott has been with the former Independent Review Office and current Civilian Police Oversight Agency since November of 2006. Ms. McDermott is a Certified Practitioner of Oversight (CPO) issued by the National Association for Civilian Oversight of Law Enforcement (NACOLE). Ms. McDermott completed additional certifications in interviewing and interrogations, mediation, online investigations, constitutional policing, use of Tasers, and Officer Street Survival. Prior to her position with the CPOA, Ms. McDermott worked in both public and private sectors as an investigator, manager, and trainer. Ms. McDermott earned Bachelor of Arts degrees in

Psychology and Criminology from the University of New Mexico and a Master of Arts degree in Security Management from Webster University. Ms. McDermott is a certified paralegal.

CHRISTOPHER DAVIDSON (INVESTIGATOR): Chris Davidson started his Investigation career as an Internal Investigator for one of the largest financial institutions in the country in 1997. Chris continued in Investigations becoming part of Private Industry Organized Crime Investigations. During that time Chris had the opportunity to further his investigative knowledge by training and partnering with some of the best Law Enforcement agencies in the country, including the FBI, ATF, United States Postal Service, United States Secret Service and local and national police departments.

Chris was an integral part of establishing Albuquerque Retail Assets Protection Association, which combined the Police Department, Retailers, Construction, and Hotel/Motel industry to fight organized crime. Chris was one of four civilians selected to the local USSS Financial Crimes Task Force.

Chris also served in the United States Navy and deployed during Operation Desert Storm and Operation Desert Watch. Chris joined the CPOA in February of 2013.

ERIN O'NEIL (INVESTIGATOR): Erin O'Neil has a diverse background, which includes Telecommunications Project Management, Staff Management, and Crime Scene Investigation. Erin began her Investigations career in 2005 as a Forensic Evidence Technician with a law enforcement agency in Southern California. She moved to Colorado in 2008 to advance her career in Crime Scene Investigation and worked as a Crime Scene Analyst for a local agency in the Denver Metro area before becoming a Crime Scene Supervisor at the Denver Police Department Crime Lab.

Erin has an A.S. in Forensic Technology from Grossmont College and a Bachelor of Science in Criminology from Regis University. Erin is a U.S. Marine Corps veteran. She joined the CPOA in January 2015.

AMANDA BUSTOS (COMMUNITY ENGAGEMENT SPECIALIST): Born and raised in Albuquerque, NM, a graduate from New Mexico Highlands University and the University of New Mexico, Amanda Bustos joined the Civilian Police Oversight Agency as the Community Engagement Specialist in 2015. With a Master's degree in Social Work: Government Non-Profit Management and an undergraduate degree in Family Studies and Spanish, Mrs. Bustos brings diversity in experience and education to the team. Dedicated to serving her community, Amanda recently moved back from Los Angeles, CA and is eager to help develop and shape the community engagement component for the Agency.

2015 COMMUNITY OUTREACH

Community Outreach and Engagement Efforts

Although 2015 was a year of transition for the Civilian Police Oversight Agency (CPOA), we saw a significant growth in Community Outreach and Engagement. With the advisement of the Police Oversight Board (POB) and the dedication of their Outreach Subcommittee, informational materials in the form of brochures and posters were created and distributed to fifty-six locations throughout the greater Albuquerque area, including all public libraries, community centers, and Albuquerque Police Department (APD) substations. Using the informational materials, Assistant Lead Investigator, Paul Skotchdopole gave a presentation on Police Ethics to a class of Intro to Criminology students at the Brown Mackie college campus. During his presentation, he was able to interact with students who are interested in building a future career within law enforcement agencies. Mr. Skotchdopole used this opportunity to educate students on the DOJ Settlement Agreement, the new City Ordinance, and the Oversight Agency.

The new Executive Director, Mr. Harness, and the Outreach Subcommittee selected a Community Engagement Specialist as per the requirements of the DOJ Settlement Agreement. In November, Amanda Bustos was named the Community Engagement Specialist for the CPOA. By the end of December, Mrs. Bustos established a social media presence for the Agency on Facebook and Twitter with the intention to initiate public discussions regarding civilian complaints and/or commendations. Ms. Bustos reorganized the CPOA website making it more user friendly as an effort to help clarify the duties and responsibilities of the Civilian Police Oversight Agency, as well as the Police Oversight Board. She revised the Complaint and Commendation Forms to be replenished throughout the community. She became a member of the local planning committee for the NACOLE (National Association of Civilian Oversight of Law Enforcement) Annual Conference that will be hosted in Albuquerque, September 2016 and has worked extensively with the POB Outreach Subcommittee to establish outreach and engagement goals and efforts. Also in December, Director Harness committed himself to attend every Community Policing Council (CPC) meeting on behalf of the CPOA to further bridge the communication gap between current oversight groups in the city. Mr. Harness and the CPOA will continue to attend these CPC meetings in 2016.

The objective for the Civilian Police Oversight Agency and the Community Engagement Specialist for 2016 is to organize distribution materials to help inform, educate, and provide a meaningful impact to the community at large regarding police oversight. This includes distinguishing roles and responsibilities of the CPOA and the POB, while elevating resources through community collaboration and partnerships. Working with the POB Outreach Subcommittee has provided guidance and opportunity to extend engagement efforts. We look forward to reaching out to some of the most vulnerable populations in Albuquerque and we are working diligently to create outreach methods that are convenient and safe for our community members. Our focus is on enhancing mutual trust between Albuquerque's community and the Albuquerque Police Department.

EXECUTIVE SUMMARY

The Police Oversight Board (POB), which is comprised of nine committed volunteer citizens, first met in February 2015 with much to accomplish in a short amount of time. POB members needed to complete the training outlined in the new city ordinance. They also needed to hire an Executive Director to head the Civilian Police Oversight Agency (CPOA). Additionally, POB members had to draft and adopt policies and procedures to govern the body.

The transformation meant an interruption in the case review process. The Board did not make any case findings from April to November 2015. As of this report, the decline in numbers is evident. The Board and Agency are working diligently to review the backlog of cases created by the delay. The backlog totaled nearly 140 cases. The backlog will be cleared before the next annual report.

The Agency met with the Department of Justice Monitoring Team for the first time in early November 2015. Those meetings included a review of the Agency's involvement in nearly fifty paragraphs of the settlement agreement. The Agency fared well in the Monitor's first report to Judge Brack. However, the monitoring team expressed concern over the backlog of cases, as well as with the time it took to complete an investigation and deliver a finding to the Chief of APD. In the coming year, the Agency will meet with the Monitoring team in March, and again in July 2016.

In October 2015, the Agency hired a Community Engagement Specialist. The Agency is also actively seeking to fill the position of Data Analyst, and aims to hire an Analyst by the beginning of 2016. The position of Analyst is critical to the Board's duty to recommend policy and procedures to APD. The Board's objective is that those policies be evidence based and modeled on "best practices."

In the coming year, the Agency will evaluate its staffing needs. This is a concern for both the City Council and the DOJ Monitoring Team. Currently, the Agency has four (4) investigators, one (1) administrative assistant, one (1) temporary support staff assistant, an outreach specialist, and executive director.

The Agency anticipates an increase in complaint volume, as a result of outreach efforts and the continued coverage in the media of the monitoring team and settlement agreement. Mediating some complaints should help ease the investigator's caseloads. The Agency will continue to work towards complete compliance with the settlement agreement. Additionally, the Agency will continue to collaborate with the Internal Affairs Division and the citizens of Albuquerque to fully and fairly investigate allegations of wrong doing by the Albuquerque Police Department.

II. POLICE OVERSIGHT BOARD

On March 2, 2015, nine civilians were named to the Police Oversight Board. Ms. Eva Sandoval resigned at the March Police Oversight Board Meeting and was replaced by Dr. Susanne B. Brown.

POLICE OVERSIGHT BOARD MEMBERS

Dr. Moira Amado-McCoy - Dr. Moira Amado-McCoy is currently President and CEO of All Innovation & KaCPOAs Solutions. Dr. Amado-McCoy has experience as a teacher, facilitator, and liaison. Her interest in serving on the Police Oversight Board stems from being a native New Mexican and having a keen interest in ethical and productive communication for community improvement. Some areas that Dr. Amado-McCoy would like to work in on the POB are ensuring transparency in organizational structures and finding avenues for bringing true diversity, multicultural perspective, and buy-in for a multi-stakeholder communication process.

Dr. Jeannette Baca - Dr. Jeannette Baca is a counselor and retired professor of counseling. Ms. Baca wants to serve her community and be a part of the solution. She is a former board member of the New Mexico Counseling Association (NMCA) and has served on the American Counseling Association (ACA) Ethics Revision Task Force. She is interested in working on improving the process and standards for hiring officers in addition to implementing structural and systemic improvements outlined in the DOJ Report and Settlement Agreement.

Dr. Susanne B. Brown - Dr. Susanne Brown is a retired physician. Dr. Brown has worked with numerous community organizations including: Healthcare for the Homeless, APS Board of Education, Enlace, Albuquerque Community Foundation, the Indian Health Service, Voices for Children, Juvenile Justice Advisory Committee. She currently volunteers with the BioPark as a docent for the Botanic Garden. Dr. Brown's experience in the community and experience working for the State Legislature as a legislative analyst will be an asset to the POB.

Eric H. Cruz - Mr. Eric Cruz is currently the Acquisition Program Manager at Kirtland Air Force Base. Mr. Cruz's unique set of knowledge, skills, and abilities can be an asset to the POB. They include: program management experience of setting and executing goals, working in a government setting, working with a team to achieve common goals, working in groups with dissenting opinions, education and training in leadership and communication skills. He is a resident of an area of Albuquerque that has high police activity.

Joanne Fine - Ms. Joanne Fine has served as a member of the APD Public Safety Partnership for several years, which worked on creating partnerships between the community and APD. Ms. Fine also served as Project Director for developing and opening the Family Advocacy Center, which is a partnership between APD and United Way that serves victims of interpersonal violence. Her experience in developing the Family Advocacy Center provided her with the opportunity to work with human service providers, the courts, the DA's office, underserved communities, and law enforcement, which can be an asset to the POB.

Beth Mohr - Ms. Beth Mohr is currently a Forensic Accountant and Investigator, Managing Partner at McHard Accounting Consulting. Ms. Mohr is a retired San Diego Police Officer; she's a former Investigator for the Independent Review Office in Albuquerque; and she's a concerned community member. She has a clear understanding of complex data sets, crime data, citizen complaint data and use of force data, and how each of these contribute to a lack of trust between the community and the police. Ms. Mohr Master's Thesis at UNM's School of Public Administration focused on achieving lasting outcomes in the implementation of civilian oversight.

Rev. Dr. David Z. Ring III - Dr. David Z. Ring III is a retired Pastor from United Methodist Church and a retired Electrical Engineer from Sandia National Labs. Dr. Ring III is a former Police Chaplin in Odessa, TX and Los Alamos, NM and upon returning to Albuquerque, he wanted to be involved in serving the City and APD. Dr. Ring III believes the POB presents a unique opportunity to serve his community in a new and challenging way.

Leonard Waites - Mr. Leonard Waites is a lifelong resident of Albuquerque, which drives his interest in serving on the POB. Mr. Waites wants to ensure the safety of the City and assist in making the POB a fair and impartial system for the citizens of Albuquerque and the Albuquerque Police Department. Mr. Waites is a member of the NAACP and previously served on the Police Oversight Task Force. His areas of interest include mending the relationship between the community and police department and building a relationship between the Board and Chief of Police, as it will be important to correcting and implementing policies and procedures.

Jeffrey Scott Wilson - Mr. Jeffery Scott Wilson is currently the Director of the Victims Assistance Unit at the Domestic Violence Resource Center. Mr. Wilson is a former APD officer who worked for the department from August 1981 to July 1992. Mr. Wilson's interest in serving on the POB stems from his previous experience as a police officer and his work in the public sector in Albuquerque. Specific improvements that Mr. Wilson would like to work on while on the POB include: improving the citizen complaint process, focusing on incidents where lack of training was found to be a core issue, helping to create new training policies, and increasing APD accountability to the public.

POLICE OVERSIGHT BOARD DUTIES

The Police Oversight Board (POB) is tasked with the following functions:

1. Promote a spirit of accountability and communication between the citizens and APD while improving community relations and enhancing public confidence;
2. Oversee the full investigation of civilian complaints; audit and monitor all investigations and/or police shootings under investigation by APD's Internal Affairs;
3. Continue cooperation with APD and solicit public input by holding regularly scheduled public meetings;
4. Review all work of the CPOA with respect to quality, thoroughness, and impartiality of investigations;
5. Submit all findings to the Chief of Police;

6. Review and analyze policy suggestions, analysis, studies, and trend data collected or developed by the Administrative Office, and shall by majority vote recommend policies relating to training, programs and procedures or other matters relating to APD. The POB's policy recommendations shall be submitted to APD and to the City Council. The POB shall dedicate a majority (more than 50%) of its time to the functions described in this subsection.

POLICE OVERSIGHT BOARD TRAININGS

New members of the Police Oversight Board have participated in and completed the Citizen's Police Academy. The Citizen's Police Academy is a tuition free, twelve-week program designed to introduce members of the community to the Albuquerque Police Department. The Academy is designed to teach citizens about the philosophy, policies, and guiding principles of law enforcement and ethical conduct governing police services in our community. POB members received classroom instruction by personnel from many police department divisions including presentations and demonstrations from Homicide, Crime Lab, Narcotics, K-9, and SWAT.

An initial training session was given on February 13, 2015, which covered topics including the Open Meetings Act, Inspection of Public Records Act, the enabling Ordinance, and the complaint process.

On April 16, 2015, board members were given the opportunity to view "Strategies for Success: Implementing and Improving Citizen Oversight of Law Enforcement" as a live webinar.

The Foundation for Open Government (FOG) presented training on open meeting and record inspections on April 29, 2015. Many of the Board Members have participated in ride-alongs with APD officers and participated in Firearm Training Simulations (FATS).

Attorney Mark Baker presented Civil Rights Training to the POB on May 19, 2015. Mr. Baker was subsequently chosen by the POB to act as their independent legal counsel. Mark Baker joined the firm of Peifer, Hanson, and Mullins after serving as an Assistant United States Attorney for the District of New Mexico. During his time as a federal prosecutor, he had primary responsibility for prosecuting all criminal civil rights cases in New Mexico and was lead trial counsel in jury trials involving a range of violent felonies. Mr. Baker has served as Chair of the Magistrate Judge Merit Selection Panel for the District of New Mexico since 2010. He also has taught Evidence & Trial Practice and Advanced Evidence & Trial Practice as an adjunct professor at the University of New Mexico, School of Law. Prior to joining the U.S. Attorney's Office, Mr. Baker spent eight years in civil practice, first as an associate with Morrison & Foerster LLP, in Denver, Colorado, and later as an associate and then partner with Long, Pound & Komer, P.A. in his hometown of Santa Fe, New Mexico. His work during this time included securities litigation, antitrust, business disputes, civil rights, university faculty disputes, and other employment law matters. He has argued and briefed criminal and civil cases before the United States Court of Appeals for the Tenth Circuit, the New Mexico Supreme Court, and the New Mexico Court of Appeals. Mr. Baker began his career as a law clerk to United States District Judge Bruce D. Black. A 2002 graduate of the University of Virginia School of Law, he served on the editorial board of the Virginia Law Review and published a note in that journal in the field of federal Indian law.

Mr. Baker conducted training for POB members and CPOA staff regarding the ordinance and settlement agreement on June 26, 2015.

In October 2015, Board members attended the 21st Annual Conference of the National Association for Civilian Oversight of Law Enforcement (NACOLE).

POLICE OVERSIGHT BOARD MEETINGS

The regular meetings of the Police Oversight Board (POB) for the City of Albuquerque were held in accordance with the New Mexico Open Meetings Act (NMSA 1978), Section 10-5-1 through 10-15-4.

Meetings were open to the public and held in the City Council/Commission Chambers, Albuquerque/Bernalillo County Government Center. During the year 2015, the POB held meetings on:

March 12, 2015	August 4, 2015
April 9, 2015	September 10, 2015
May 19, 2015	October 15, 2015
June 11, 2015	November 12, 2015
July 9, 2015	December 10, 2015

POLICE OVERSIGHT SUBCOMMITTEES

PERSONNEL SUBCOMMITTEE

MEMBERS

BETH MOHR (CHAIR)
JOANNE FINE
ERIC CRUZ

The Personnel Subcommittee held meetings on:

April 7, 2015	June 9, 2015
April 27, 2015	July 7, 2015
May 6, 2015	July 24, 2015

The Personnel Subcommittee discusses business regarding CPOA administrative HR decisions.

CASE REVIEW SUBCOMMITTEE

MEMBERS

DR. MOIRA AMADO-MCCOY (CHAIR)
JOANNE FINE
LEONARD WAITES

The Case Review Subcommittee held meetings on:

May 7, 2015	October 27, 2015
May 11, 2015	November 24, 2015
June 9, 2015	December 22, 2015
October 12, 2015	

The Case Review Subcommittee reviews Civilian Complaints alongside the CPOA Executive Director.

COMMUNITY OUTREACH SUBCOMMITTEE

MEMBERS

DR. JEANNETTE BACA (CHAIR)
DR. DAVID RING III
LEONARD WAITES

The Community Outreach Subcommittee held meetings on:

March 30, 2015	September 28, 2015
April 27, 2015	October 26, 2015
May 26, 2015	November 30, 2015
June 29, 2015	December 30, 2015
August 17, 2015	

Members of the Outreach Committee discuss community outreach and engagement efforts.

POLICY AND PROCEDURE SUBCOMMITTEE

MEMBERS

DR. SUSANNE BROWN (CHAIR)
BETH MOHR
LEONARD WAITES

The Policy and Procedure Subcommittee held meetings on:

June 5, 2015
August 3, 2015
August 13, 2015

September 15, 2015
October 20, 2015
November 17, 2015

The Policy and Procedure Subcommittee reviews APD's policies and procedures and makes recommendations on changes to ensure that compliance and consistency align with the CPOA's Mission.

III. POLICY RECOMMENDATIONS

In 2015, the Policy and Procedures Subcommittee introduced recommendations for a policy change to APD's Personnel Code of Conduct Policy 1-4.

Proposed APD anti-retaliation policy:

Retaliation by any member of this Department is prohibited. Retaliation is adverse conduct towards any individual or group, not otherwise authorized by law of policy, in response to the individual or group:

- *Exercising their legal rights; or*
- *Making or supporting a complaint; or*
- *Making or supporting a claim; or*
- *Making a charge, testifying, assisting or participating in any manner in an investigation, proceeding or hearing; or*
- *Exercising their lawful duties.*

Retaliation includes intimidation, coercion, or adverse action against any person in the workplace or community by any member of the department.

The Policies and Procedures Review Board approved the proposed policy for final approval by the Monitoring team.

III. OFFICER-INVOLVED SHOOTINGS

Officer-Involved Shootings Reviewed in 2015

In 2015, one officer-involved shooting case was presented to the Police Oversight Board.

Police Shooting I-49-14

On February 24, 2014, at approximately 3:00 p.m., Officer P. was flagged down on Blake Road SW by a woman who requested his help because of an aggressive dog in the area that had just bitten a 15-year-old boy. While Officer P. was speaking to the woman and the boy, the dog approached two other students who were walking home from a nearby school and bit both of them. After the dog pulled one of the students to the ground, Officer P. sprayed the dog with OC spray, and the dog ran off. At this point, Officer P. called his Sergeant, and his Sergeant gave permission to officers to use deadly force if the dog was in a secure area and it was safe to do so. Officer J. arrived on scene to assist and witnessed the dog biting at car tires and barking at pedestrians. As another witness was talking to Officer J. about the dog, the dog approached the witness and began barking and growling at him. Officer J. feared the dog was about to bite the witness. Once the area was secure and pedestrians were out of the area, Officer J. shot and killed the dog.

The Board found that Officer J. complied with APD Standard Operating Procedure Order 2-52-3(B)(1). Therefore, Officer J.'s actions are **EXONERATED** as to this SOP, meaning that his actions as applied to this SOP were lawful and proper.

Officer-Involved Shootings Occurring in 2015



Figure 1: Locations of officer-involved shootings, which occurred in 2015.

There were nine officer-involved shootings in 2015. In addition to reviewing and reporting on officer-involved Shootings to the Police Oversight Board, the Executive Director or his designee responded to the scene of every OIS incident within a short time after the shooting took place to observe the actions of APD and the Multi-Jurisdictional Officer-Involved Shooting Task Force Members.

January 4, 2015 – Non-Fatal

DWI Traffic Stop, San Mateo St. and San Mateo Blvd.

Officer G. returned fire after being shot by a suspect during a DWI traffic stop.

January 9, 2015 - Non-Fatal

Undercover Drug Sting, Tramway and Central Avenue

Lieutenant B. mistakenly shot Officer G. while Officer G. was conducting an undercover drug buy in a vehicle at a McDonald's restaurant.

January 13, 2015 - Fatal

Suspicious Activity/Pursuit, San Mateo and Constitution

Officers returned fire after being shot at by a fleeing subject who was wearing body armor.

May 25, 2015 – Non-Fatal

Auto-theft, Indian School Road

Officers fired at the vehicle of a suspected auto-thief, but the suspect was not hit.

May 28, 2015 - Non-Fatal

Stolen Vehicle/Pursuit, 62nd and Gonzalez

Multiple Officers fired at a stolen vehicle driven directly at them by a suspect attempting to run them over and flee. The suspect had hit an APD officer with the same stolen vehicle the day before in his attempt to avoid apprehension.

June 4, 2015 – Non-Fatal

Auto-theft, Camino San Martin SW

A suspect fled from police. Officers fired at the vehicle, but did not hit the suspect.

July 31, 2015 – Fatal

Hostage/Kidnapping, Garfield and Edith

A suspect fled and later exited the vehicle with a gun pointed at officers. Officers fired at the suspect.

September 30, 2015 – Non-fatal

Auto-theft, Espanola St. NE

A suspect who fled from police fired a gun at a Lieutenant. The Lieutenant fired back but it was unknown if the suspect was hit.

December 22, 2015 - Fatal

Attempted Carjacking, Chico Rd. and Utah St. NE

Officers fired at a suspected carjacker after he pointed a gun at officers.

IV. SERIOUS USE OF FORCE COMPLAINTS

In 2015, The CPOA reviewed five complaints containing allegations of Serious Use of Force. Serious Use of Force is defined as 1) all uses of lethal force by an APD officer; 2) all critical firearm discharges by an APD officer; 3) all uses of force by an APD officer resulting in serious physical injury or requiring hospitalization; 4) all head, neck, and throat strikes with an object or neck holds; 5) all uses of force by an APD officer resulting in a loss of consciousness; 6) all canine bites; 7) more than two applications of an ECW on an individual during a single interaction...8) any strike, blow, kick, ECW application, or similar use of force against a handcuffed subject; and 9) more than three strikes with a baton.

CPC 072-15: A complainant alleged that his wrist was broken while in custody, stating that the handcuffs were put on too tightly. The CPOA's investigation resulted in findings of UNFOUNDED for both officers.

CPC 114-15: A complainant alleged that APD officers fired their guns at his vehicle for no reason, causing him to crash his car. The CPOA's investigation resulted in findings of UNFOUNDED.

CPC 175-14: A complainant alleged that during her arrest, an APD officer hit her in the face and caused her to lose consciousness. The CPOA's investigation resulted in the finding of EXONERATED. A finding of SUSTAINED was issued concerning the officer's failure to notify an on-duty supervisor as soon as practical when a use of force incident occurs, and failure to photograph the person involved in an incident where the person has been injured.

CPC 222-14: A complainant alleged that APD officers caused her to hit her head on the floor, which required medical treatment at the hospital. The CPOA investigation resulted in the finding of EXONERATED, but found the officer's conduct SUSTAINED concerning the issue of SOP 2-52-6D2b, which states: In situations where the combative subject is forced into a face-down position, when safe to do so officers are expected to: Position the subject on their side or sit them up as circumstances allow so as not to induce reduced airflow or diaphragm function.

CPC 006-15: A complainant alleged that two APD officers raped and assaulted her during her arrest. The CPOA's investigation resulted in findings of UNFOUNDED and EXONERATED for the officers named in the complaint.

V. CITIZEN POLICE COMPLAINTS (CPCs)

Any person may file a written complaint against APD officers or employees. The CPOA website contains an electronic complaint form. Written forms are obtainable at the CPOA office, libraries, community centers, and all APD substations or facilities.

Written Complaints were submitted to:

- CPOA's website: www.cabq.gov/cpoa
- CPOA office at Room 813, Plaza del Sol, 600 2nd Street NW (8th Floor)
- PO Box 1293, Albuquerque, NM 87103;
- Any APD substation or facility; or
- Any APD officer on duty

CPC INVESTIGATION AND REVIEW PROCEDURE

- 1.** When the Executive Director (Director) receives a written complaint, the complaint is entered into the CPOA's case management database and assigned a Citizen Police Complaint (CPC) number.
- 2.** The Director reviews the complaint for jurisdiction and then assigns the case to a CPOA investigator.
- 3.** The Investigator interviews the complainant, obtains evidence, and conducts a Garrity interview of the target officer.
- 4.** Upon completion of the investigation, the Director reviews the investigation for thoroughness, impartiality, and fairness.
- 5.** The Director makes proposed findings and conclusions based on the evidence developed in the investigation as to whether the alleged misconduct violates the rules governing APD employees' conduct called Standard Operating Procedures (SOPs). All findings are based on a preponderance of the evidence. The preponderance is based on the more convincing evidence and its probable truth or accuracy, not the quantity of evidence (to be able to show one side's contention is more likely true than the other). The Director writes a draft letter to the person who filed the complaint, outlining his findings and conclusions.
- 6.** APD Chain of Command reviews the findings of the Director prior to POB review only to ensure timeliness to impose discipline under the Union Contract. (90 days).
- 7.** POB Board hears the complaint and approves or modifies findings, or remands for further investigation by the CPOA.
- 8.** If the person who filed the complaint is dissatisfied with the findings, they may appeal the decision to the Police Oversight Board. Appeals are to be heard during POB's monthly meetings, which are televised and open to the public.
- 9.** The Chief of Police has sole disciplinary authority over APD personnel for findings of misconduct, including findings of misconduct made by the CPOA.

COMPLAINT DISPOSITION STANDARDS

The Director makes findings regarding alleged misconduct based upon APD's Standard Operating Procedures (SOPs). The Director bases his findings on a preponderance of the evidence. A preponderance of the evidence means that one side has a greater weight of evidence that is more credible and convincing than the other side. If the credible evidence is 50-50, the proper finding is Not Sustained. The Director makes the following types of findings:

Sustained – Where the investigation determines, by a preponderance of the evidence that the alleged misconduct did occur.

Not Sustained – Where the investigation is unable to determine, by a preponderance of the evidence, whether the alleged misconduct occurred.

Exonerated – Where the investigation determines, by a preponderance of the evidence, that the alleged conduct did occur but did not violate APD policies, procedures, or training;

Unfounded – Where the investigation determines, by clear and convincing evidence, that the alleged misconduct did not occur or did not involve the subject officer.

Sustained Violation Based on Original Complaint – Where the investigation determines, by a preponderance of the evidence, that misconduct did occur that was not alleged in the original complaint but that was discovered during the misconduct investigation;

Administratively Closed – Where the policy violations are minor, the allegations are duplicative, or investigation cannot be conducted because of the lack of information in the complaint

ADMINISTRATIVE CLOSING OF CITIZEN POLICE COMPLAINTS

Administratively closed complaints may be re-opened if additional information becomes available.

Complaint withdrawal, where the citizen did not wish to proceed with any further investigation;

Complaints of unidentified officer, because the CPOA could not determine if the complaint mentioned any officers or identifiers to further investigate the case or could not determine if the officers complained about were employed by the Albuquerque Police Department;

Complaints filed without CPOA jurisdiction to investigate, because the CPOA did not have legal authority to investigate into the complaint;

Complaint referring to another agency, where the CPOA determined Albuquerque Police Department did not employ an officer with the name provided in the complaint;

Following the settlement agreement with the DOJ, the CPOA is now required to accept and investigate anonymous complaints and complaints regardless of the date of the alleged misconduct.

OVERVIEW OF COMPLAINTS

Since 2011, the Civilian Police Oversight Agency received an average of 253 Citizen Police Complaints (CPCs) every year. The CPOA received 256 CPCs in 2015. This is a 10% increase in complaints compared to 2014.

The CPOA received an average of 19 complaints per month in 2015. The CPOA resolved 133 CPCs in 2015, which included administratively closed and fully investigated cases.

In 2015, alleged misconduct occurred most frequently in the months of July and September. Complainants were more likely to report alleged misconduct of APD officers as occurring midweek and from 3:00 p.m. to 6:00 p.m. Complainants reported higher alleged misconduct in City Council Districts 2 and 6. A majority of the unknown districts include complaints referring to phone encounters, unspecified incident location, addresses without district, or complaints without known incident information.

In 2015, female citizens filed more complaints than males, and the highest number of complaints came from citizens within the age range of 25-39 years old. The highest number of complaints came from citizens who identified themselves as Hispanic. Citizens in District 2 filed the highest number of complaints. Complaints received include 209 complaints from Albuquerque residents, 30 complaints from complainants who live outside Albuquerque, and 7 complaints from complainants residing from another state. These numbers, however, do not include 10 citizens who did not provide residency information. Most complaints were received through the CPOA website.

White, male police officers received the highest number of complaints. The highest number of complaints involved police officers between the ages of 25 and 34 years old. Most alleged misconduct involved APD officers in Field Services during the day shift (7:00 a.m. to 3:00 p.m.). Most complaints involved officers with a rank of Patrolman First Class and officers with 7-9 years of service.

The CPOA made findings in 133 CPCs in 2015. This resulted in 69 Administratively Closed cases and 22 closed cases with findings, which included complaints filed in 2013 and 2014. In addition, one (1) Officer-Involved Shooting was reviewed by the POB in 2015.

Of the 69 Administratively Closed CPCs, the highest number were due to the complainant withdrawing the complaint. Of the 22 CPCs fully resolved and closed, there were 76 allegations of Standard Operating Procedures (SOPs) reviewed by the POB. In 2015, the CPOA most frequently investigated alleged APD SOP violations of General Conduct (1-04) and Use of Recording Device (1-39).

APD officers with Sustained findings of Standard Operating Procedure violations are referred to Chief of Police for discipline. The Chief of Police has sole disciplinary authority over APD personnel for findings of misconduct, including findings of misconduct made by the CPOA and the POB. Sustained investigation findings result in disciplinary actions and are made part of the officer's permanent record.

APD officers with commendations from the public were also referred to Chief of Police for acknowledgement. Since inception, the Civilian Police Oversight Agency received 518 Job Well Done

responses. All forms were submitted to APD Administration to pass along to the employee's supervisors, including the Chief of Police, for acknowledgement, and a letter of commendation is sent to the officer.

Our goal is to facilitate meaningful law enforcement oversight in order to benefit all those affected by police conduct. The CPOA office will continue to work with stakeholders to address issues concerning police accountability and transparency at the Albuquerque Police Department. We hope that our endeavors strengthen community trust by giving citizens a voice during this time of change. We strive to assess and improve not only the oversight process, but the relationship between the public and the police force as a whole.

IMPORTANT INFORMATION CONCERNING THE STATISTICS BELOW

The statistics below are separated into two separate categories for purposes of clarity. The first section presents data regarding Complaints **RECEIVED** during 2015. The CPOA completed investigations and findings in 2015 for cases, which were filed in 2014, as well as Complaints filed in 2013. This leads to the second category of information: Complaints, which were **REVIEWED** in 2015. The REVIEWED category is further broken down into: 1) closed cases, which have been fully investigated, and 2) administratively closed cases, which were not fully investigated for the reasons, discussed below, which included informal resolution of the complaint, or the lack of jurisdiction to investigate the complaint.

CITIZEN POLICE COMPLAINTS (CPCs) DATA & STATISTICS

YEARLY STATISTICS	2012	2013	2014	2015
Total Complaints Received	261	259	233	256
Inactivated/ Administratively Closed Complaints	124	131	106	69
Complaints Resolved after Full Investigations and Findings	71	84	188	22
Appealed Cases Heard	6	6	10	0

Figure 1: Case Summary and Status of All Complaints Received and Complaints Investigated in 2015.

The number of complaints received by the Civilian Police Oversight Agency in 2015 reflected a 10% increase in complaints compared to 2014. In 2015, the CPOA received an average of 21 CPCs per month. At the end of 2015, the CPOA had 236 pending complaints. Pending cases include cases that have been fully investigated and are awaiting review of the CPOA, APD Chain of Command, or the Police Oversight Board.

COMPLAINTS RECEIVED IN 2015

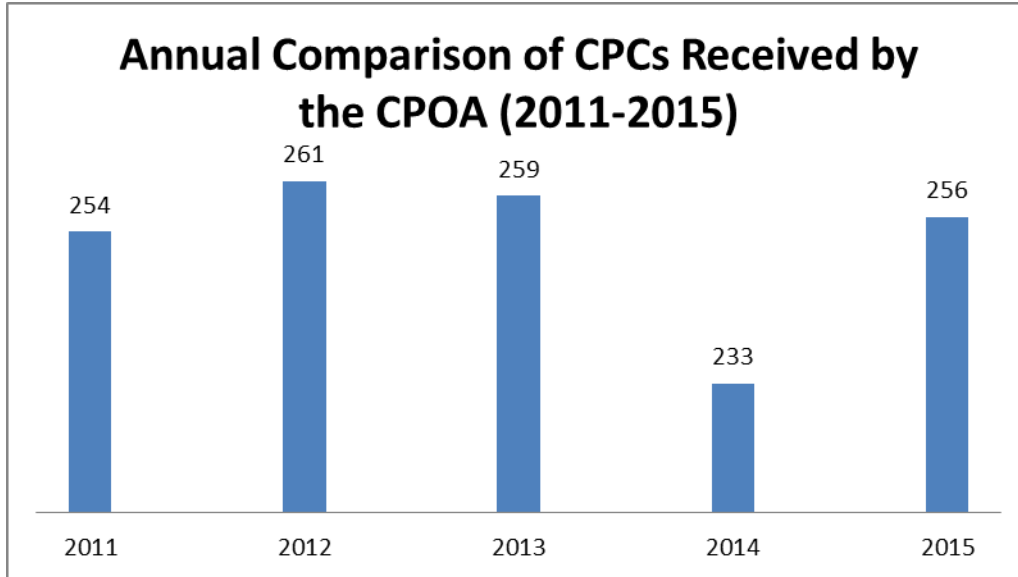


Figure 2: The number of complaints received by the Civilian Police Oversight Agency for the years from 2011 to 2015. During the past five years, the CPOA has received an average of 253 Citizen Police Complaints (CPCs) per year.

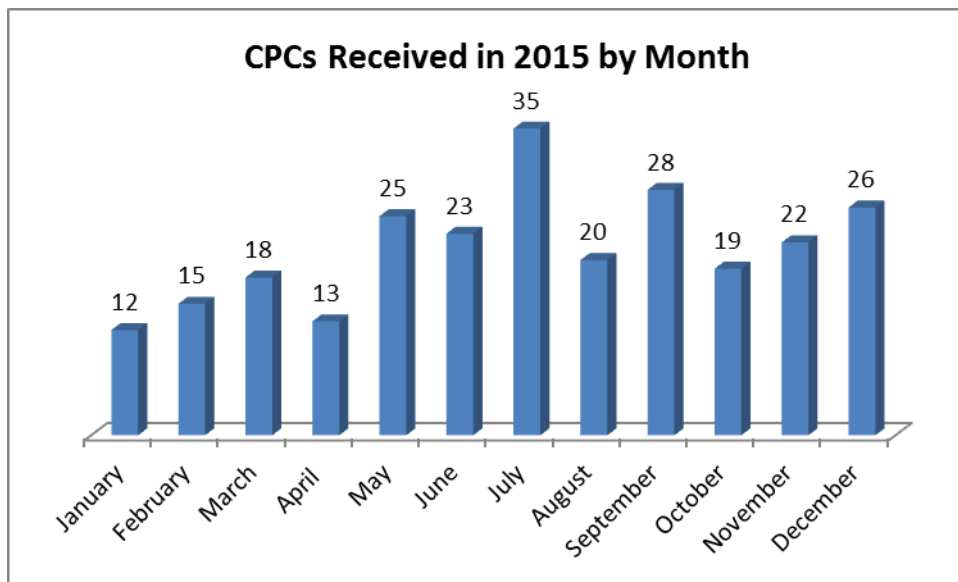


Figure 3: July showed the highest number of complaints reported in 2015.

COMPLAINTS RECEIVED IN 2015

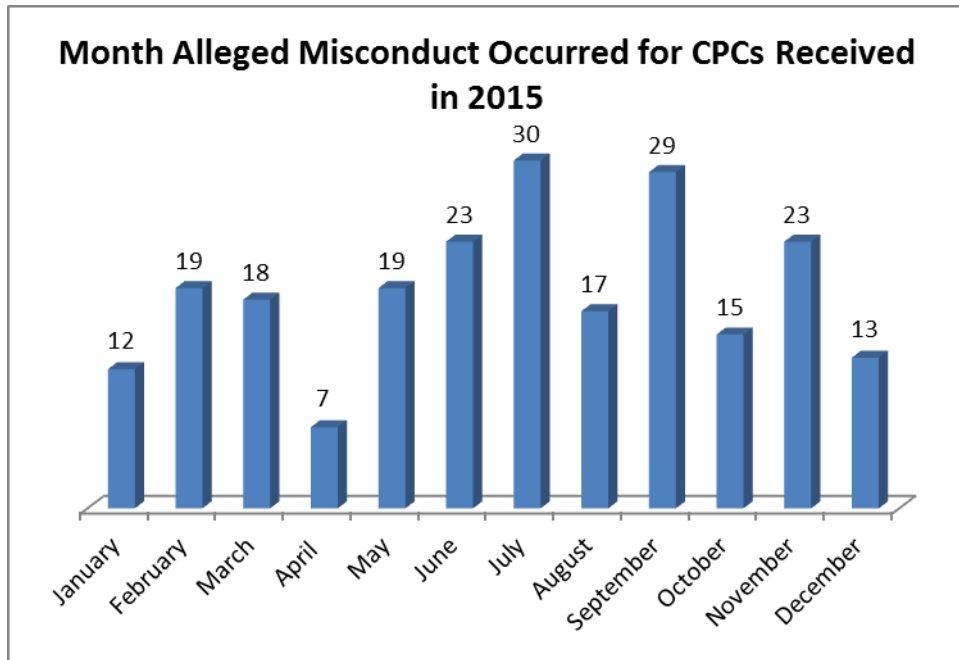


Figure 4: The most alleged misconduct occurred in July and September. Thirty-one complaints alleged misconduct before 2015 or the month of alleged misconduct is unknown.

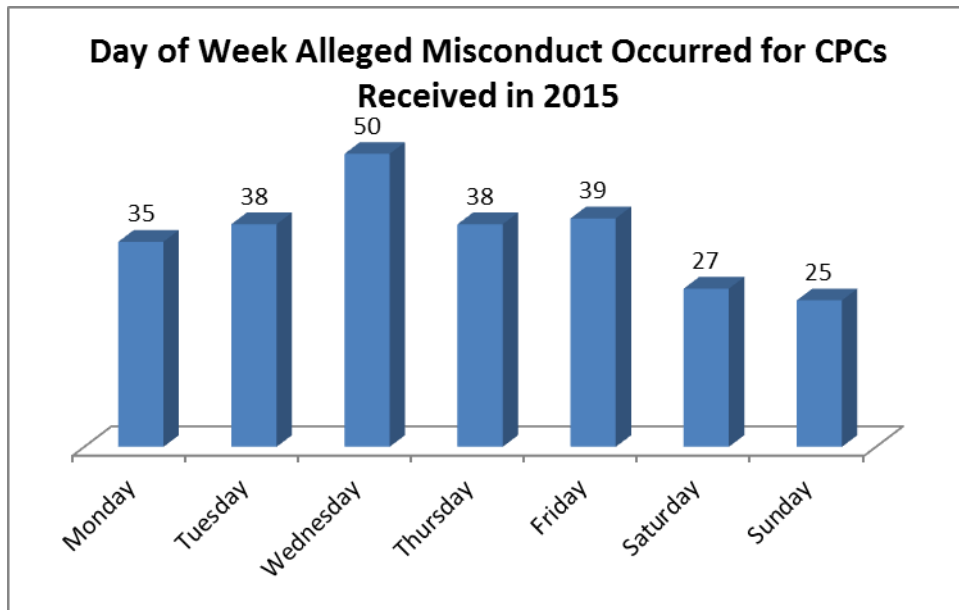


Figure 5: Wednesday shows higher rates of alleged misconduct compared to infractions throughout the rest of the week. The day of week is unknown for four CPCs.

COMPLAINTS RECEIVED IN 2015

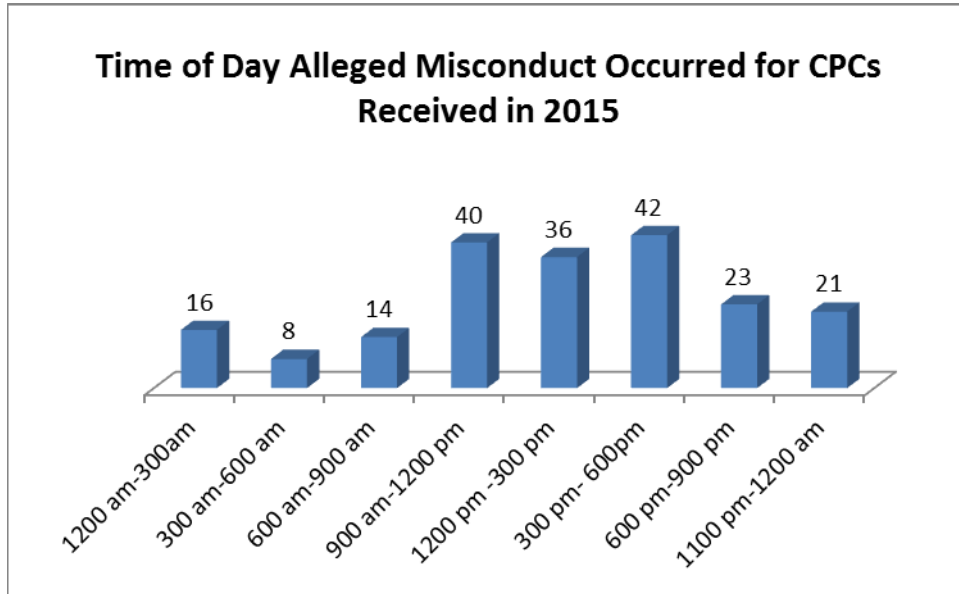
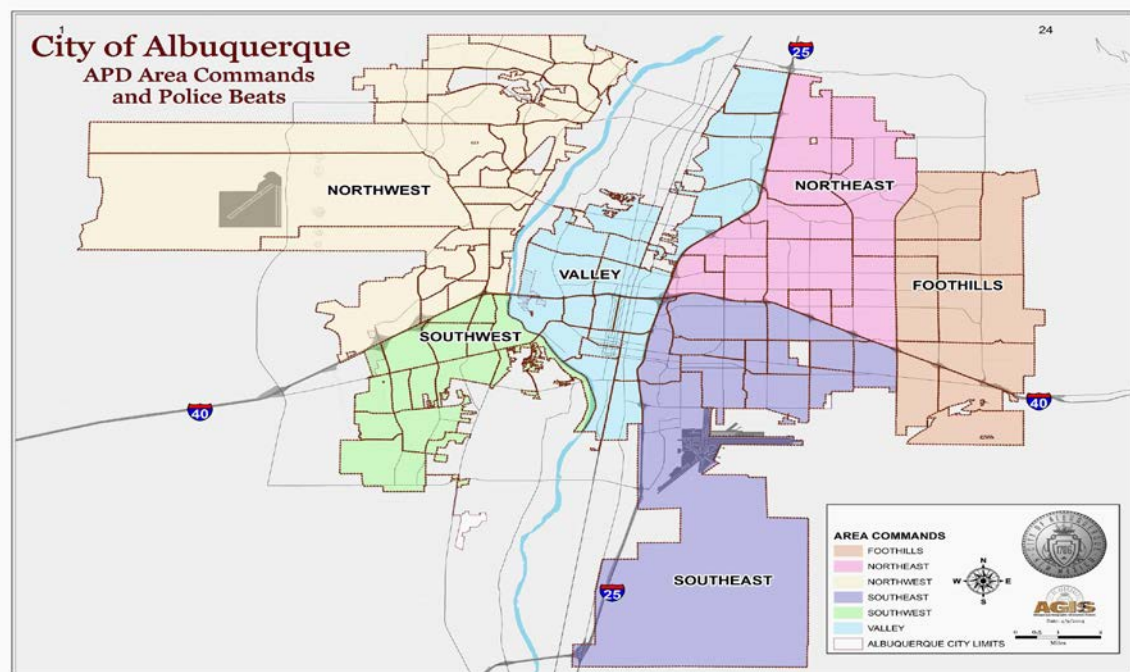


Figure 6: In 2015, the highest number of complaints alleged misconduct between the hours of 3pm and 6pm. The time is unknown for 56 complaints.

ALBUQUERQUE POLICE AREA COMMANDS



COMPLAINTS RECEIVED IN 2015

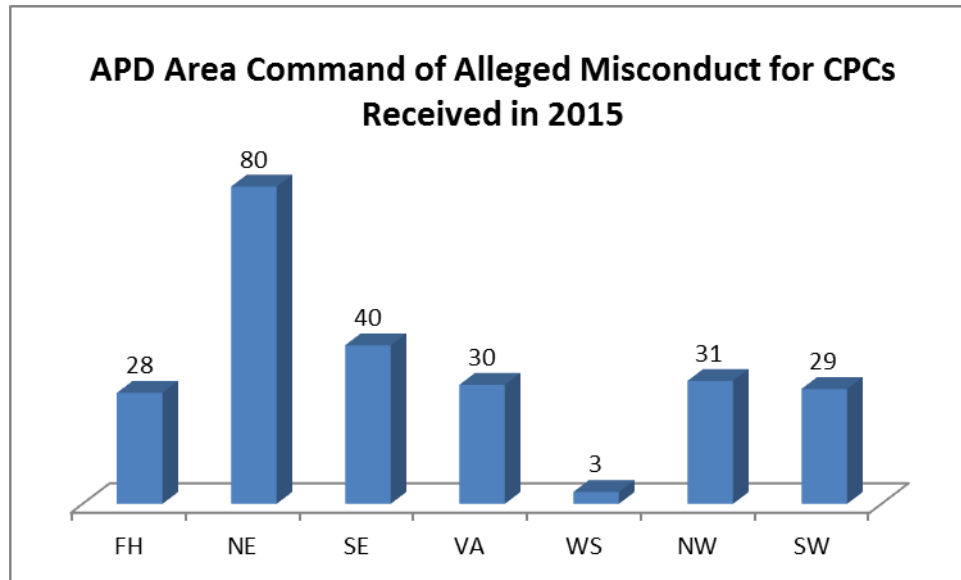
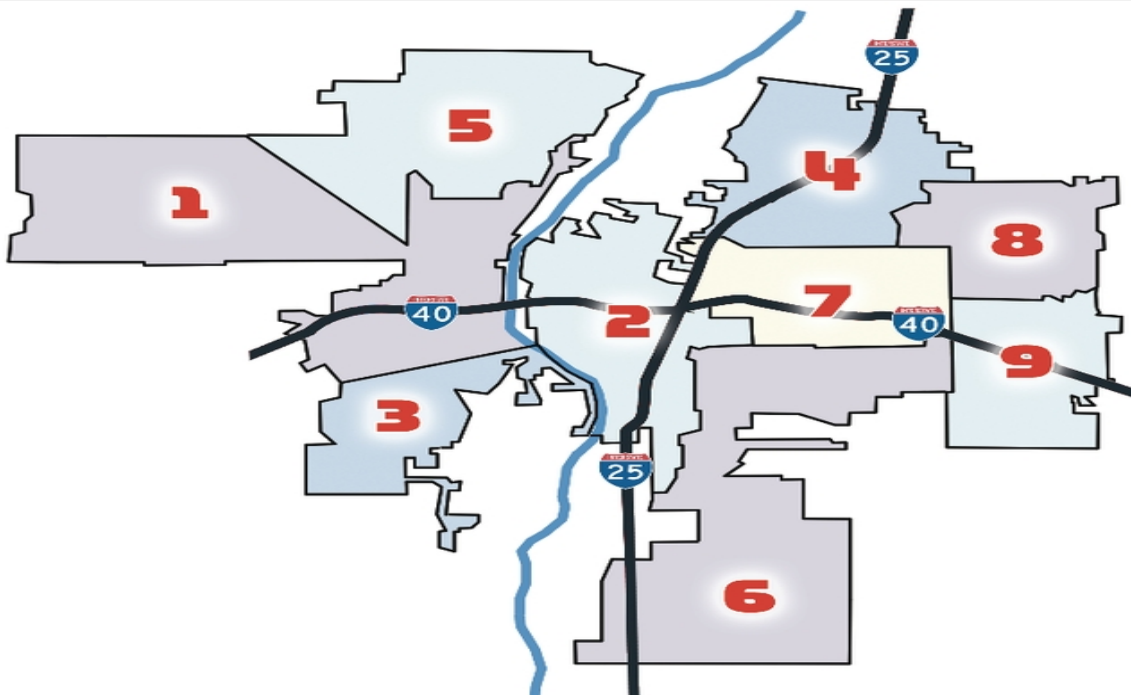


Figure 7: The CPOA office received 241 complaints with an identified APD Area command in 2015. There were 15 complaints with unidentified incident location (includes CPCs with alleged misconduct of officers in multiple locations, telephone conversations, undetermined location, general complaints on APD). The highest number of alleged misconduct in known areas occurred in the area of the North East area command.

ALBUQUERQUE CITY COUNCIL DISTRICTS



COMPLAINTS RECEIVED IN 2015

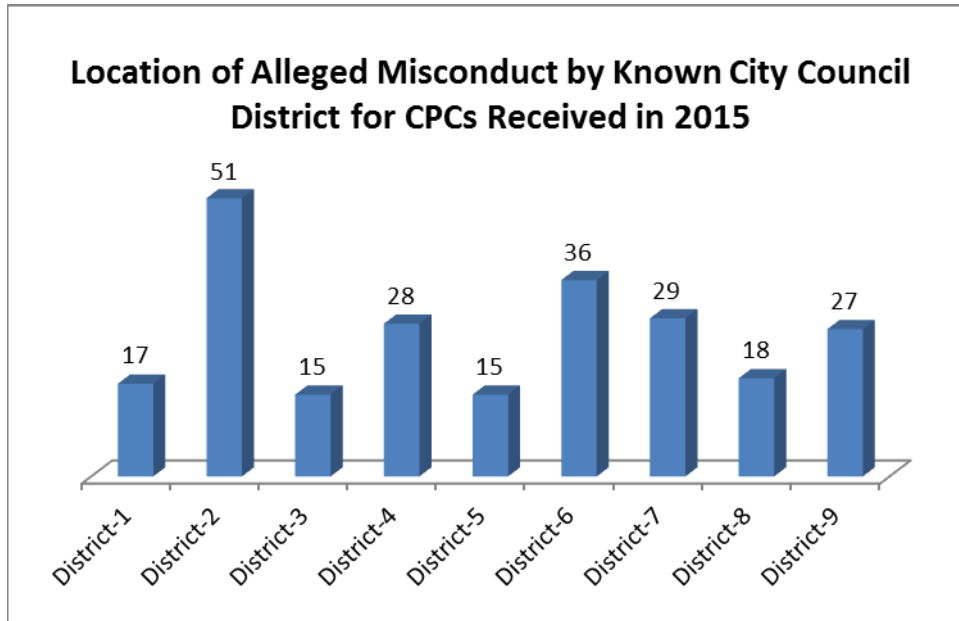


Figure 8: There were 256 complaints received by the CPOA in 2015. Twenty complaints did not have a known location of alleged misconduct. Unknown districts include complaints referring to phone encounters, unspecified incidents, addresses without district, or complaints without incident information.

NEIGHBORHOOD ASSOCIATIONS and LOCATIONS

In 2015, CPCs were received from persons living in the below listed neighborhood associations and locations. The neighborhood associations are categorized by City Council District.

<i>City Council District 1:</i>	Neighborhood Association: ABQ Park; Ladera Heights; Ladera West; Los Volcanes; Taylor Ranch; West Bluff; West Mesa; Volcano Cliffs
<i>City Council District 2:</i>	Neighborhood Association: Barelás; Citizens Imp Comm of Martineztown; Downtown; Greater Gardner; Los Griegos; Martineztown; Martineztown Work Group; Near North Valley; Notify Downtown List; Raynolds Addition; Rio Grande Blvd; Silver Hill; Summit Park; Sycamore; Wells Park
<i>City Council District 3:</i>	Neighborhood Association: Alamosa; Route 66 West; Westgate Heights
<i>City Council District 4:</i>	Neighborhood Association: Academy Acres North; Alameda North Valley; Cherry Hills Civic; Nor Este; North Wyoming; Vineyard Estates; Wildflower
<i>City Council District 5:</i>	Neighborhood Association: Cottonwood; Paradise Hills Civic Assoc;
<i>City Council District 6:</i>	Neighborhood Association: Highland Business; Fair West; La Mesa; Nob Hill; Southeast Heights; South Los Altos; South San Pedro; Trumbull; Trumbull Village; University Heights
<i>City Council District 7:</i>	Neighborhood Association: Alta Monte; Classic Uptown; Fair Heights; Hodgin; Indian Moon; Jerry Cline Park; Loma del Rey; Mark Twain; North Eastern Assoc of Residents; Seven Bar North HOA; Snow Heights; Uptown; Quigley Park;
<i>City Council District 8:</i>	Neighborhood Association: Comanche Foothills; Eldorado Heights; Enchanted Park; Pepper Tree Royal Oak;
<i>City Council District 9:</i>	Neighborhood Association: Oñate; Princess Jeanne; Singing Arrow; Supper Rock
<i>Unincorporated Area:</i>	Neighborhood Association: North Albuquerque Acres Comm.

GEOGRAPHIC DISTRIBUTION OF COMPLAINTS RECEIVED IN 2015

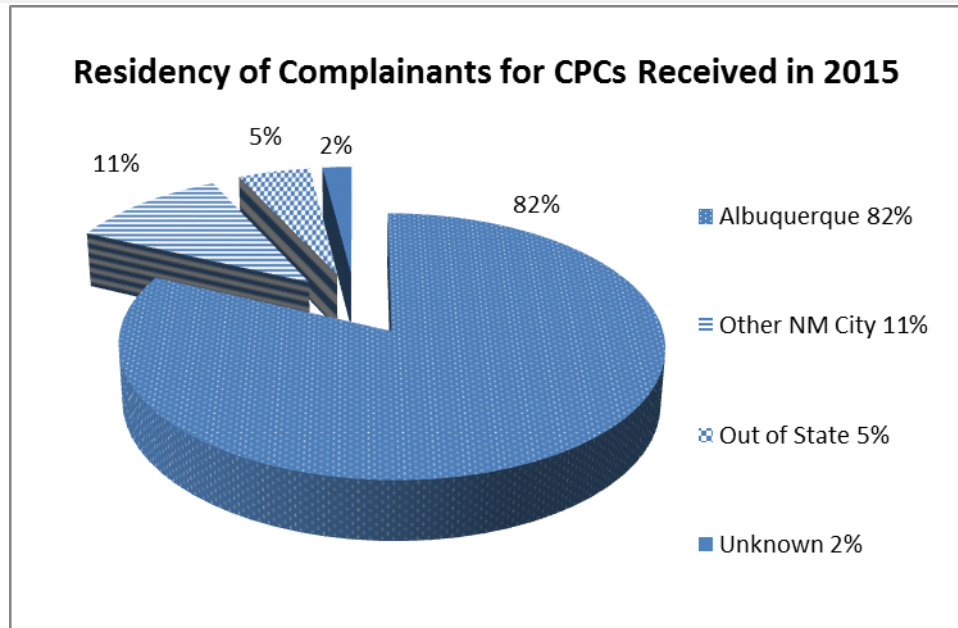


Figure 9: Of the 256 complaints received in 2015, 209 were from Albuquerque residents; 30 complainants were residents of cities outside Albuquerque; 7 complainants were from out of state; and the residency for 10 Complainants is unknown.

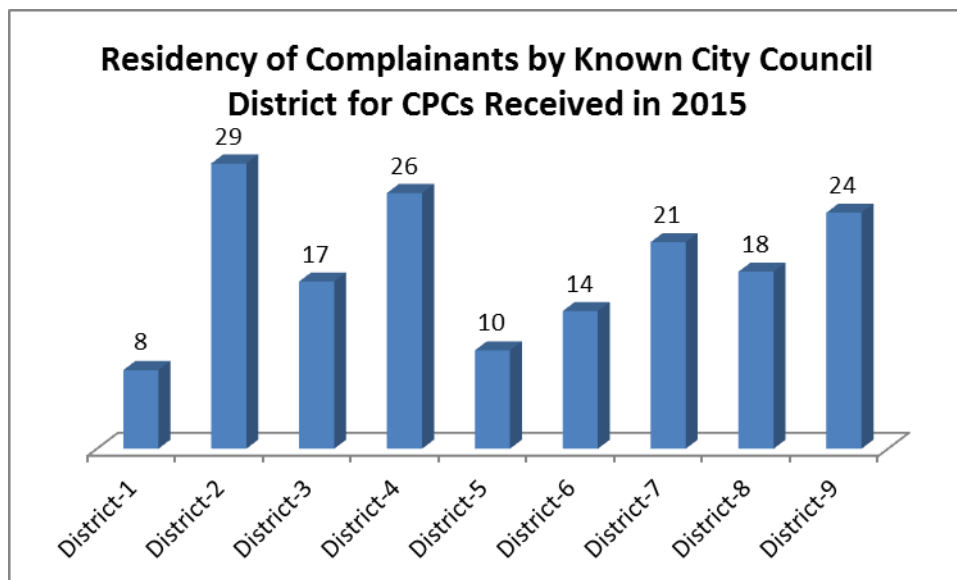


Figure 10: The CPOA office received 167 complaints with addresses from Albuquerque residents with known city council districts.

COMPLAINANT DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

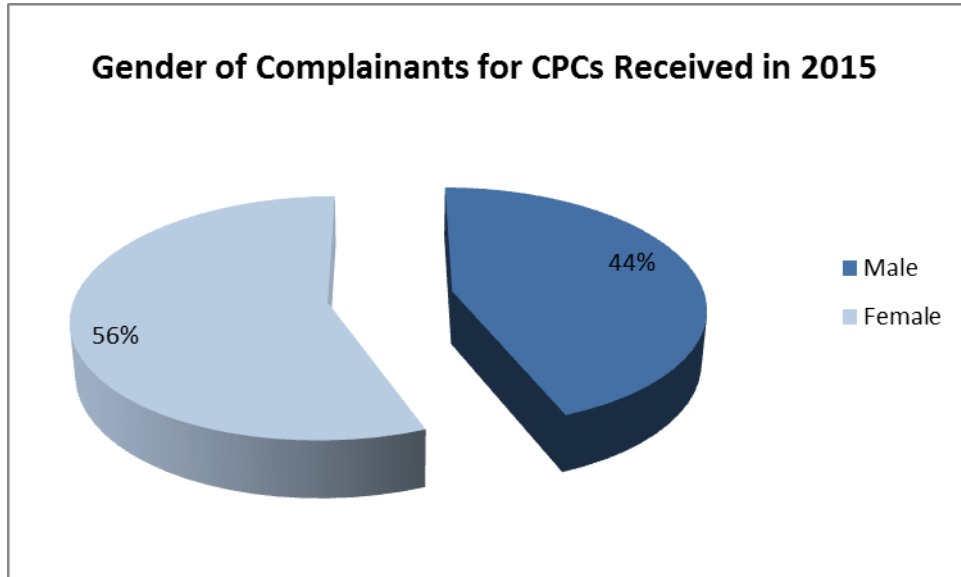


Figure 11: The CPOA received complaints from 107 Males and 140 Females. 9 complainants did not report their gender.

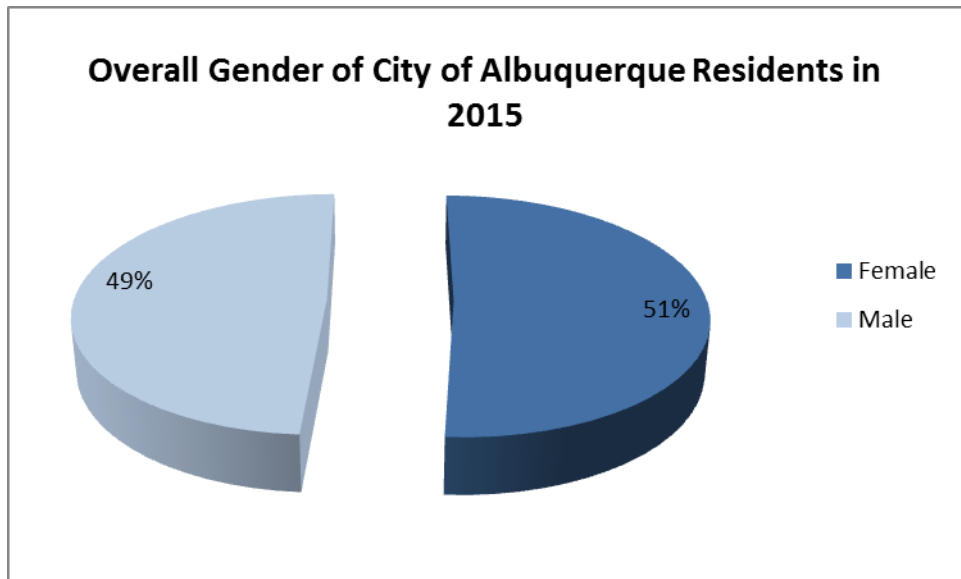


Figure 12: Based on total population, (557,169), Census from the U.S. Census Bureau, and NM Bureau of Business and Economic Research; DP-1-Geography-Albuquerque city, New Mexico.

COMPLAINANT DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

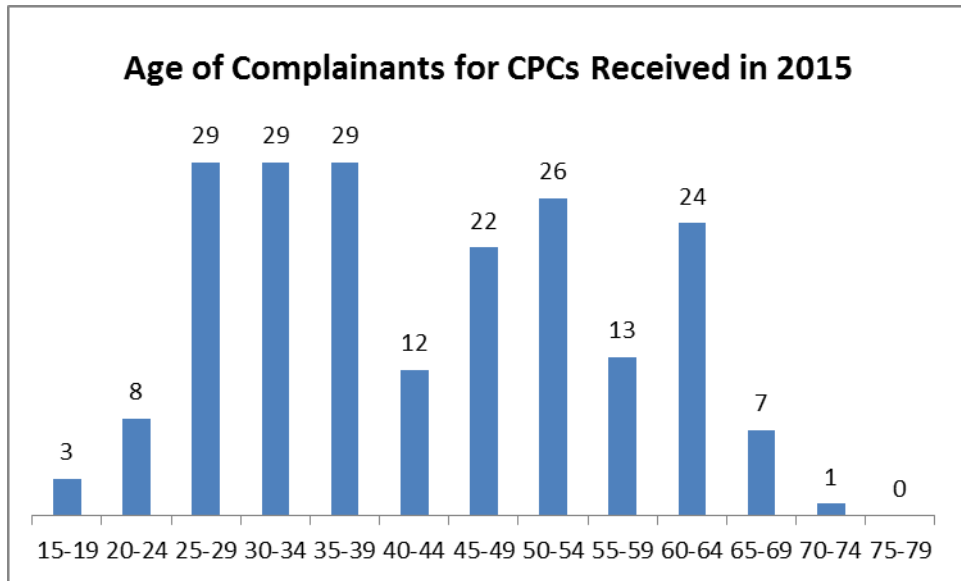


Figure 13: 203 complainants provided their date of birth. In 2015, the highest number of complaints received were made by complainants between the ages of 25-39.

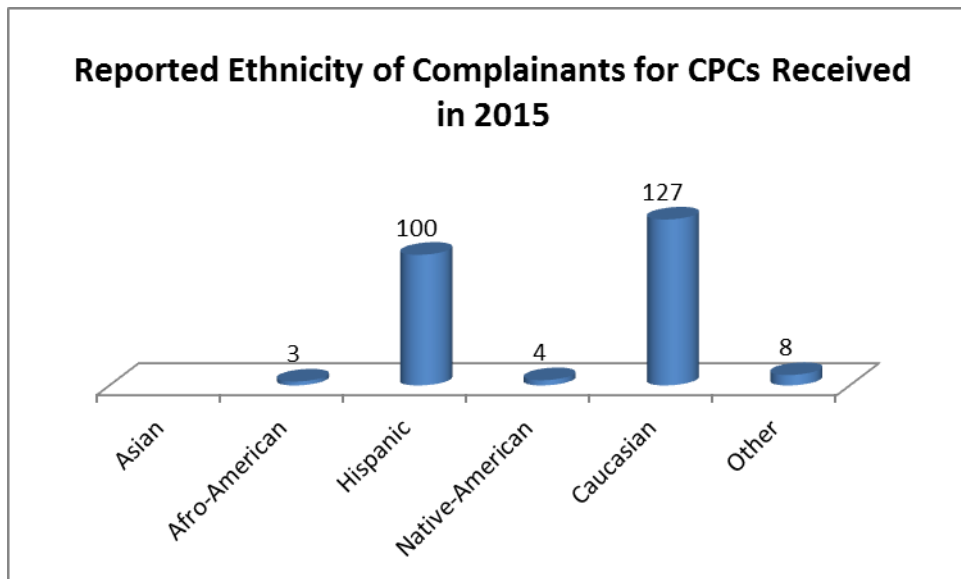


Figure 14: 200 complainants provided ethnicity information. Other ethnicity includes Middle Eastern heritage.

COMPLAINANT DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

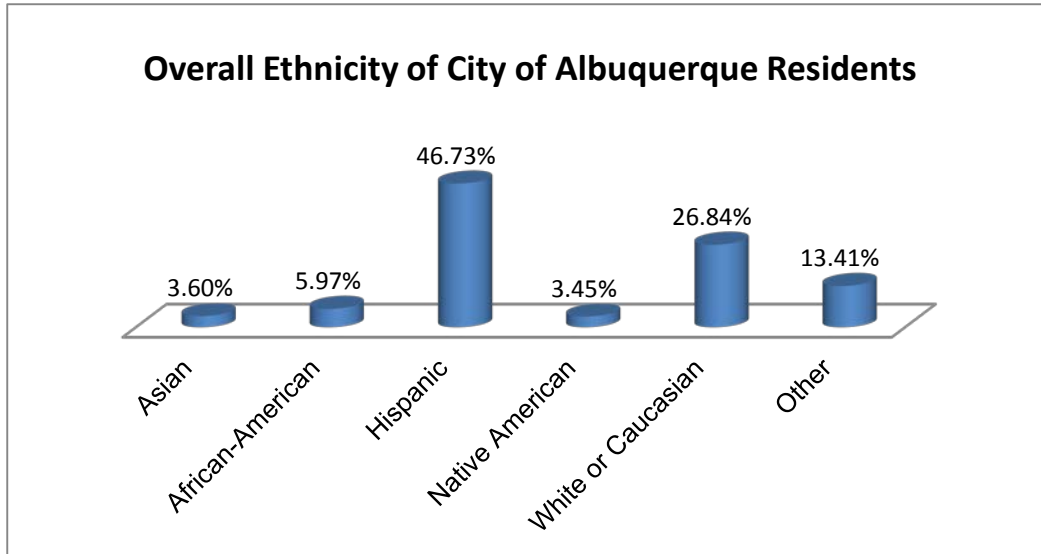


Figure 15: Numbers were based on Data from the U.S. Census Bureau; City of Albuquerque estimated population (557,169) in 2014.

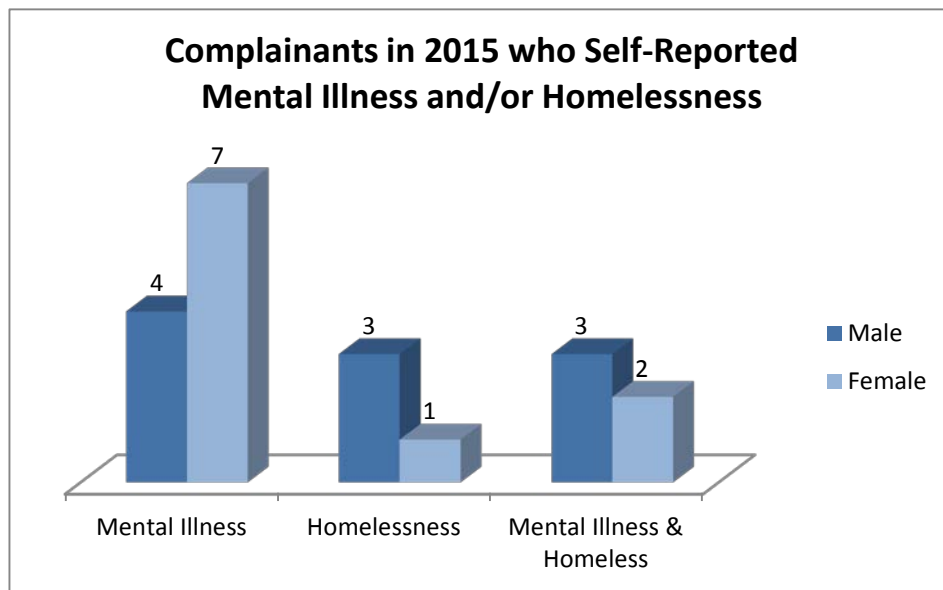


Figure 16: In 2015, twenty complainants self-reported having a mental illness, being homeless, or both.

COMPLAINANT DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

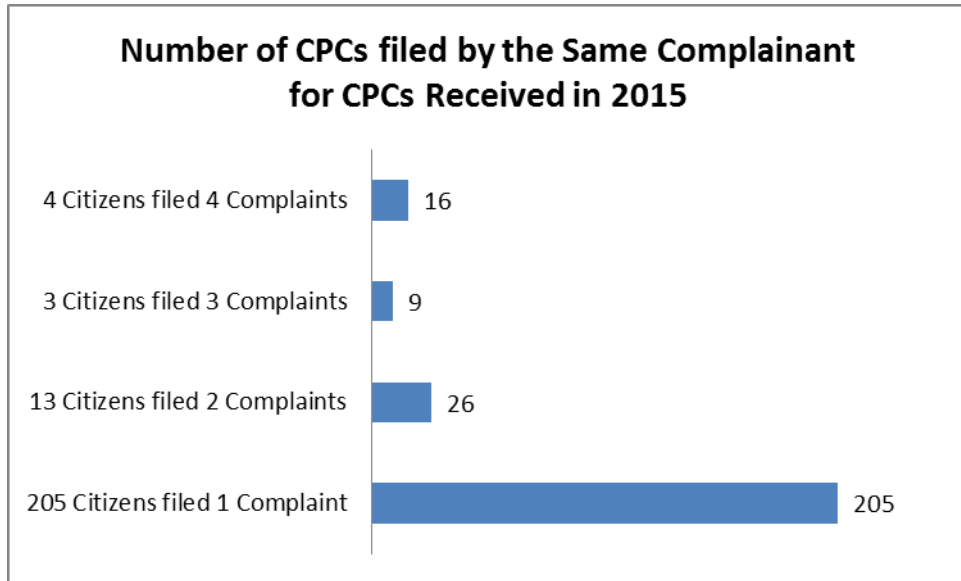


Figure 17: In 2015, 20 citizens filed multiple police complaints.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

In 2015, 233 individual APD employees were identified in CPCs. The majority of complaints were against police officers; however, the numbers include other APD personnel, as well. The following graphs represent the individual officers/employees named in each CPC, as well as APD demographics as a whole. Some complaints involved multiple officers.

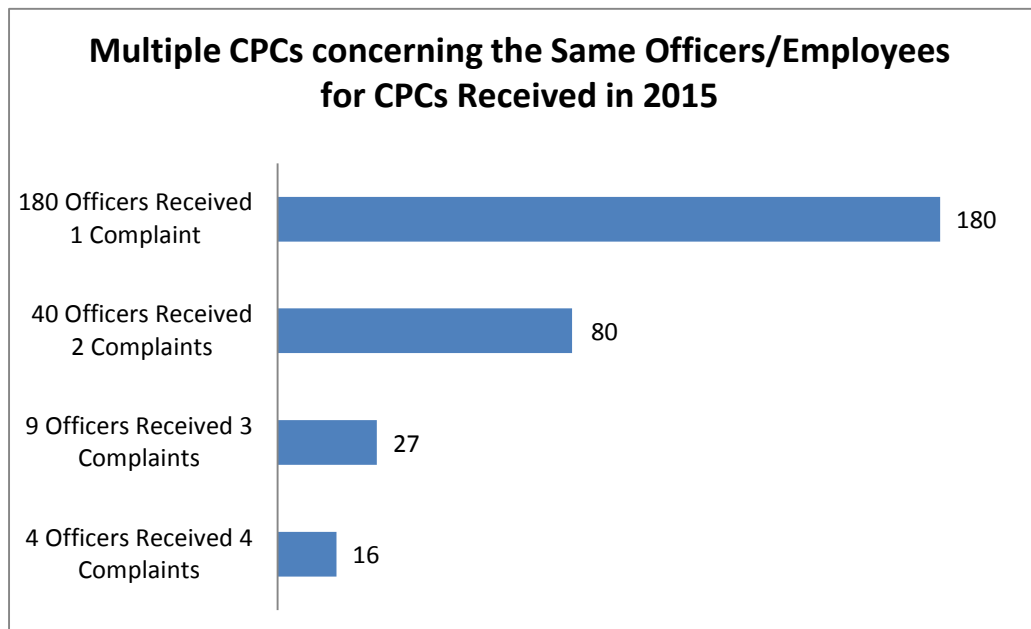


Figure 18: Out of the 233 APD employees who were identified in CPCs, 180 employees received only one (1) complaint. 4 CPCs was the highest number of Citizen Police Complaints made regarding the same APD employee in 2015.

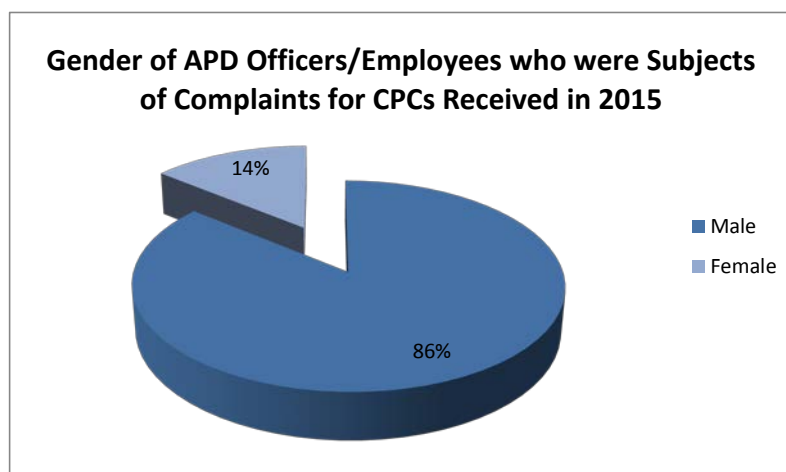


Figure 19: The CPOA received complaints on 201 male APD employees and 32 female APD employees.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

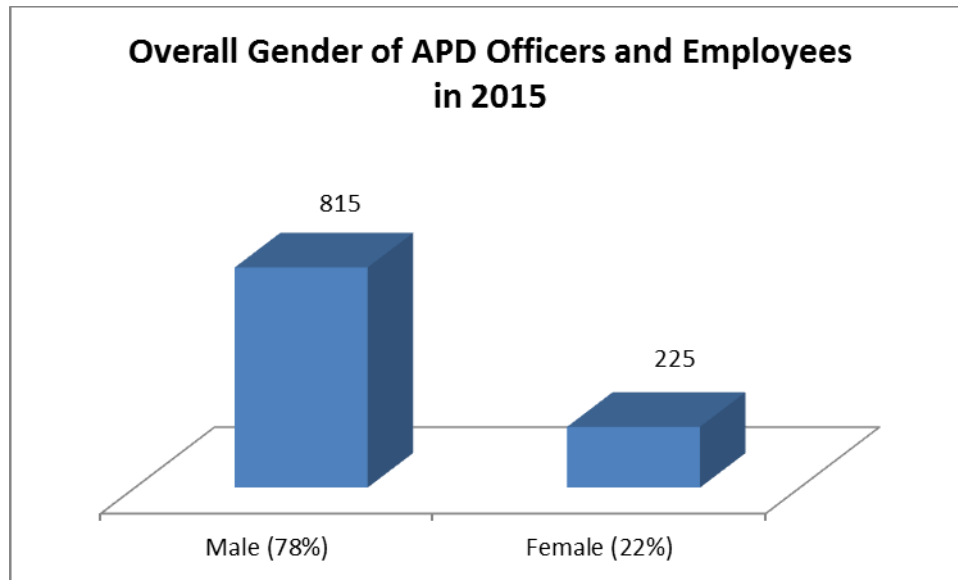


Figure 20: In 2015, APD personnel consisted of 78% males and 22% females. Of those, 25% of male employees received a complaint, while 14% of female employees received complaints. Statistics are based on estimates from the Albuquerque Police Department IAPro Database.

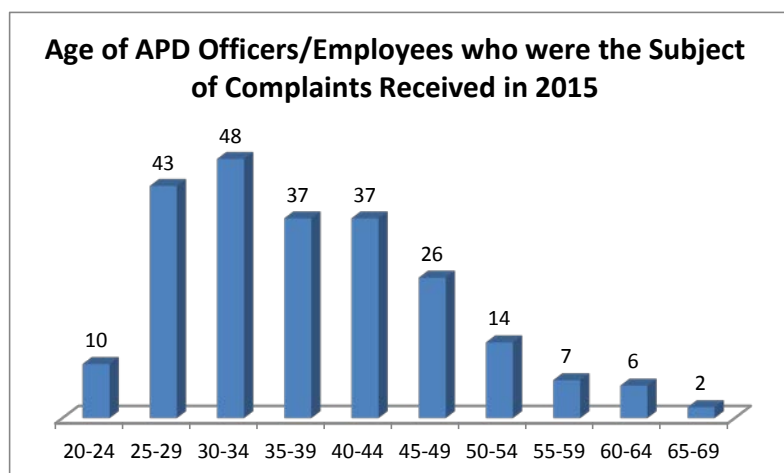


Figure 21: In 2015, the highest number of complaints were against officers or employees who were between 25 and 34 years old. The age was unknown for 3 employees.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

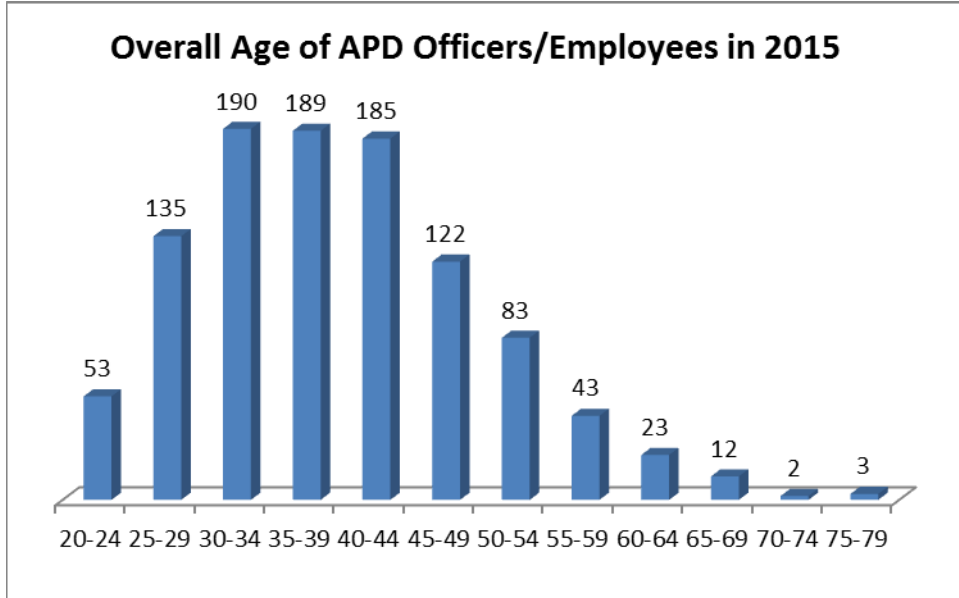


Figure 22: Considering the ages of APD employees as a whole, the highest percentage of complaints was against APD employees between 25 and 29 years old. Statistics are based on data from the Albuquerque Police Department IAPro Database.

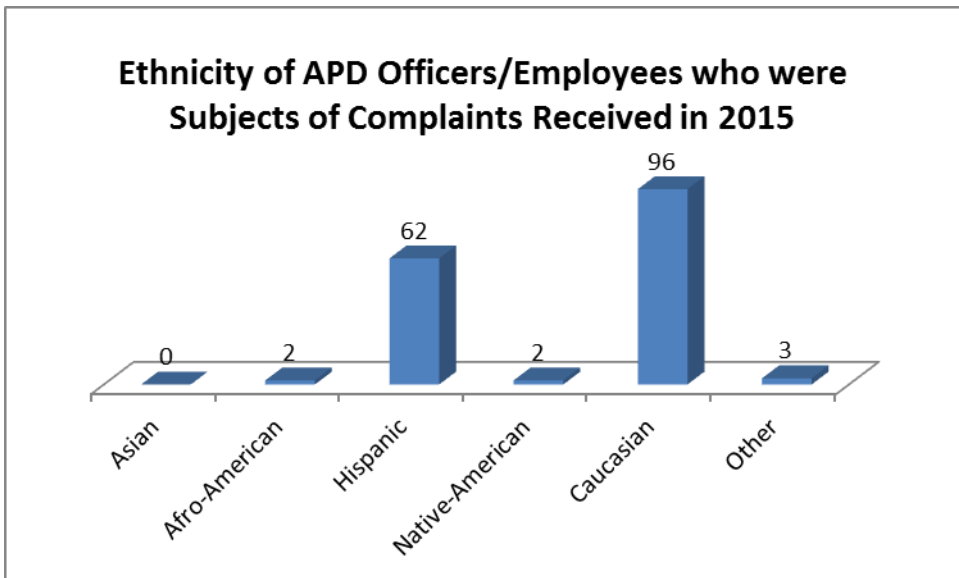


Figure 23: For complaints received in 2015, the highest number of complaints were made against officers or employees who were Caucasian. 68 APD employee ethnicities were unknown.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

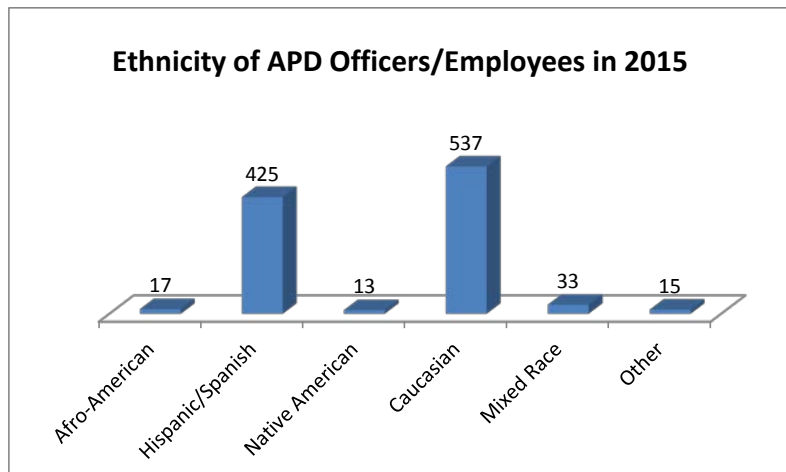


Figure 24: Considering the ethnicity of APD employees as a whole, Caucasian employees received the highest percentage of complaints. Statistics are based on estimates from the Albuquerque Police Department IAPro Database.



Figure 25: In 2015, Complaints were made against 233 APD personnel and the vast majority of those complaints were made against officers in Field Services.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

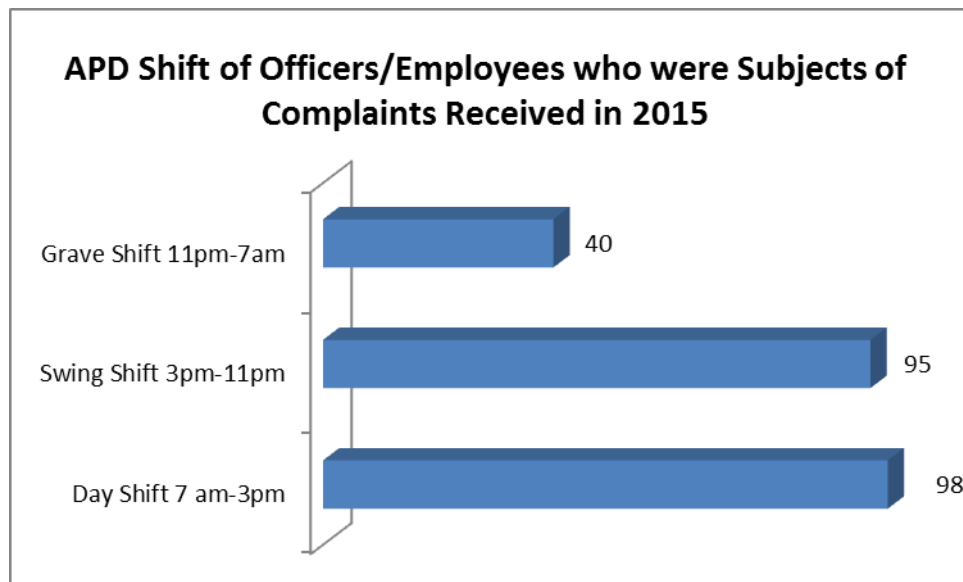


Figure 26: In 2015, most complaints were against APD officers/employees working during the Day shift, from 7:00am to 3:00pm.

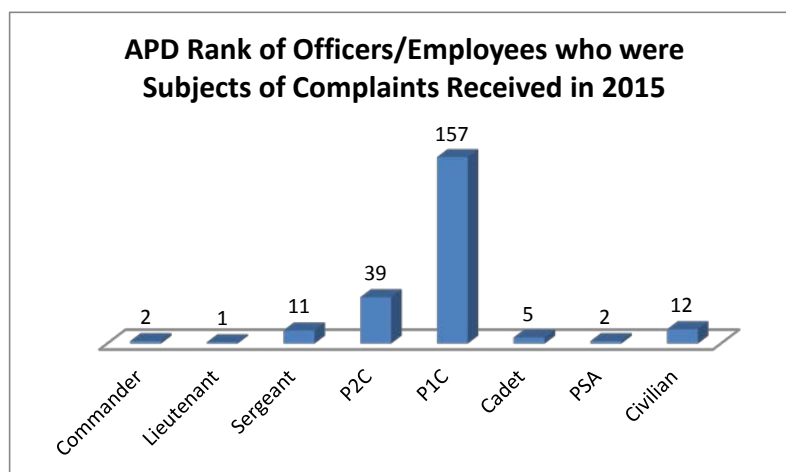


Figure 27: In 2015, more complaints were filed against a Patrolman First Class than any other rank. 157 of the Complaints received in 2015 were against officers with the rank of Patrolman First Class. 4 Officer/Employees ranks were unknown.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

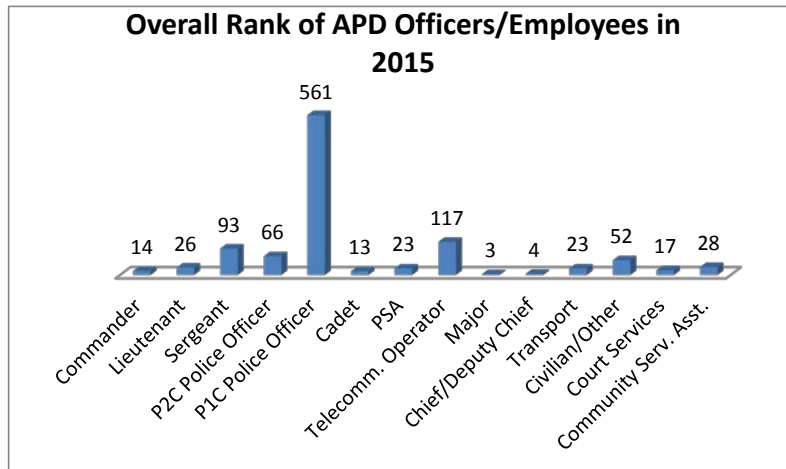


Figure 28: Approximately 28 % of Patrolman 1st Class (P1C) Police Officers received Citizen Complaints in 2015. Statistics are estimates based on data from the Albuquerque Police Department IAPro Database.

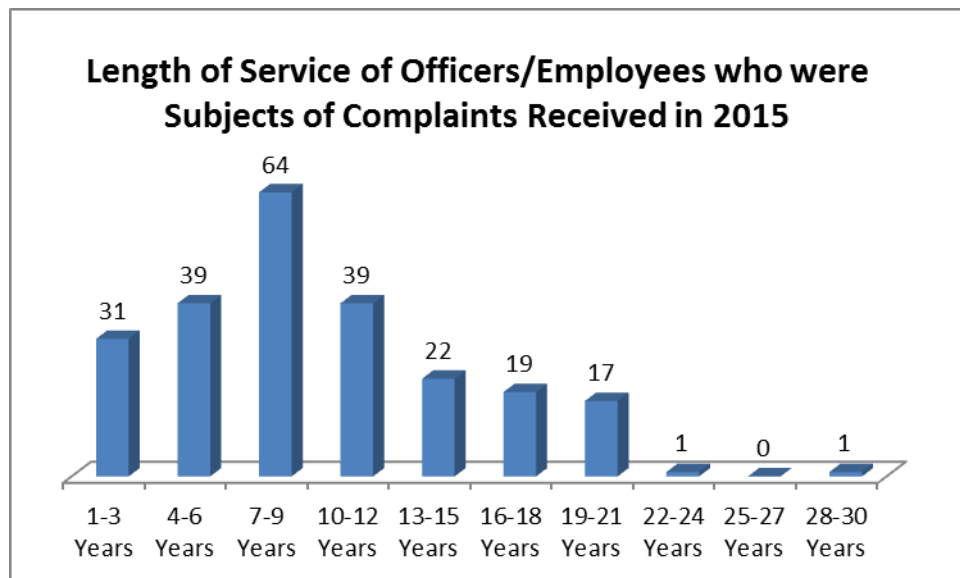


Figure 29: In 2015, the CPOA received the highest number of complaints against APD Officers/Employees with 7-9 years of service.

APD OFFICER/EMPLOYEE DEMOGRAPHICS FOR COMPLAINTS RECEIVED IN 2015

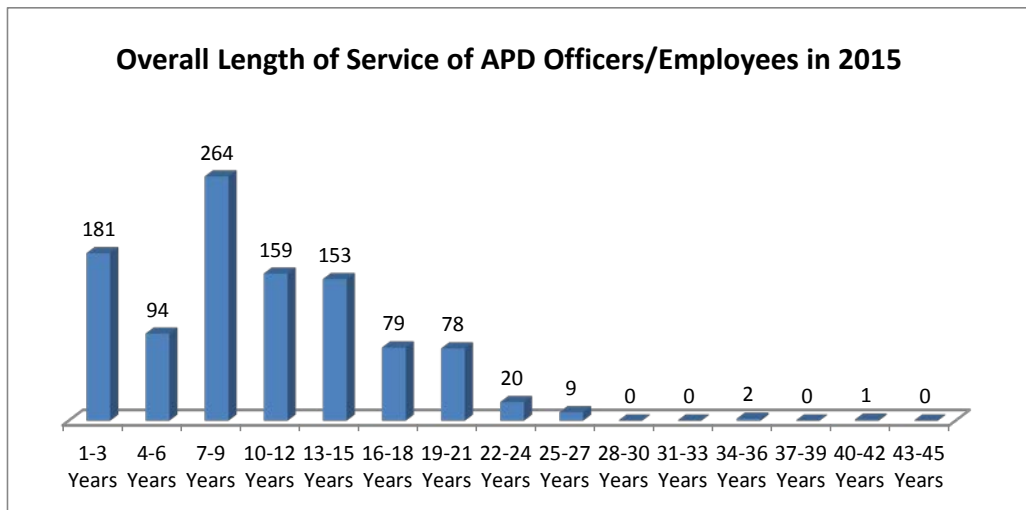


Figure 30: Considering APD employee demographics overall, employees with 4-6 years of service received the highest percentage (41%) of complaints, followed by employees with 10-12 years of service (25%).

FINDINGS AND DISPOSITIONS OF COMPLAINTS REVIEWED IN 2015

In 2015, the CPOA made findings in 133 Citizen Police Complaints (Complaints or CPCs). Of those, 22 CPCs were fully resolved and notice of the findings was sent to the complainant. The Police Oversight Board heard seven of the fully resolved CPCs. The POB approved 69 CPCs as Administratively Closed. The CPOA made findings in an average of 11 CPCs per month.

CITIZEN POLICE COMPLAINTS (CPCs) REVIEWED IN 2015 WITH FULL INVESTIGATIONS AND FINDINGS

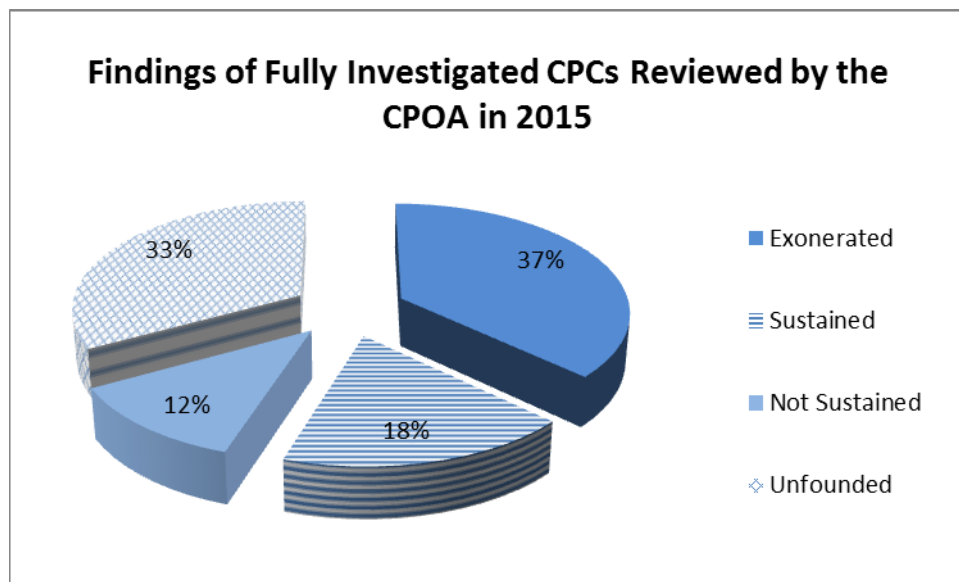


Figure 31: Less than twenty percent of the CPCs that were reviewed by the CPOA in 2015 were found Sustained.

CPCs REVIEWED IN 2015 WITH FULL INVESTIGATIONS AND FINDINGS

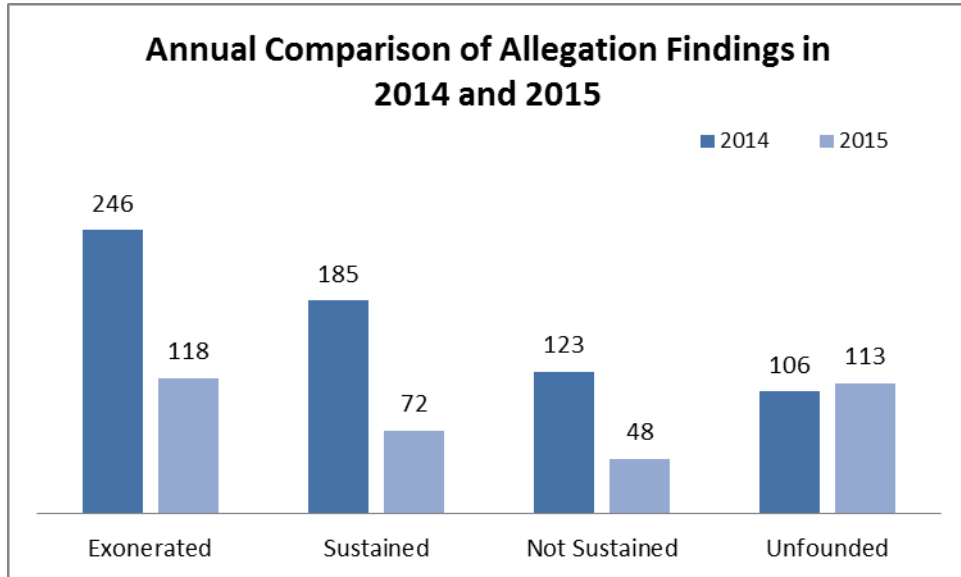


Figure 32: In 2015, there were a total of 133 fully investigated cases with findings. Those cases include 353 separate SOP violation allegations.

CPCs REVIEWED IN 2015 WITH FULL INVESTIGATIONS AND FINDINGS

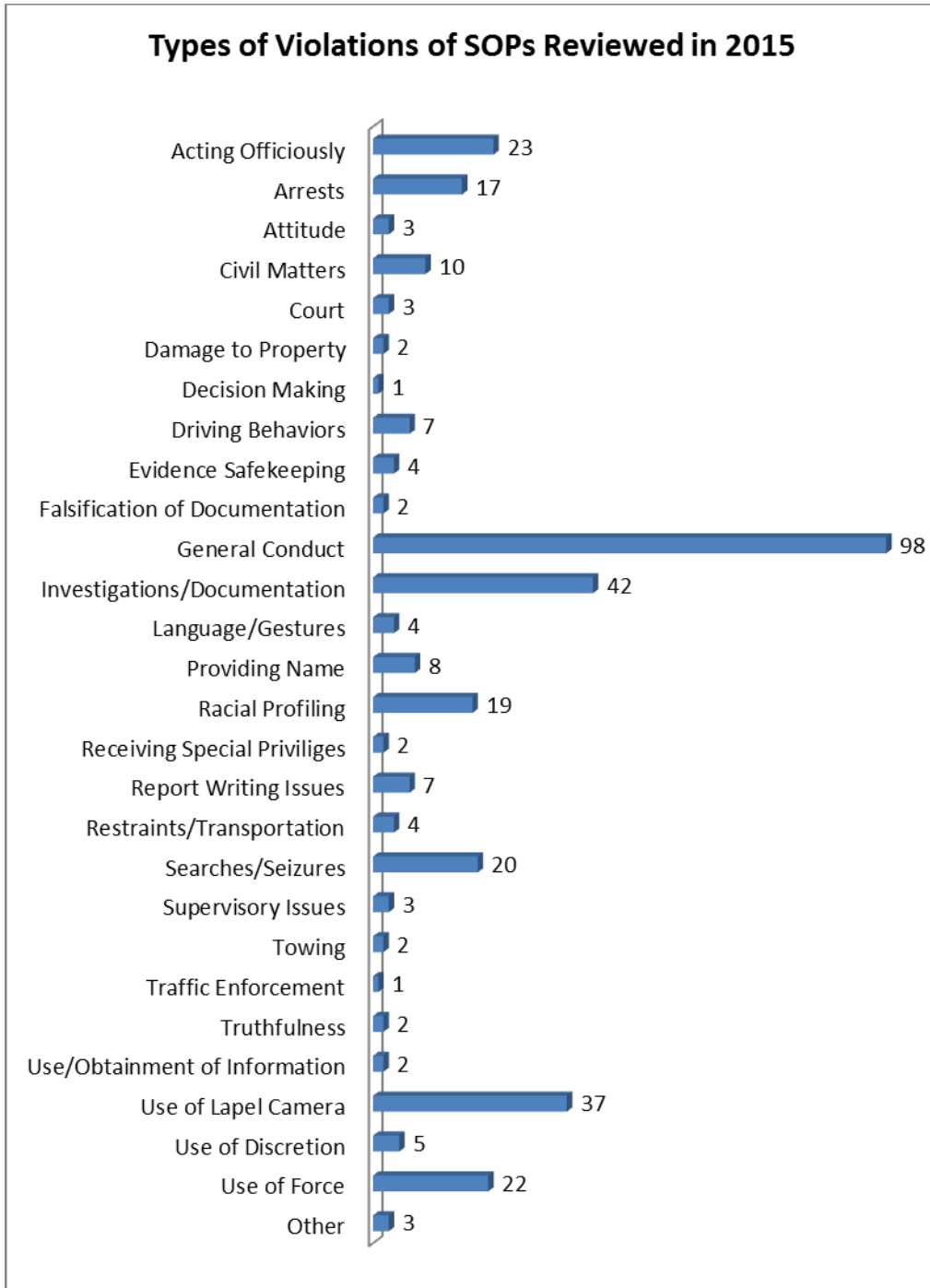
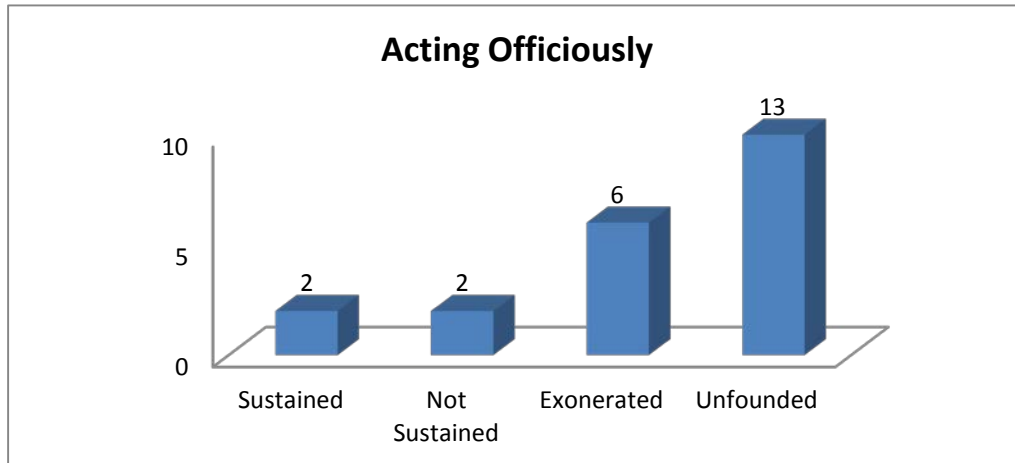


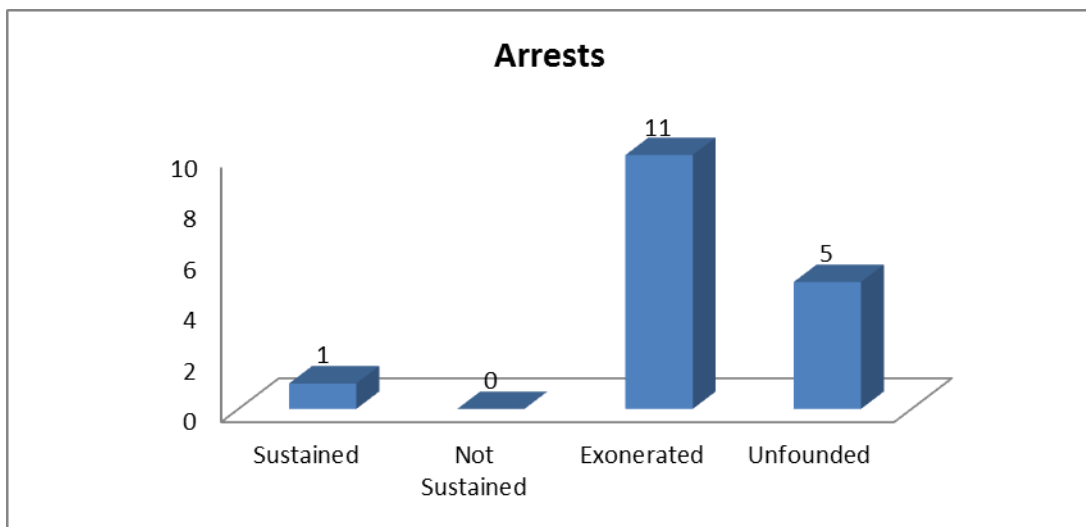
Figure 33: Overview of the type of complaints received and allegations investigated and reviewed by the Civilian Police Oversight Agency. Of the 353 allegations of violations of Standard Operating Procedures (SOPs) reviewed by the Executive Director and Police Oversight Board, the highest number of complaints received involved allegations concerning General Conduct, followed by Investigations.

DISPOSITIONS FOR SPECIFIC ALLEGATIONS INVESTIGATED AND REVIEWED IN 2015

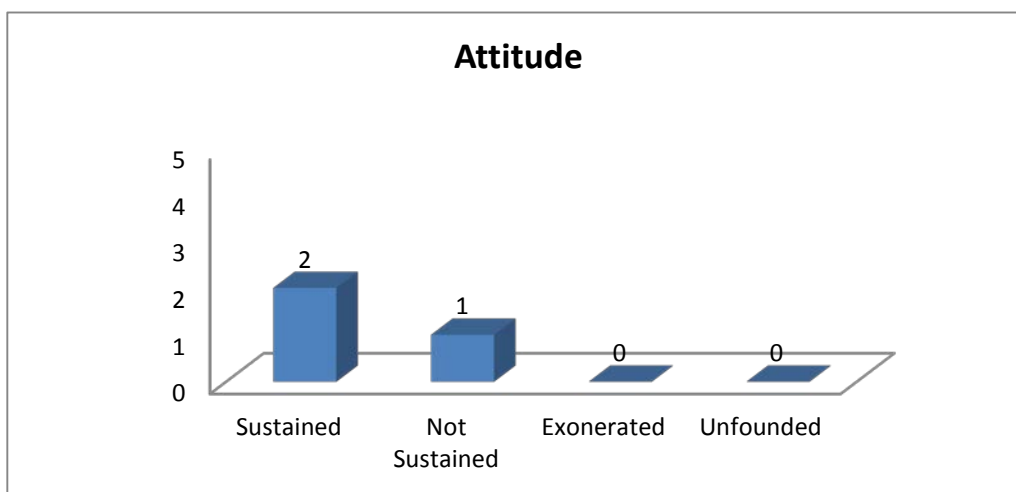
The 133 fully investigated cases contained allegations of approximately 28 different types of SOP violations. Below are statistics concerning the specific types of allegations reviewed by the CPOA, along with descriptions of the relevant APD Standard Operating Procedures (SOPs). Unabridged versions of APD's SOPs are available at: <http://www.cabq.gov/police/our-department/standard-operating-procedures>.



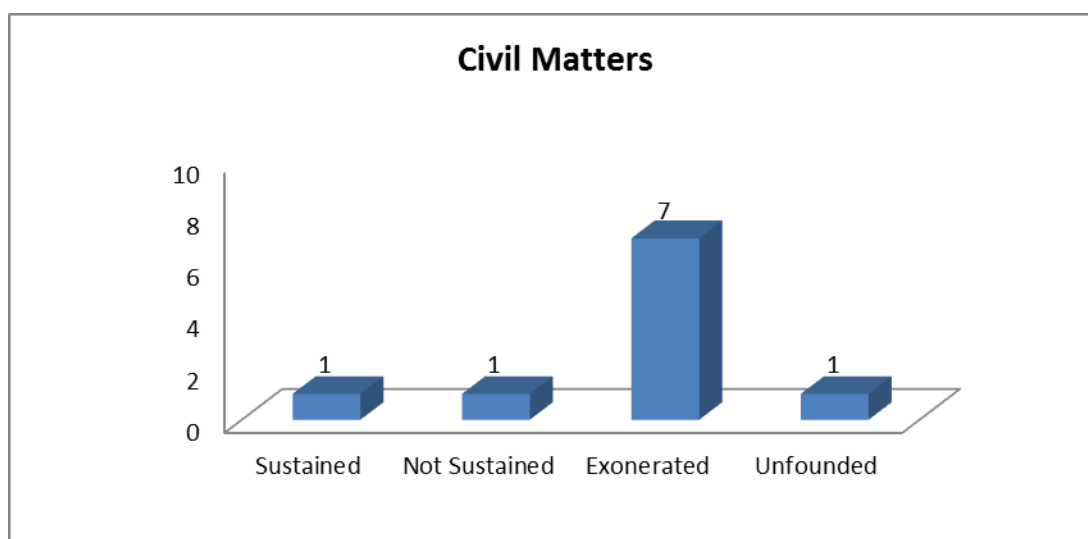
Acting Officiously: Standard Operating Procedure Section 1-04-4(N): Personnel will not act officiously or permit personal feelings, animosities, or friendship to influence their decisions.



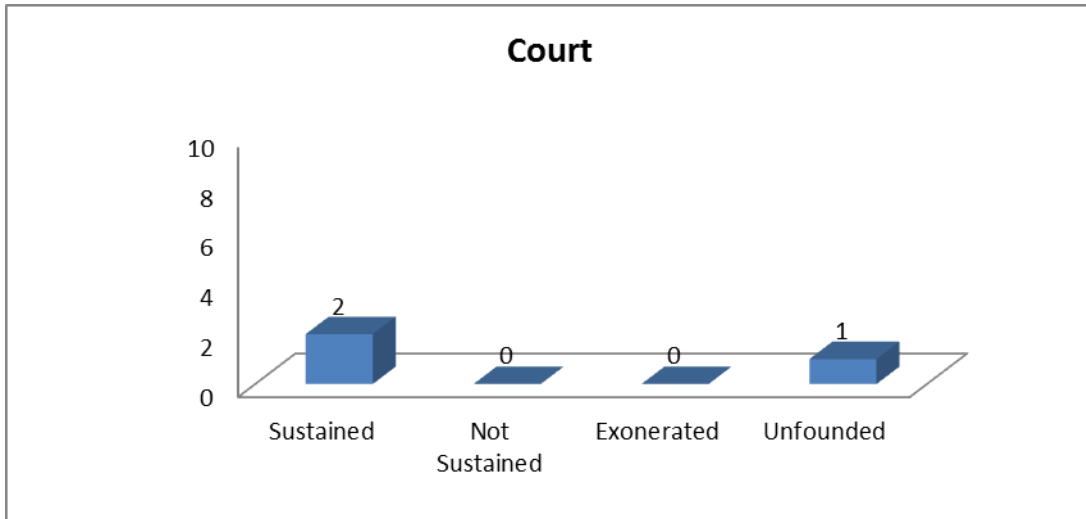
Arrests: Standard Operating Procedure Section 1-02-2(B)(2): Officers shall familiarize themselves with and have working knowledge of all laws of the State of New Mexico and the Ordinances of the City of Albuquerque which they are required to enforce. Officers will make only those arrests, searches, and seizures which they know or should know are legal and in accordance with departmental procedures.



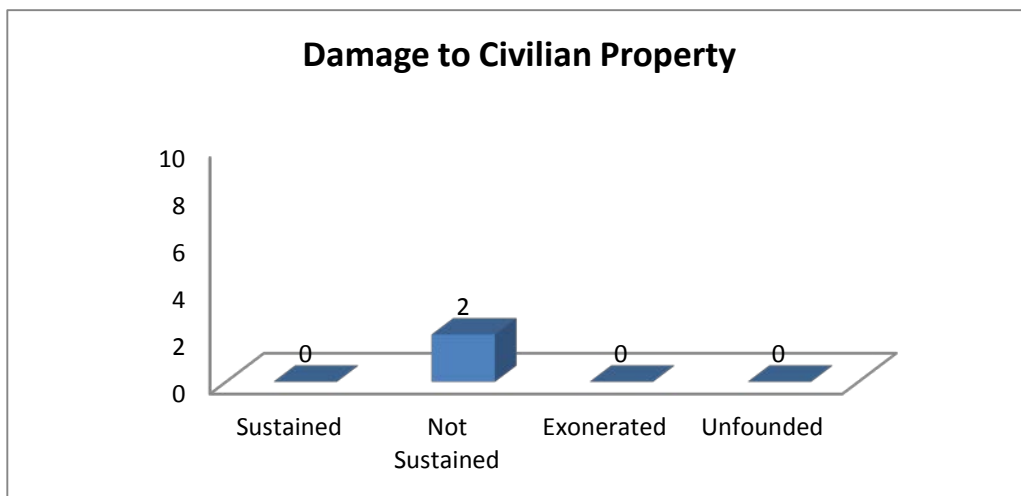
Attitude: Standard Operating Procedure 1-04-40: In the performance of their duties, personnel shall maintain a neutral and detached attitude without indicating disinterest or that a matter is petty or insignificant.



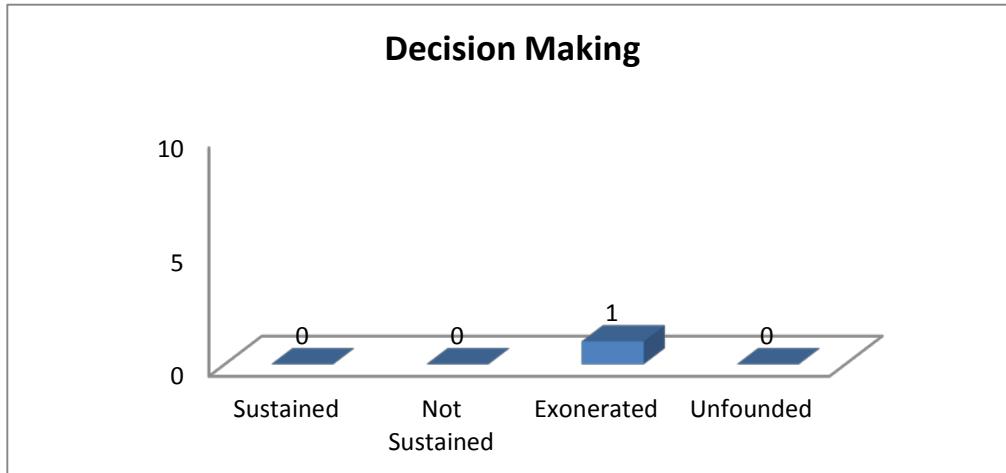
Civil Matters: Standard Operating Procedure Section 3-14: It is the policy of the Albuquerque Police Department to respond to calls involving civil disputes primarily for the purpose of restoring order.



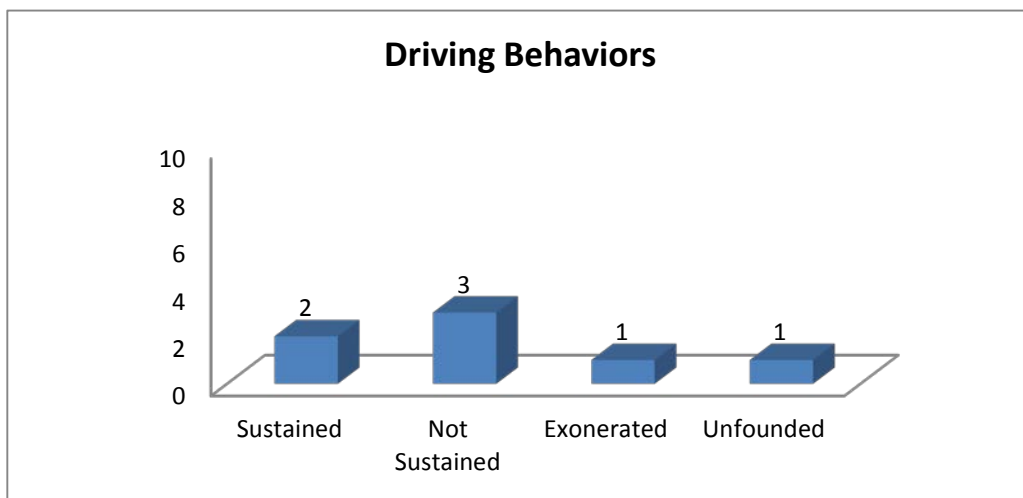
Court: Standard Operating Procedure Section 2-01-2 C 1: All personnel directed to appear in court, pre-trials, or MVD hearings must appear and be prepared to testify. A special court notice, posted court/MVD hearing notices, or subpoenas are considered an order to appear.



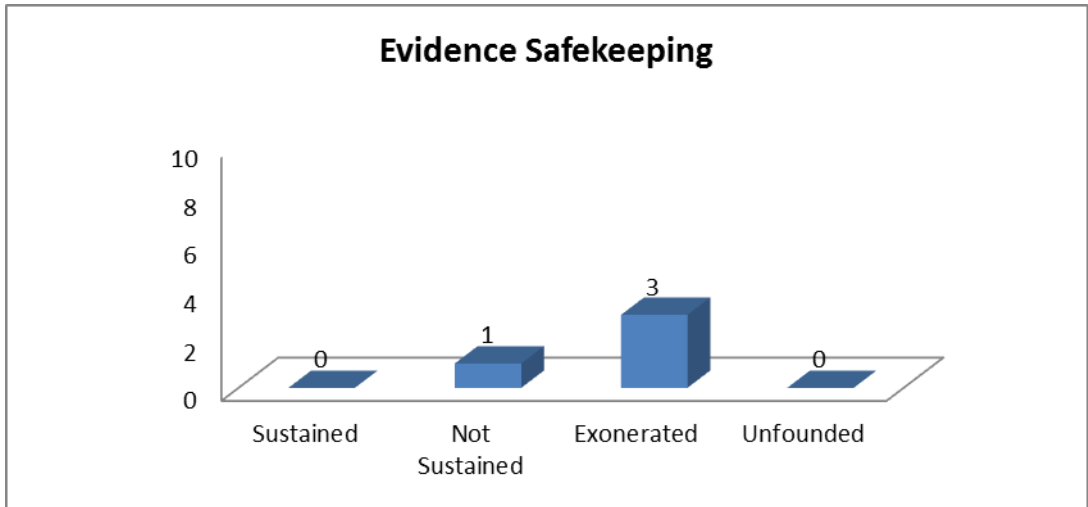
Damage to Civilian Property: Standard Operating Procedure 02-02: Department policy is to document damage to department or civilian property which occurs in the course of official duties.



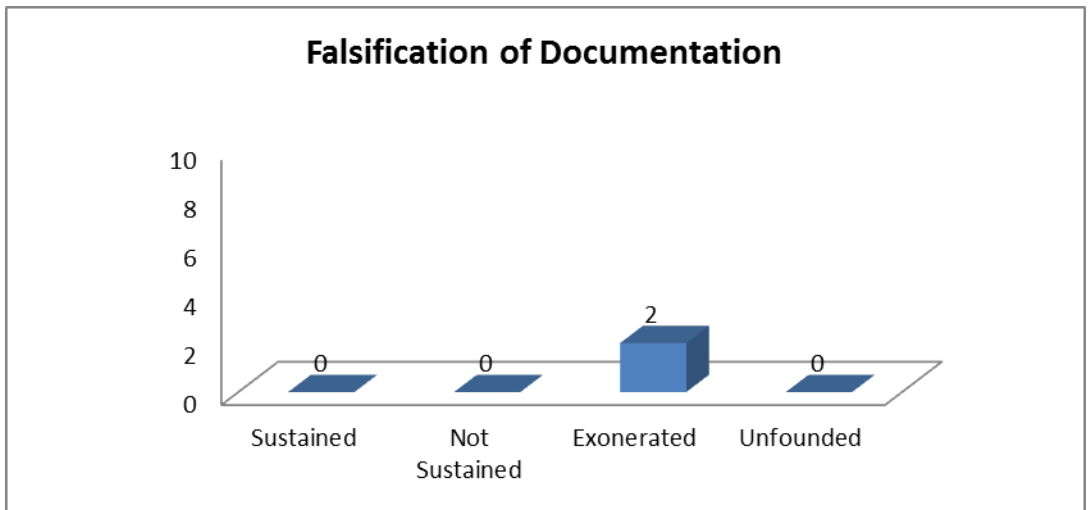
Decision Making: Standard Operating Procedure 1-02-2 (B) (1): Take appropriate action and render assistance in any instance coming to their attention whether on or off duty.



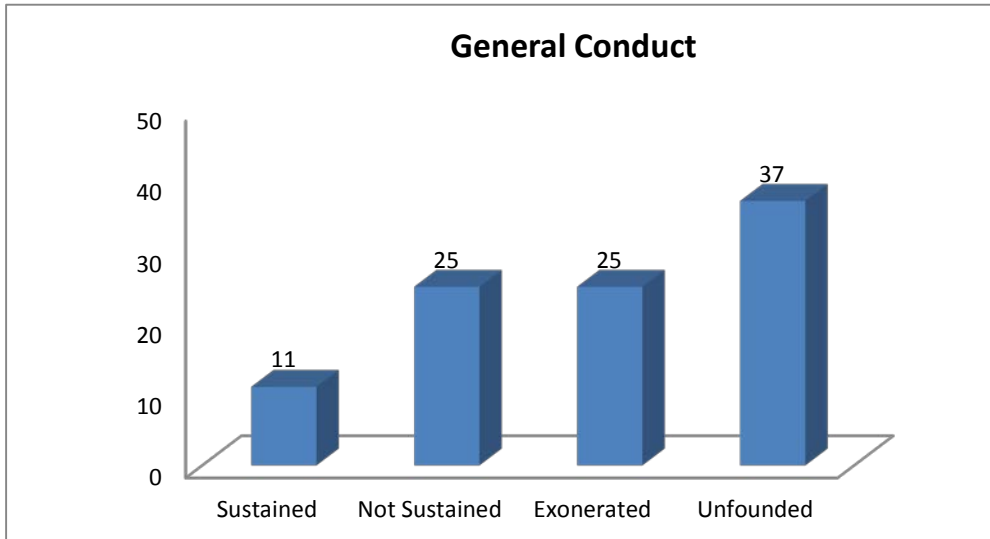
Driving Behaviors: Standard Operating Procedure Section 1-04-6N: Personnel shall operate official vehicles in a careful and prudent manner and shall obey all laws and department orders pertaining to such operation.



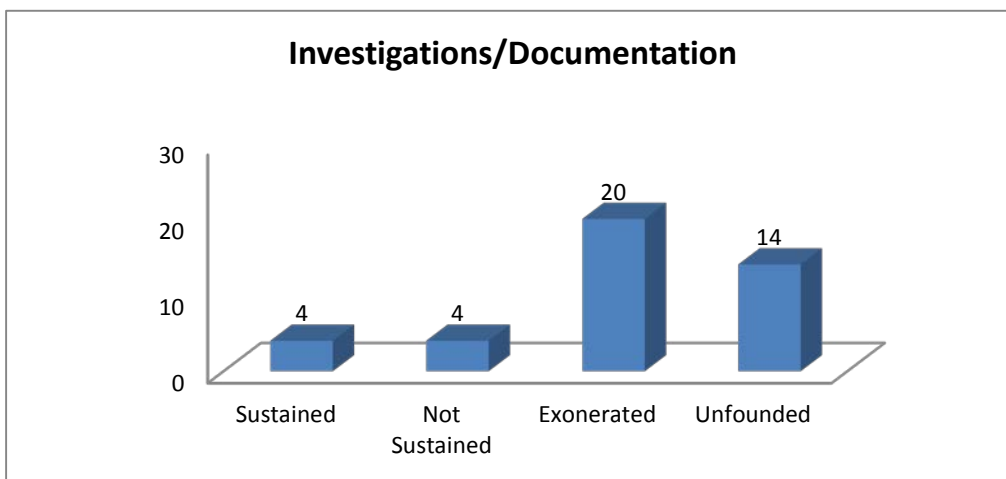
Evidence Safekeeping: Standard Operating Procedure Section 2-08-1: Officers collecting evidence, property, or found items are responsible for the custody of these items until they have been turned into the Evidence Room or substation drop boxes or lockers.



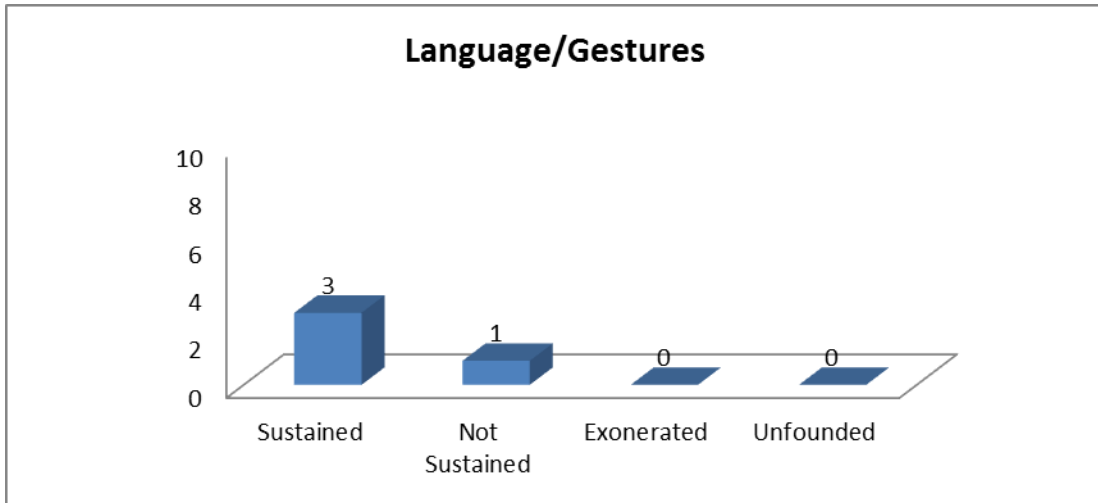
Falsification of Documentation: Albuquerque Police Department General Order 1-04-4U: Personnel shall not alter, misrepresent, or otherwise make any false statement on any report or other written document, which has been filled out in the course of their employment.



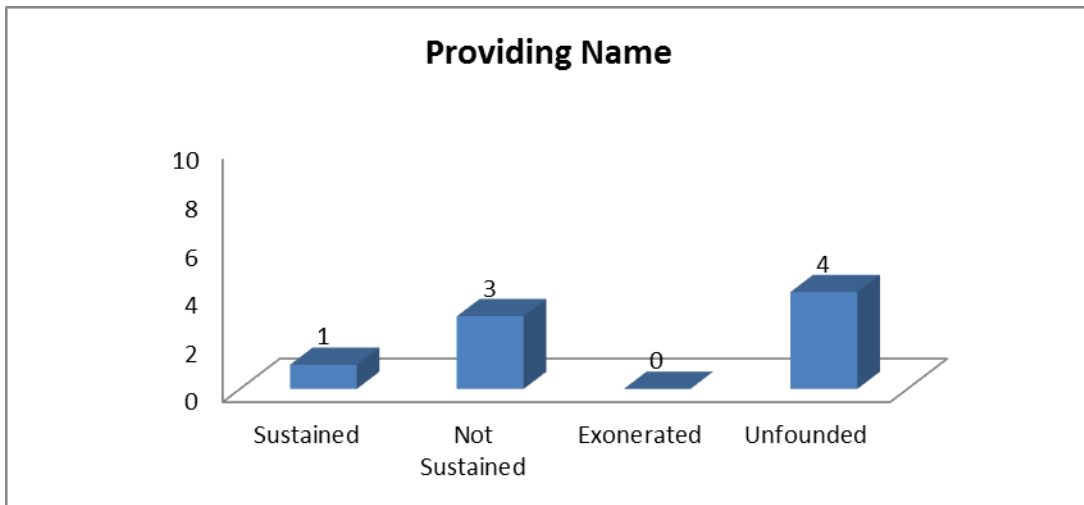
General Conduct: Standard Operating Procedure Section 1-04-1(F): Personnel shall conduct themselves both on and off-duty in such a manner as to reflect most favorably on the department. Personnel shall perform their duties in a manner that will maintain the established standard of efficiency in carrying out the functions and objectives of the department.



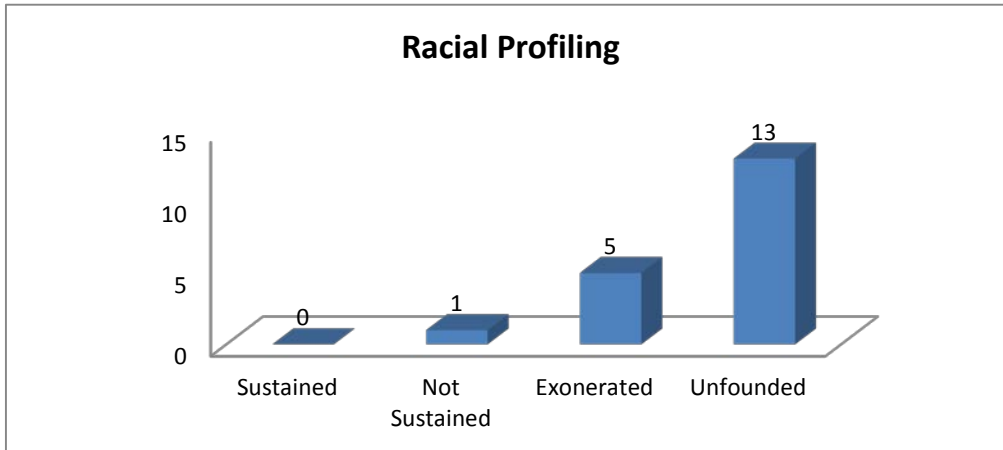
Investigation/Documentation: Standard Operating Procedure Section 2-24-3: It is the responsibility of both uniformed officers, and officers assigned to specialized units, to carry out investigations in a thorough, efficient, and timely manner.



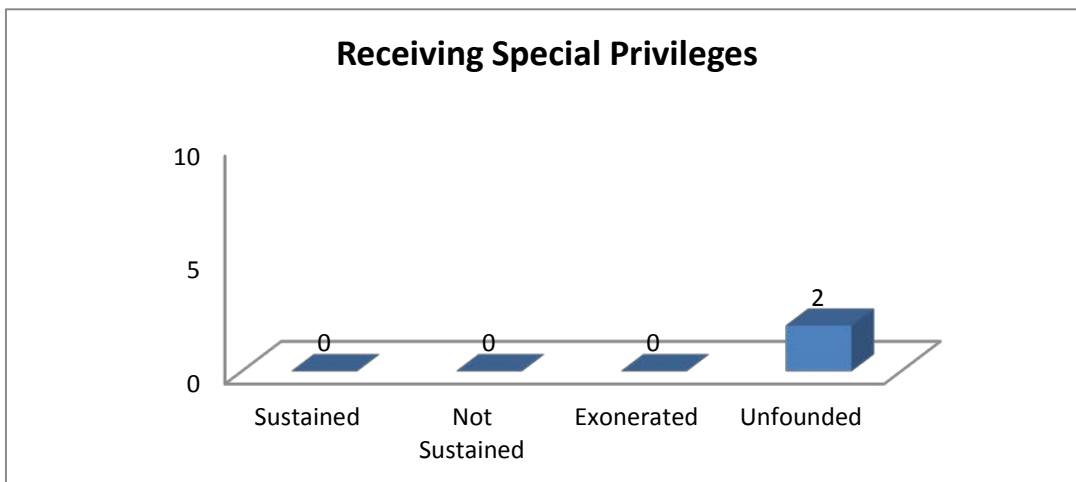
Language/Gestures: Standard Operating Procedure Section 1-04-4(P): Personnel shall not use coarse, violent, profane, or insolent language or gestures.



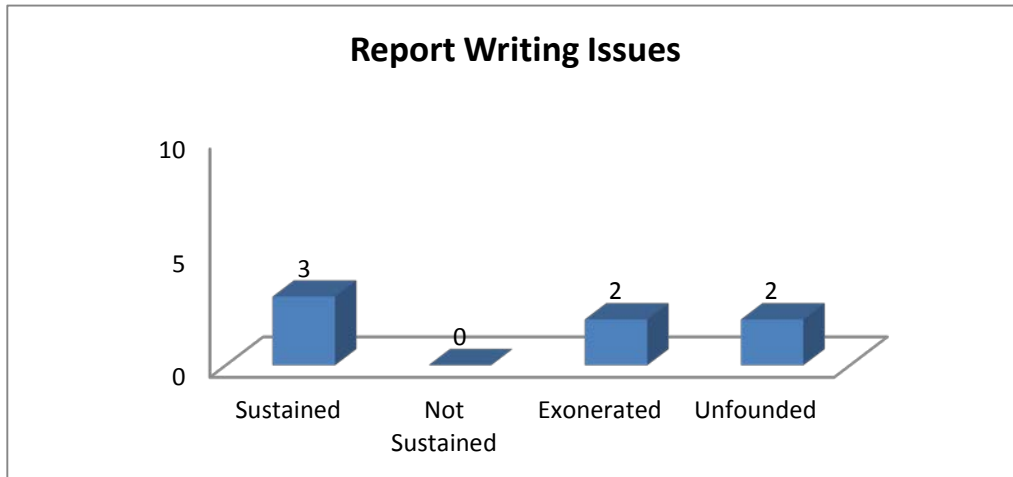
Providing Name: Standard Operating Procedure Section 1-02-3 A: Officers shall cordially furnish their name and employee number to any person requesting such information when they are on duty or while acting in an official capacity.



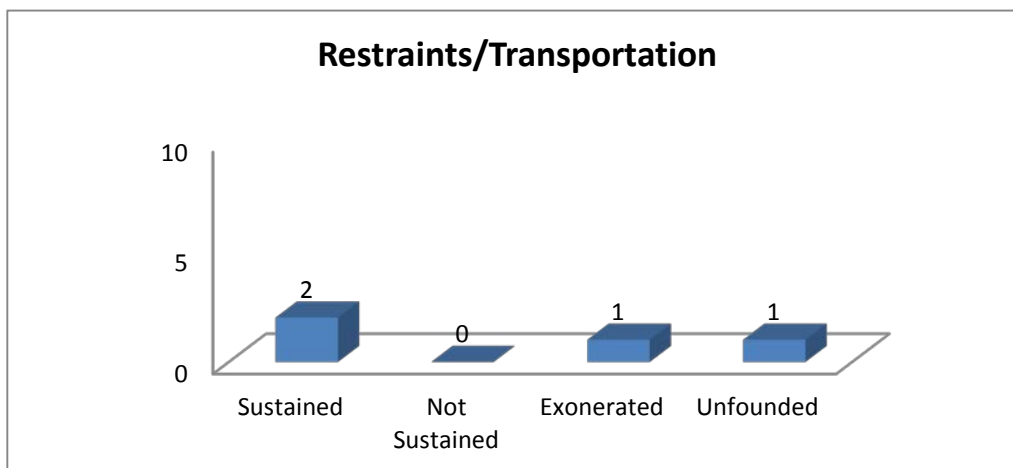
Racial Policing: Standard Operating Procedure Section 1-03-2(A): Department personnel will provide the same level of police service to every citizen regardless of their race, color, national origin or ancestry, citizenship status, language spoken, religion, gender, gender identity, sexual orientation, age, disability, or economic status.



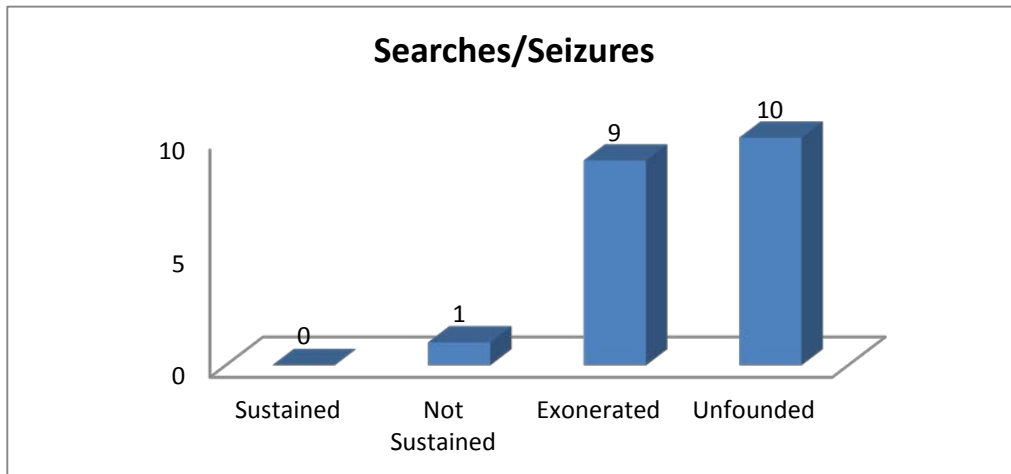
Receiving Special Privileges: Standard Operating Procedure Section 1-04-9(F)(2): Personnel shall not use their official position or official identification card or badge to solicit 2. To obtain privileges not otherwise available to them except in the performance of duty.



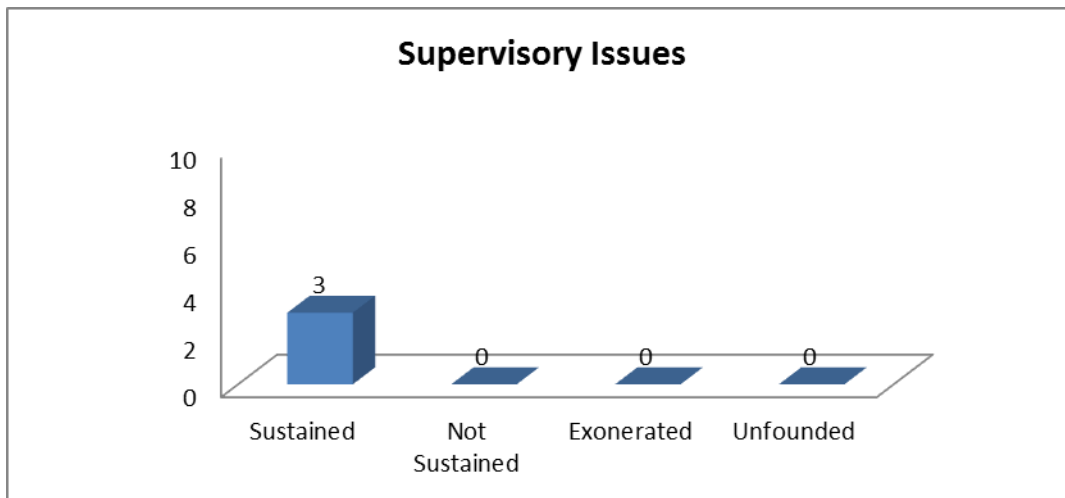
Report Writing Issues: Standard Operating Procedure Section 1-05: Any incident that is of great importance where the officer is at the scene, at the scene of a crime, or any incident where a citizen/victim requests a report.



Restraints/Transportation: Standard Operating Procedure Section 2-19-3(A): All felony and misdemeanor prisoners and all persons in protective custody will be handcuffed behind their backs and remain so restrained while being transported to a detention or medical facility.

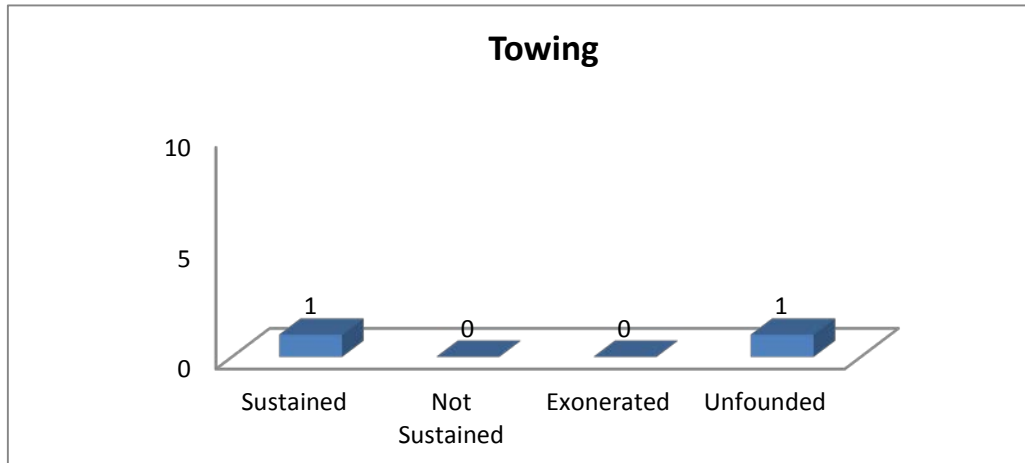


Searches/Seizures: Standard Operating Procedure Section 2-17: Department policy is to provide officers with guidelines to conduct searches and seizures in order to uphold individual civil rights, protect officers and others, and govern the collection of evidence.

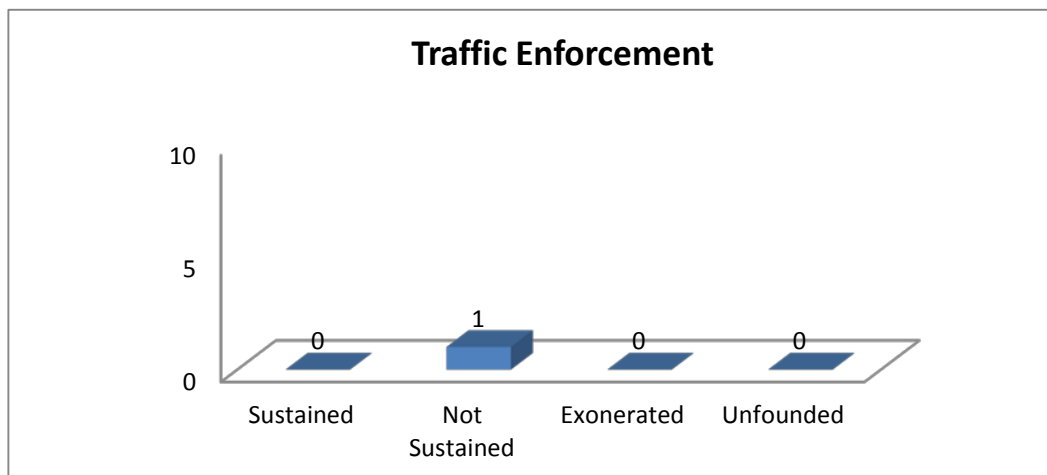


Supervisory Issues: Standard Operating Procedure 3-17-2A: Superior Officers are responsible for ensuring that their subordinates comply with Department policies and procedures.

DISPOSITIONS FOR SPECIFIC ALLEGATIONS INVESTIGATED AND REVIEWED IN 2015

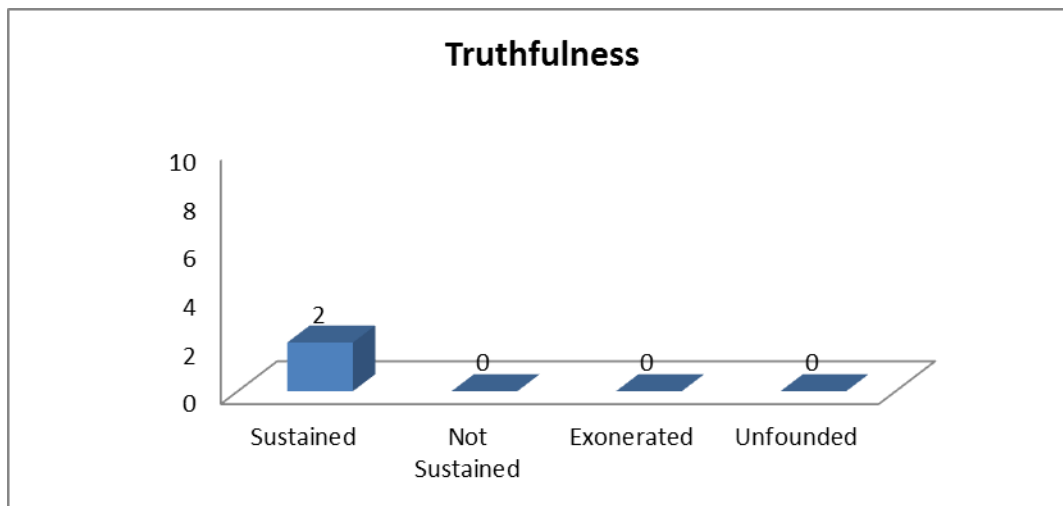


Towing: Standard Operating Procedure Section 2-48: Department policy is to authorize the towing of vehicles when necessary as a matter of public safety, to protect property, to preserve evidence, and to remove abandoned vehicles from city streets and property.

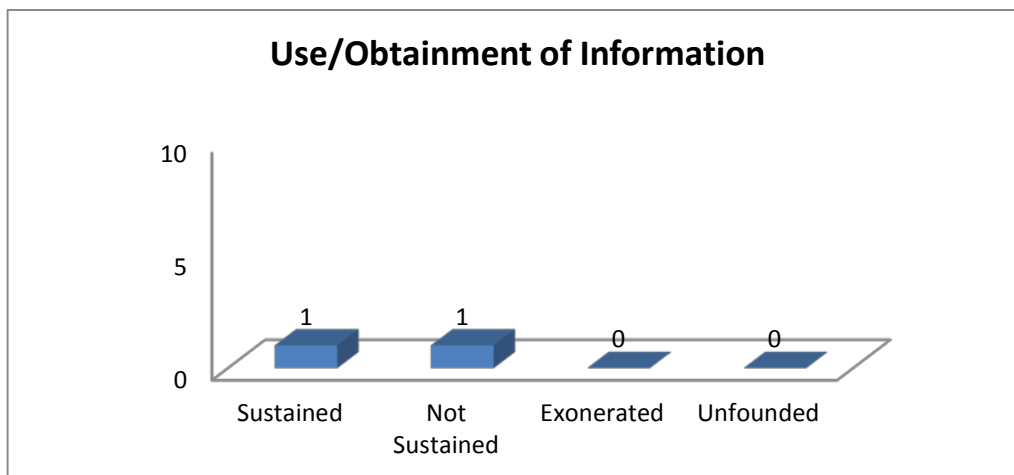


Traffic Enforcement: Standard Operating Procedure Section 2-18-8CI to 4: Department Policy is to enforce the misdemeanor laws of the State of New Mexico and City of Albuquerque using traffic, misdemeanor, and parking citations whenever possible and appropriate.

DISPOSITIONS FOR SPECIFIC ALLEGATIONS INVESTIGATED AND REVIEWED IN 2015

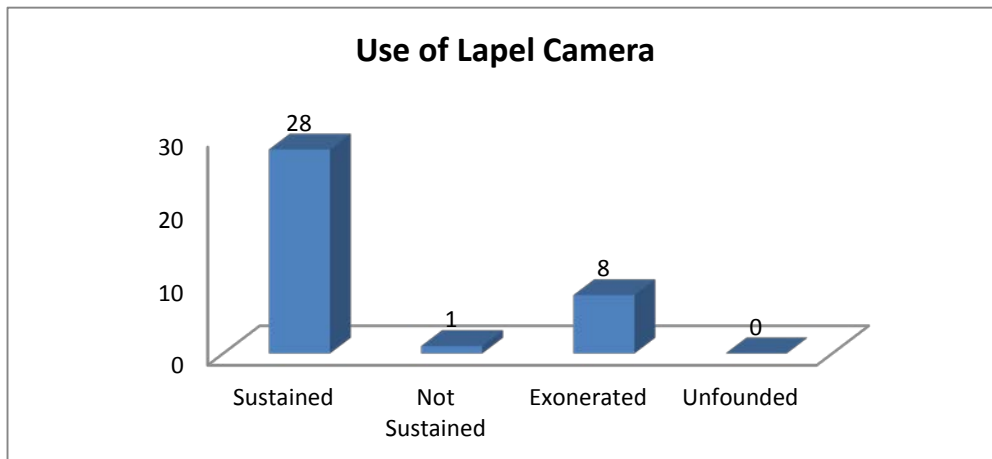


Truthfulness: Standard Operating Procedure Section 1-04-4(W): Personnel shall truthfully answer all questions specifically directed to them which are related to the scope of employment and operations of the department.

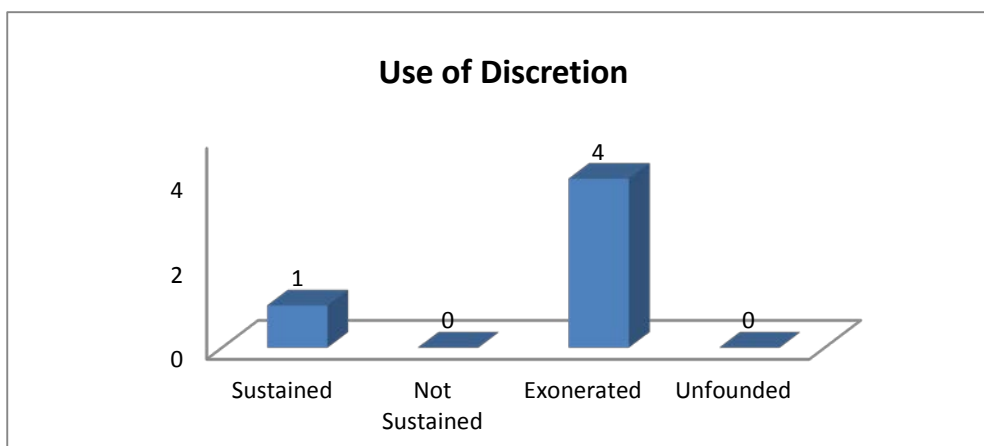


Improper Use/Obtainment of Information: Standard Operating Procedure Section 1-04-9(F): Personnel shall not use their official position or official identification card or badge to solicit or to obtain privileges not otherwise available to them except in the performance of duty.

DISPOSITIONS FOR SPECIFIC ALLEGATIONS INVESTIGATED AND REVIEWED IN 2015

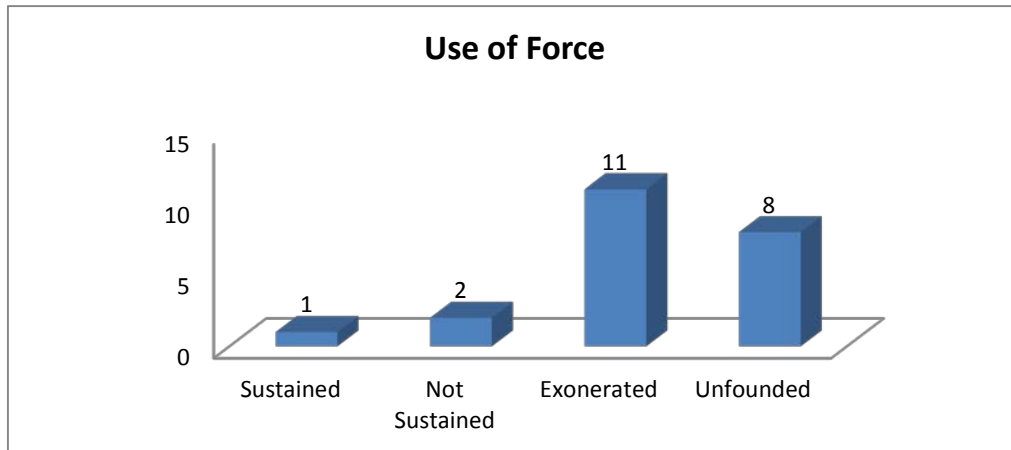


Use of Lapel Camera: Standard Operating Procedure Section 1-39-2(B): All sworn department personnel will record each and every contact with a citizen during their shift that is the result of a dispatched call for service, arrest warrant, search warrant service or traffic stop.

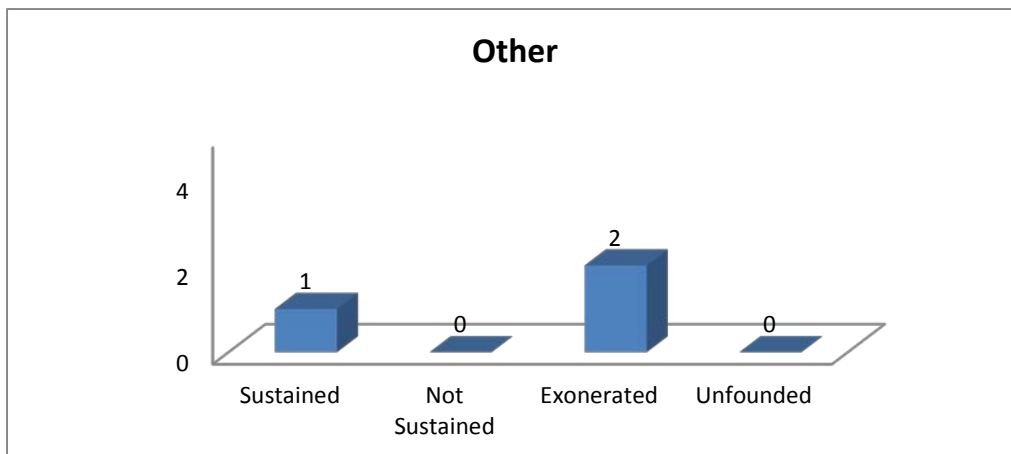


Improper Use of Discretion: Standard Operating Procedure Section 1-02(D): Officers shall use discretion during the performance of their law enforcement duties.

DISPOSITIONS FOR SPECIFIC ALLEGATIONS INVESTIGATED AND REVIEWED IN 2015



Use of Force: Standard Operating Procedure Section 2-05-2(A): Where force is warranted, officers should assess the incident in order to determine which technique or weapon will reasonably de-escalate the incident and bring it under control safely. Officers shall use only that force which is reasonably necessary to effect lawful objectives.



NON-CONCURRENCES REGARDING 2015 CPC FINDINGS

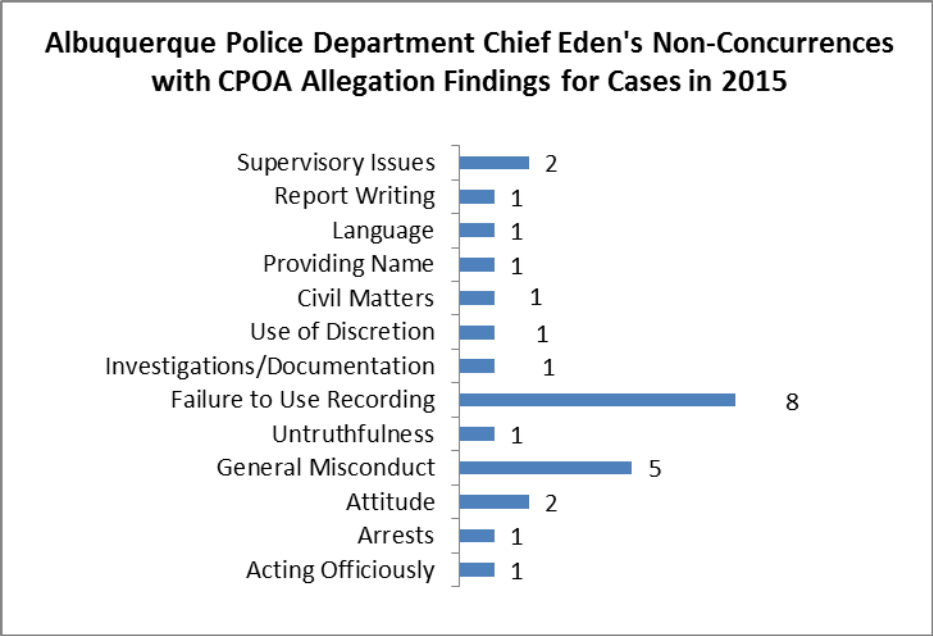
In the 2015 findings, there were a total of 17 cases containing 26 allegations in which the CPOA and the Chief of Police did not concur on the finding. The highest number of non-concurrences concerned the use of lapel cameras. Other non-concurrences dealt with a range of issues including Acting Officially, Civil Matters, Use of Discretion, Truthfulness, Supervisory Issues, and Providing Name. In 2014, there were 31 cases containing 55 allegations in which the CPOA and the Chief of Police did not concur.

Caveats and Explanations

In CPC 041-15, the CPOA found the Investigations/Documentation allegation to be “Not Sustained,” however; Chief Eden did not concur, and found the allegation to be “Sustained.”

Unless otherwise denoted, the below listed non-concurrences involved a “sustained” finding by the CPOA and a “not sustained” or “exonerated” finding by the Chief of Police.

<u>CPC Number</u>	<u>Non-Concurrence Allegation Type</u>
014-15	Arrests
018-14	General Conduct; Use of Lapel Camera
025-15	General Conduct
036-15	Use of Lapel Camera (X2)
041-15	Investigations/Documentation
044-15	Use of Lapel Camera
045-15	General Conduct
053-15	Use of Lapel Camera
064-15	General Conduct
071-15	Use of Discretion
085-15	Use of Lapel Camera; Supervisory Issues
095-15	Use of Lapel Camera
112-15	Use of Lapel Camera
149-15	Acting Officially; Untruthfulness; Supervisory Issues; Attitude (X2)
160-15	Civil Matters; Providing Name
207-14	General Conduct; Report Writing
249-13	Language/Gestures
17	26



CITIZEN COMPLAINT APPEALS

Pursuant to the Oversight Ordinance, if a citizen disagrees with the findings of the CPOA, the citizen may appeal and will be given a full hearing before the Police Oversight Board.

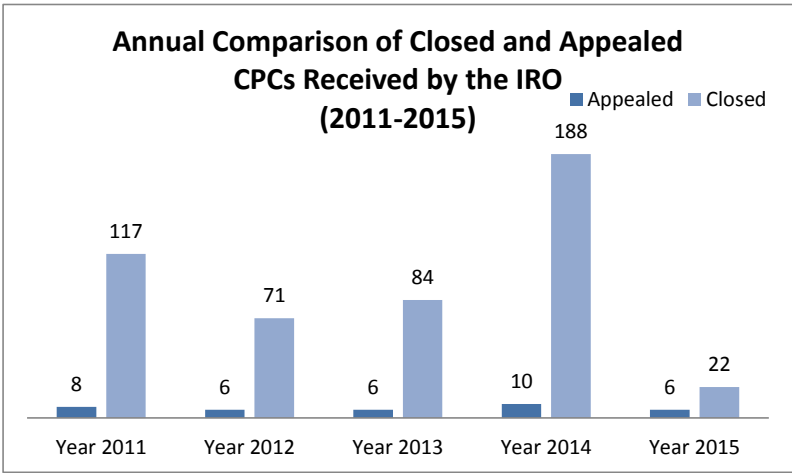


Figure 34: The total number of complaints fully investigated and reviewed by the Independent Review Office and number of appealed complaints for the years from 2010 to 2014.

SUMMARY OF FINDINGS OF COMPLAINTS

Below are summaries of the Citizen Police Complaints, which were reviewed by the POB during 2015. The practice of publishing summaries of Complaints began in the later part of 2015; therefore, the following is not a complete list of complaints. Beginning in 2016, the CPOA findings letters will be published on the website at <https://cabq.gov/cpoa>.

CPC 001-15 – Citizen stated that he filed a complaint because a financial institution stole money from him by not making a payment, and that APD would not handle the incident. Citizen contacted the CPOA and stated that he wanted to withdraw his complaint because the bank had settled the dispute. Therefore, the CPOA and the POB ADMINISTRATIVELY CLOSED this case.

CPC 005-15 – A citizen filed a complaint alleging that two APD officers filed a police report after telling her they would not file a report, during an incident in which she was asked to leave her mother's home. Several attempts were made to talk to the citizen after she indicated that she was undecided about whether or not she wanted to have her complaint investigated. Since the citizen did not contact the CPOA within the 90-day period for completing an investigation, and since the complaint alleged a minor policy violation, the complaint was ADMINISTRATIVELY CLOSED.

CPC 009-15 – A citizen complained that she was harassed by a store manager for having her service dog with her and had to call the police for help. She alleged that Officer J. was rude and insensitive and that he did not accurately describe what had happened in the report. She also alleged that Officer J. was unprofessional and unreasonable. Before the Investigator could look further into the complaint, the citizen called to request that the complaint be withdrawn. The citizen was informed that the CPOA was willing to do a thorough investigation, but she stated she did not want the officer to get in trouble, and that her complaint was misdirected. Since the complaint was an allegation of a minor policy violation, and since the citizen withdrew the complaint, it has been ADMINISTRATIVELY CLOSED.

CPC 010-15 – A citizen stated that she came upon a rollover accident and discovered that she was in the wrong lane and could not go forward. Citizen alleged that Officer C. then hit her car with his fist and yelled at her. Citizen agreed that her complaint could be best handled informally. Officer C.'s supervisor spoke with Officer C. Citizen was satisfied with the informal resolution of this case. Therefore, the CPOA and the POB ADMINISTRATIVELY CLOSED this case.

CPC 017-15 – A citizen alleged a former APD Officer had improperly accessed her personal information. A preliminary investigation showed that the citizen's information was publicly available and that the former Officer was only responding to a phone call he had received from the citizen's number. After the initial research into the complaint, the citizen decided to withdraw the complaint, and it was ADMINISTRATIVELY CLOSED.

CPC 018-15 – A citizen complained that Officer A. treated him unfairly. Citizen contacted the CPOA and stated that he wanted to withdraw his complaint because Officer A. was probably having a bad day. Therefore, the CPOA and the POB ADMINISTRATIVELY CLOSED this case.

CPC 019-15 – A citizen alleged that Officer A. drove recklessly, intimidated him by revving his engine, and failed to control his emotions. The CPOA Investigator conducted a preliminary investigation into the complaint. The citizen was informed that the officer's Sergeant would speak to Officer A. about the incident. The citizen was satisfied with the way the complaint was informally handled and the case has been ADMINISTRATIVELY CLOSED.

CPC 022-15 – A citizen alleged that a parking enforcement officer was very rude and behaved aggressively toward the citizen. The officer works for the City of Albuquerque Parking Division and not for APD. Therefore, the CPOA has no jurisdiction to investigate the complaint. The complaint was forwarded to Mark Shepard, the Director of the Parking Division and the citizen was informed that she should file her complaint with the Parking Division. The case was ADMINISTRATIVELY CLOSED.

CPC 025-13 – An anonymous complaint was received on February 17, 2013 regarding an unnamed officer. The complaint listed a unit number and alleged that the officer was rude, mean, and unprofessional. The complaint did not identify the date, time, location, or description of the incident. Albuquerque Police Department Internal Affairs investigated the matter and identified the officer assigned the unit number given in the complaint. The officer was dispatched to one call on the date of the complaint, but indicated that the call went well. Since the complaint lacked sufficient information about a specific incident, it has been ADMINISTRATIVELY CLOSED.

CPC 026-15 – An employee of the Children, Youth, and Families Department complained that it took Officer M. and Officer C. two hours to arrive after she called the police about a juvenile who was allegedly being physically and verbally aggressive. The employee stated that the officers would not take the juvenile into custody even though she posed a risk to her and other CYFD staff. Lapel video showed that the officers were professional and respectful and explained why there was a delay to her call. Lapel videos and interviews show that the officers did not violate any APD Standard Operating Procedures. It was explained to the CYFD employee why the officers could not take the juvenile into custody. The employee was satisfied with the explanation and the investigation into the matter, and no further investigation is necessary into the incident. The complaint was ADMINISTRATIVELY CLOSED.

CPC 032-15 – A citizen complained that Officer L. was mean to her after she called the police about a disturbance with a neighbor. The CPOA Investigator reviewed the lapel video of the incident and found that Officer L. was professional and respectful toward the citizen. Because there were no violations of SOPs, the case was ADMINISTRATIVELY CLOSED.

CPC 033-15 – A citizen complained that a Police Service Aide's (PSA) actions prohibited her from being able to file an insurance claim after an accident in which the citizen hit another vehicle while getting out of the way of a fire truck. According to the complaint, the PSA did not give her the other driver's information or give her the opportunity to explain her side of events.

This complaint was handled successfully through formal mediation and has been ADMINISTRATIVELY CLOSED.

CPC 034-15 – A citizen alleged that a man who identified himself as a police officer yelled profanities at her and verbally threatened her after she told him to keep his dogs on leash at a dog park. The CPOA reviewed the complaint and learned that APD does not have a record of any officer with the name the citizen provided. The CPOA determined that without more information it is impossible to determine whether the person was actually a police officer or just someone claiming to be an officer. The complaint was ADMINISTRATIVELY CLOSED. The citizen was informed that the case could be reopened if more information became available.

CPC 038-15 – A citizen alleged misconduct by a Bernalillo County Sheriff’s Deputy, Officer G. Since the CPOA lacks jurisdiction to investigate BCSO deputies, the complaint was ADMINISTRATIVELY CLOSED. The citizen was informed that they should file a complaint with BCSO, and was provided with their contact information.

CPC 042-15 – A citizen complained that Officer J. and Officer L. allegedly told her that her calls to the police about her neighbors were unnecessary. The citizen also complained that the officers were mean to her. The CPOA Investigator reviewed the lapel camera videos from both officers and saw that both officers were professional, patient, and understanding. Neither officer told the citizen’s calls were unnecessary. Based on the preliminary investigation and evidence that the officers did not violate any policy, the case was ADMINISTRATIVELY CLOSED.

CPC 048-15 – A citizen alleged that his neighbors witnessed an APD officer swerve and hit his dog and left the dog on the side of the road. The CPOA Investigator determined that no calls were made from the area at the time in question. The citizen told the investigator that the neighbors could not provide any more information to identify the officer, and requested that the complaint be withdrawn. The complaint has been ADMINISTRATIVELY CLOSED.

CPC 052-15 – An anonymous citizen alleged that two APD officers were engaged in behaviors that set bad examples. The complaint alleges that one officer spent time at a strip club and the other officer stayed home during work hours. The CPOA contacted the strip club to determine if there was any merit to the complaint. The manager of the club said no officers visit the club while on duty, and she is unaware of any officers coming into the club at all. The complaint has been ADMINISTRATIVELY CLOSED based on lack of information provided.

CPC 054-15 – A citizen alleged that Officer R. and Officer G. of APD teased him about having sex with a female APD officer. The citizen later contacted the CPOA investigator and requested to withdraw the complaint. Because the complaint only contained an allegation of a minor policy violation and the citizen wished to withdraw the complaint, no further investigation will be conducted at this time. Therefore, the complaint has been ADMINISTRATIVELY CLOSED.

CPC 055-15 – A citizen alleged that APD Officer G. had stepped on her child’s football after it landed near his own kids, and told the children to stop putting his children’s lives in danger. During the preliminary investigation the citizen contacted CPOA and told the office she wished to withdraw her complaint for personal reasons and that no further investigation was necessary. The citizen did not respond to further attempts to contact her. This complaint has been ADMINISTRATIVELY CLOSED.

CPC 059-15 – A complaint was filed against an unnamed APD officer, which alleged that the officer was rude to the citizen when she made a call to the police substation. The CPOA Investigator spoke to the Supervisor at the substation and the citizen was informed that the Supervisor would speak to all front office personnel about the need to be courteous. The citizen was satisfied with how the complaint was informally handled, and the complaint was ADMINISTRATIVELY CLOSED.

CPC 061-15 – A citizen alleged that she observed an APD vehicle driving 50 miles per hour on San Antonio Blvd. Based on the APD vehicle number provided by the citizen, the CPOA Investigator conducted a preliminary investigation and found that the officer was responding to an auto burglary in progress at the time that the citizen observed the vehicle. The citizen was informed of these findings, was satisfied with the investigation, and would like the complaint withdrawn. Therefore, the complaint was ADMINISTRATIVELY CLOSED.

CPC 062-15 – A citizen complained about the actions of Officer M. of the Bernalillo County Sheriff's Department during a traffic stop. The CPOA lacks jurisdiction to investigate complaints against Bernalillo County Sheriff's Office; therefore, the citizen was advised to file a complaint with the BCSO and was given their contact information. The case was ADMINISTRATIVELY CLOSED.

CPC 065-13 – A citizen complained that Officer W. had allegedly cut him off while driving on the freeway, causing him to swerve into another lane to avoid hitting the officer. The original CPOA investigator indicated that the officer's supervisor had spoken to Officer W. and counseled him about his driving behavior. A CPOA employee tried unsuccessfully to contact the citizen to follow up on the complaint in April 2015. Furthermore, Officer W. is no longer an APD officer. Since the CPOA lacks jurisdiction to investigate the complaint further, and it appears to have been handled informally some time ago, the case was ADMINISTRATIVELY CLOSED.

CPC 066-14 – A citizen was involved in a traffic accident with an off-duty APD officer. The complaint alleged that Officer M. was biased and untruthful. An investigation revealed that Officer M. had written the police report, in violation of APD SOP. Since Officer M. is no longer employed by APD, the CPOA is precluded from making findings in this case. Therefore, the case has been ADMINISTRATIVELY CLOSED.

CPC 066-15 – A citizen filed a complaint against Detective L. , and alleged that undercover officers were harassing him and his family, in connection with an attempted murder investigation involving his sister. The CPOA contacted Officer L. who had contacted the citizen's mother on only one occasion during a homicide investigation. The citizen did not respond to repeated attempts to obtain more information and did not show up to a scheduled appointment with the investigator. Since there has been no further information, the investigator is unable to proceed, and the case was ADMINISTRATIVELY CLOSED. The citizen was notified of this decision by mail.

CPC 081-14 – A citizen complained that an APD officer had abused his power and intimidated her and her family because they left a teenaged son and an infant in the car while they were in the store. There were no dispatch records of the encounter and the citizen could not provide any

identifying information about the officer. Due to a lack of information, this complaint could not be further investigated. Therefore, it has been ADMINISTRATIVELY CLOSED.

CPC 082-15 – A citizen complained about Sheriff’s Deputies M. and V. There was no allegation of misconduct by the citizen. The CPOA lacks jurisdiction to investigate complaints against Bernalillo County Sheriff’s Office (BCSO). Therefore, the citizen was advised to file a complaint with the BCSO and was given their contact information. The case was ADMINISTRATIVELY CLOSED.

CPC 088-15 – A citizen alleged that while driving to the hospital to see her mother she made a legal U-turn and that right afterward an APD officer drove up next to her and yelled at her from the car window. The CPOA Investigator conducted a preliminary investigation, and was informed by Officer C. that he gave the citizen a verbal warning after observing her not yield to traffic during a U-turn. When contacted, the citizen did not wish to pursue the investigation any further. Because the alleged policy violation was minor and a full investigation could not be conducted, this case was ADMINISTRATIVELY CLOSED.

CPC 093-15 – A citizen complained that Officer H. responded to his residence and called him a liar. The citizen later asked to have his complaint dismissed, but was encouraged to have his complaint informally investigated. The investigator contacted the officer’s supervisor and the supervisor spoke to Officer H. An attempt was made to contact the citizen by phone to inform him of the conversation between the supervisor and Officer H, but there was no answer. The complaint was handled and resolved informally, and has been ADMINISTRATIVELY CLOSED.

CPC 094-15 – A citizen alleged that officers searched his home without a search warrant, manhandled him and his adult children, and was threatened with charges. A review of the complaint revealed that APD was not involved in the incident, but rather Bernalillo County Sheriff’s Department was involved in the search. Since the CPOA lacks jurisdiction to investigate complaints against BCSO, this case was ADMINISTRATIVELY CLOSED.

CPC 096-15 - A citizen alleged that an APD Officer D. was rude, used profanity, and was speeding while taking her to jail. The CPOA informed the citizen that Officer D. is no longer employed by APD; therefore, the CPOA lacks the jurisdiction to address the complaint. The complaint has been ADMINISTRATIVELY CLOSED.

CPC 098-14 - On April 21, 2015 a woman who was a suspect in a car theft was shot three times and killed by Officer D. during a foot pursuit. The complaint against the officer alleges excessive use of force and misconduct. While awaiting criminal and administrative investigations Officer D. was terminated from the Albuquerque Police Department. The CPOA has no jurisdiction to review the complaint since the officer is no longer employed by APD; therefore, the complaint has been ADMINISTRATIVELY CLOSED.

CPC 101-15 – A citizen alleged that during a custody dispute with his child’s mother, Officer R. claimed that the mother had paperwork showing she could keep the child, but did not provide the citizen with the paperwork. The CPOA Investigator learned that the citizen no longer had sole custody of the child and that Officer R. had advised him to go back to court if he wished to revise the custody order. The preliminary investigation showed no violation of any SOPs by

Officer R. The citizen later told the CPOA Investigator that the matter had been settled and wished to withdraw the complaint. The complaint was ADMINISTRATIVELY CLOSED.

CPC 111-13 – A citizen alleged that Officer A. was rude, antagonistic and refused to take a report from her. During the initial review, the CPOA learned that the officer is no longer employed by APD. Since the CPOA has no jurisdiction to further investigate, the complaint was administratively closed. The CPOA employee explained this to the citizen and she stated that she understood.

CPC 120-15 – A citizen alleged that a police officer changed his report after it was submitted and obtained a restraining order against her. A preliminary investigation revealed that the officer involved was a Bernalillo County Sheriff's Deputy and not APD. Since the CPOA lacks jurisdiction to investigate BCSO officers, this complaint was ADMINISTRATIVELY CLOSED and the citizen was advised to contact BCSO.

CPC 121-15 – A citizen alleged that he was being followed and harassed by APD on a daily basis for over a week. The complaint did not contain any information that identified the officers. The citizen was notified that the CPOA may only investigate complaints against APD and its officers and employees that they are able to identify. Since the complaint lacks sufficient information regarding the identity of any officers, the complaint is ADMINISTRATIVELY CLOSED.

CPC 122-15 – A citizen filed a complaint about incidents in 2009 and 2012, alleging that APD officers entered her home without a warrant, and claimed her vehicle had been involved in a bank robbery. A preliminary investigation into police reports and other records showed no records matching any of the incidents in the complaint, nor did the addresses she provided match public records. There were no bank robberies at the time of the alleged incident. Due to a lack of information and no identifying information about the officers, this case was ADMINISTRATIVELY CLOSED.

CPC 127-15 – A citizen alleged that he was told to leave a police substation, that he was refused a complaint form, and that Officer H. took him to jail and called him a name. He also alleged that Officer T. did not take a report about his Tylenol being stolen. A preliminary investigation showed that the citizen was arrested for emergency call abuse and that the officer was professional and patient. The citizen later requested that the complaint be withdrawn. Based on the lack of information in the complaint and the withdrawal by the citizen, this case has been ADMINISTRATIVELY CLOSED.

CPC 130-15 – A citizen complained that APD Officer M. cited him for Criminal Trespass, took a photograph of him, and asked him to surrender his public transportation I.D. card. A preliminary investigation showed that Transit Officers had taken the photo, not APD. Lapel video from Officer M. showed the officer did not violate any SOPs. By City Ordinance, the CPOA may not investigate Transit Officers; therefore, the complaint was ADMINISTRATIVELY CLOSED.

CPC 134-15 – A citizen called APD because someone had poured sugar on the outside of his gas tank. The citizen alleged that Officer C. had requested fingerprint examination of the car but was denied because sugar hadn't entered the gas tank. The CPOA Investigator explained why the

request was denied and explained that Officer C. had not violated any SOPs. The citizen was satisfied with the explanation and did not wish to have the complaint investigated any further. The case was ADMINISTRATIVELY CLOSED.

CPC 135-15 – A citizen filed a complaint against an APD 911 Dispatcher alleging that the dispatcher was rude and that her suggestions to the citizen could have put her in harm's way. She complained that the dispatcher needed more training so no one else would be put in danger. The citizen indicated she would be satisfied if the complaint was handled informally by the dispatcher's Supervisor. The CPOA Investigator followed up after the complaint was handled and the citizen indicated that she was satisfied with the way it was handled. Therefore, the complaint was ADMINISTRATIVELY CLOSED.

CPC 141-14 – A complaint was filed against APD Officer D. for an Officer-Involved Shooting in the shooting death of a nineteen year-old woman. The complaint alleges improper training on the part of the officer's supervisors, and excessive use of force and misconduct by Officer D. The complainant was informed that since Officer D. was terminated from the Albuquerque Police Department, the CPOA has no jurisdiction to investigate the complaint against the officer. The complaint has been ADMINISTRATIVELY CLOSED.

CPC 142-13 – A citizen alleged that officers asked for his name after seeing him on two different occasions on the same day carrying an open firearm. The citizen complained that officers obtained his personal information by improper means. Because the officers in the complaint could not be identified with the information given, and since no SOPs were found to be violated, the case was ADMINISTRATIVELY CLOSED.

CPC 144-15 – A citizen alleged that Officer H. made an offensive comment to her during a service call involving an incident between the citizen and her husband. When contacted about an interview Officer H. apologized if he had offended the citizen. The citizen stated she did not wish to pursue an investigation and said that Officer H. is a good officer. Since the allegation was a minor policy violation and since the citizen wished to withdraw the complaint, it has been ADMINISTRATIVELY CLOSED.

CPC 145-15 – An anonymous citizen alleged that they witnessed an APD officer talking on a cell phone, turning without using a signal, and obstructing a traffic lane. The CPOA investigator interviewed the officer who could not recall the incident in the complaint but said he may have been without a hands-free headset momentarily. A review of the intersection in the complaint revealed that it is very large and it is unlikely that the officer could have obstructed a lane. Due to a lack of information and the inability to determine if the alleged misconduct occurred, this complaint was ADMINISTRATIVELY CLOSED.

CPC 161-15 – A citizen, who had been the victim of an assault during a home invasion, filed a complaint. The complaint stated that APD was slow to respond to the investigation of the crime and there had not been any follow up done. A CPOA Investigator contacted the Property Crimes Division of APD, and a detective was assigned to the case and began assisting the citizen in finding out who committed the crime and in trying to recover the stolen property. The citizen was satisfied with the actions of the CPOA Investigator and no further action was necessary. The complaint, therefore, was ADMINISTRATIVELY CLOSED.

CPC 170-14 – An anonymous citizen complained that an officer was allegedly driving over 100 miles per hour on September 6, 2014. Upon investigation, the CPOA determined that APD does not have any vehicles with the license plate listed in the complaint. Since APD does not own the vehicle described, and the CPOA only has jurisdiction over current APD employees, the complaint was ADMINISTRATIVELY CLOSED.

CPC 181-15 – A citizen alleged misconduct by a Bernalillo County Sheriff's Deputy on September 15, 2015. The CPOA has no jurisdiction to investigate BCSO deputies. The citizen was informed she should file a complaint with BCSO and was provided with their contact information. The complaint was ADMINISTRATIVELY CLOSED.

CPC 186-14 – A citizen complained that during an encounter she had with her son, Officer S. was rude, inappropriate, and told her to shut up. The citizen was afraid that Officer S. was going to attack her. Citizen alleged that Officer S. damaged her gate when he entered the back yard. The video recording showed that Officer S. was not inappropriate, never told citizen to shut up, and never approached citizen as if to attack her. The video also showed that Officer S. knocked on the gate, but not in a violent manner. The CPOA and the POB found the allegations of *Misconduct* and *Working Knowledge of Laws* to be EXONERATED against Officer S.

CPC 196-14 – Citizen was involved in a motor vehicle accident. Citizen alleged that Officer S. was not shown proof of insurance by the other driver, and that the police report was inaccurate as to the location of the vehicles. Officer S.' police report does list the other driver's insurance information. The MVD computer does not always depict that a driver's insurance is not valid. The officer is allowed discretion to rely on the information from the driver regarding insurance. The video recording indicated that citizen's version of where her vehicle was is accurately stated in the police report. However, the contact was not recorded in its entirety. The CPOA and the POB found the allegation of *Preliminary Investigations* and *Use of Discretion* to be EXONERATED, and *Failure to Record* to be SUSTAINED against Officer S.

CPC 198-14 – A citizen alleged that Officer P., Officer W., and Detective M. were unprofessional in their dealings with citizen, that they used profanity, used force, and took possession of his wallet and flash drive. Citizen claimed that when he was placed in handcuffs, officers used force, which caused injury to his wrists. The video recording showed that citizen resisted being handcuffed, and any force used was necessary to gain control of citizen. The investigation showed that citizen's property and photos were not tagged into evidence. The video recording showed that Detective M. did use profane language, and that his conduct was inappropriate. Officer P. failed to record the incident in its entirety. The CPOA and the POB found the allegation of *Misconduct* and *Profane Language* to be NOT SUSTAINED, *Use of Force* to be EXONERATED, *Appearing for Court*, *Failure to Record*, and *Collecting Evidence* to be SUSTAINED against Officer P.

CPC 209-14 – Citizen was involved in a motor vehicle accident. PSA S. arrived on scene and citizen alleged that PSA S. was rude, and that the accident report was inaccurate. PSA S. did not record the incident. There is no way to prove or disprove the allegation that PSA S. was rude, or that the accident report was inaccurate. PSA S. disagreed with citizen's version of events. The CPOA and the POB found the allegations of *Preliminary Investigations* and *Misconduct* to be NOT SUSTAINED, and *Failure to Record* to be SUSTAINED against PSA S.

CPC 230-14 – Citizen stated that she was stopped by Officer L. because she was driving with her turn signal on, but never turned. Citizen alleged that Officer L. harassed her, called her a criminal, tried to charge her with anything he could, did not return her driver’s license, and threatened to arrest her. The video recording showed that Officer L. was professional, polite, and patient during the traffic stop, and that the stop was for driving with no headlights at night. Officer L. never called citizen a criminal. Citizen refused many times to sign the citation, which is an offense that Officer L. could have arrested her on. The video showed that Officer L. handed the driver’s license to a supervisor on scene. The CPOA and the POB found the allegation of *Working Knowledge of Laws* to be EXONERATED, and *Misconduct* to be UNFOUNDED against Officer L.

CPC 233-14 – A citizen stated that she had a restraining order against her ex-husband. Citizen alleged that Officer S. obtained her current address and gave that information to the ex-husband, as well as information regarding her current boyfriend. The CPOA investigation determined that Officer S. did obtain such information from a secure database and did provide that information to the ex-husband. The CPOA and the POB found the allegations of *NCIC Access*, *Disseminating Computer Information*, and *Untruthfulness* to be SUSTAINED against Officer S.

CPC 253-13 – A citizen complained that APD has been harassing him and his family after he was a witness to a violent crime in September 2013. The CPOA made numerous attempts to contact the citizen to obtain more information, but the citizen did not respond, nor did he show up to a scheduled appointment with an investigator. The complaint has been ADMINISTRATIVELY CLOSED based on insufficient information to conduct an investigation.

VI. ALBUQUERQUE POLICE DEPARTMENT

Albuquerque Police Department Officers with Sustained findings of Standard Operating Procedures Violations were referred to the Chief of Police for discipline. The Chief of Police has sole disciplinary authority over APD personnel for findings of misconduct, including findings of misconduct made by the CPOA and the POB.

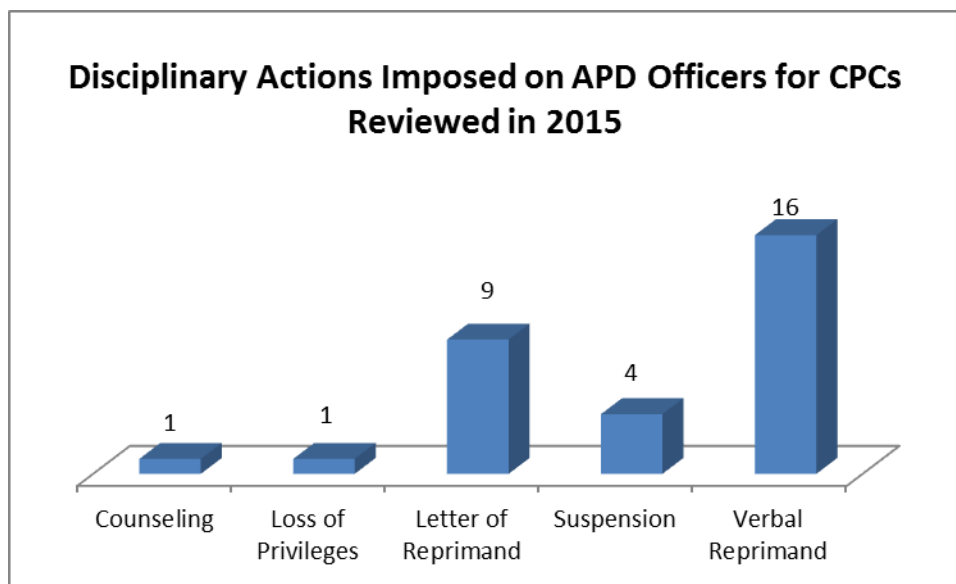


Figure 35: For sustained findings in 2015, the APD Chief of Police imposed the above disciplinary action. Some of the CPCs included sustained findings against more than one officer. The highest discipline imposed per officer is represented in the above graph.

APD INTERNAL AFFAIRS DEPARTMENT REPORTS

In addition, the Internal Affairs Division of the Albuquerque Police Department investigated cases within the department. Internal Affairs of Albuquerque Police Department attends Police Oversight Commission meetings and reported Internal Affairs cases as follows:

January 2014: Dispatched calls for service - 40,254

Internal Cases Received: 40	Completed: 28	Pending: 31
3 Verbal Reprimand 18 Letter of Reprimand		
1: 40-hour Suspension 3: 16-hour suspension		

February 2015: Dispatched calls for service – 35,257

Internal Cases Received: 10	Completed: 9	Pending: 10
2 Verbal Reprimands; 2 Letters of Reprimand		
1: 16-hour Suspension ; 1: 24-hour Suspension; 1: 160-hour Suspension		
1: Termination		

March 2015: Dispatched calls for service – 40,663

Internal Cases Received: 21	Completed: 12	Pending: 16
3 Verbal Reprimands; 5 Letters of Reprimand		
1: 32-hour Suspension; 1: 40-hour Suspension; 1: 160-hour Suspension		

April 2015: Dispatched calls for service – 39,606

Internal Cases Received: 13	Completed: 10	Pending: 12
5 Letters of Reprimand		
1: 8-hour Suspension; 1: 16-hour Suspension; 1: 80-hour Suspension; 1: 120-hour Suspension;		
2: Terminations		

May 2015: Dispatched calls for service – 42,398

Internal Cases Received: 16	Completed: 20	Pending: 12
5 Letters of Reprimand		
1: 8-hour Suspension; 1: 16-hour Suspension; 1: 80-hour Suspension; 1: 120-hour Suspension		
2: Terminations		

June 2015: Dispatched calls for Service: - 44,338

Internal Cases Received: 7	Completed: 10	Pending: 7
1 Letter of Reprimand		
3: 8-hour Suspensions; 1: 24-hour Suspension; 1: 40-hour Suspension; 1: 64-hour Suspension;		
2: 80-hour Suspensions		

July 2015: Dispatched calls for service - 36,614

Internal Cases Received: 11	Completed: 18	Pending: 7
4 Verbal Reprimands; 6 Letters of Reprimand		
1: 8-hour Suspension; 2: 24-hour Suspensions; 2: 40-hour Suspensions		
3 Terminations		

<u>August 2015</u> : Dispatched calls for service – 46,479 Internal Cases Received: 38 9 Verbal Reprimands; 16 Letters of Reprimand 1: 56-hour Suspension 1 Termination	Completed: 27	Pending: 17
<u>September 2015</u> : Dispatched calls for Service - 45,002 Internal Cases Received: 23 1 Verbal Reprimand; 1 Letter of Reprimand 4 Terminations	Completed: 6	Pending: 19
<u>October 2015</u> : Dispatched calls for service – 42,518 Internal Cases Received: 8 1 Verbal Reprimand; 8 Letters of Reprimand 1: No Discipline Action; 1: Termination	Completed: 11	Pending: 7
<u>November 2015</u> : Dispatched calls for service - 38,059 Internal Cases Received: 5 3 Letters of Reprimand 3: 8-hour Suspensions 2 Terminations	Completed: 9	Pending: 5
<u>December 2015</u> Dispatched calls for Service - 39,880 Internal Cases Received: 10 2 Letters of Reprimand; 1 Verbal Reprimand 1 Termination	Completed: 5	Pending: 9

APD COMMENDATIONS FROM THE PUBLIC

City of Albuquerque residents also contact the Civilian Police Oversight Agency to express gratitude or commend APD employees for acts of service or response to a particular incident. These commendations were received in the form of phone calls, letters, e-mail messages, and numerous face-to-face comments of appreciation. Beginning in January 2013, the CPOA initiated a form via the website for citizens to express praises and acknowledgements to APD officers, employees, and the department as a whole. The Executive Director received 282 Job Well Done responses in 2015. All forms were submitted to APD Administration to pass along to the employee's supervisors, including the Chief of Police, for acknowledgement, and a letter of commendation was sent to the officer.

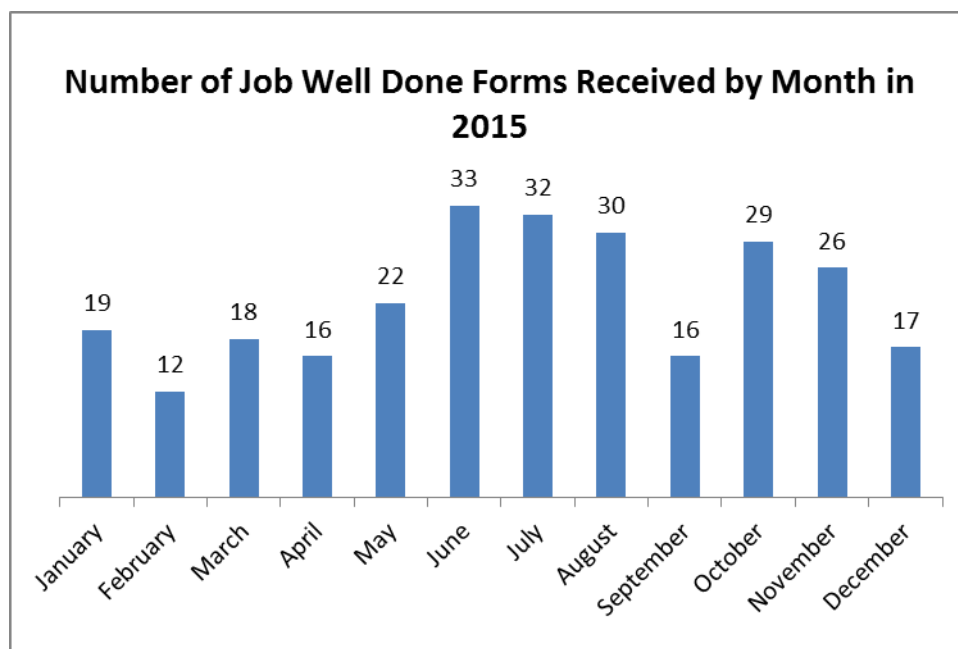


Figure 36: June had the most number of praises and acknowledgements received from citizens in 2015, largely stemming from praise expressed for APD Officer S. for rescuing an abandoned infant.

REPORTS OF APD JOBS WELL DONE IN 2015

Below are summaries for Accommodations received by the CPOA through its website, Report a Job Well Done: <http://www.cabq.gov/cpoa/report-a-job-well-done> from 2015.

JWD-2015-001 Received by CPOA: January 3, 2015A Santa Fe resident stated that she was stopped by Officer C. for driving with no headlights. Resident stated that Officer C. was thorough in his questioning, was patient, and made a fair decision. Resident wrote that she wanted APD officers to stay safe, and wanted to say “Thanks.”

JWD-2015-002 Received by CPOA: January 5, 2015Citizen stated that a family friend had left a suicide note, and citizen contacted Officer B. to report the matter. Officer B. began the search for the family friend and located a hotel where the family friend had checked into. Officer S. was also involved and kept citizen informed of their investigative efforts to find the family friend. The family friend was found dead in the hotel room. Citizen wanted to express that Officer B. was a wonderful officer, showed his care and concern, and Officer C. was kind, concerned, and informative.

JWD-2015-003 Received by CPOA: January 6, 2015A citizen stated that she called police due to a family member screaming outside her residence. The family member had mental problems. Four officers arrived on scene and were able to talk the family member into releasing an infant so the infant could be taken inside out of the cold. The officers kept calm and were able to diffuse the situation. Citizen stated that she appreciated the officers’ help and gives heartfelt thanks.

JWD-2015-004 Received by CPOA: January 6, 2015A citizen stated that a male subject in a parking lot threatened him. The officer that arrived on scene was courteous, thorough, professional, and addressed citizen’s complaints in a non-patronizing manner. Citizen wrote that he was quite satisfied with this very positive police interaction.

JWD-2015-005 Received by CPOA: January 7, 2015A citizen wanted to thank the officer who was shot, and stated that she will be thinking about and praying for the officer.

JWD-2015-006 Received by CPOA: January 9, 2015A citizen wrote that he was thinking about Officer G., the officer that was shot. Citizen stated that this country needs so many more officers like Officer G. Citizen sends “all the best.”

JWD-2015-007 Received by CPOA: January 9, 2015A citizen wrote about the shooting near Central and Tramway. Citizen wanted to say thanks to APD for caring for our community during troubling times. Citizen stated that the Fellowship at Barnabas Church will continue to pray for officers’ safety.

JWD-2015-008 Received by CPOA: January 9, 2015A citizen stated that she ran out of gas and Officer R. stopped to assist her. Citizen wanted to say thanks to Officer R. for his help. Citizen stated that she appreciates what officers do for citizens of Albuquerque. Citizen says “God bless you, you are in our prayers.”

JWD-2015-009 Received by CPOA: January 9, 2015A citizen stated that she supports Chief Eden and all of APD. Citizen wanted to thank Chief Eden for his tireless effort. Citizen is

frustrated with officers being put in harm's way. Citizen commends APD for trying to make our city the best it can be. Citizen stated that she will be forever grateful.

JWD-2015-010

Received by CPOA: January 11, 2015A Santa Fe resident wrote that Chief Eden's conduct when dealing with two officer-related shootings was commendable. Chief Eden's overall professionalism should be recognized by the POB. Resident stated, "Gracias to Chief Eden for the work he does."

JWD-2015-011

Received by CPOA: January 12, 2015A Silver City resident wrote that she was very dismayed by the district attorney's decision to press murder charges against two APD officers. Resident understands how difficult a job that officers have. Resident wanted APD to know that there are citizens who appreciate and support the hard work that officers do.

JWD-2015-012

Received by CPOA: January 12, 2015A citizen wrote that her 17-year-old daughter was the victim of an armed robbery. Officer G. came to her residence on a follow-up, and was encouraging, kind, and supportive to the victim and citizen. Citizen stated that Officer G. is an officer who will always do the best job he can, and that Officer G. is a good representative for APD.

JWD-2015-013

Received by CPOA: January 13, 2015A resident of Aztec stated that she is really impressed with the changes that APD has made. Resident wanted to thank APD for their daily moment-to-moment decisions, and that APD should be recognized for their ability to take constructive criticism and improve in the process. Resident stated, "Thanks so much."

JWD-2015-014

Received by CPOA: January 14, 2015

An Aztec resident stated that APD has not had a recent officer involved shooting. Resident wrote that this shows that APD is willing to learn and grow. Resident stated that Officer G. displayed real bravery in the line of duty. Resident stated, "Thanks, keep up the good work."

JWD-2015-015

Received by CPOA: January 15, 2015A citizen stated that he was the victim of an auto burglary, and received minor stab wounds. Officer G. responded and performed his duty in an outstanding and professional manner. Citizen wanted to say this was a job well done, and thanks to APD and the K-9 units.

JWD-2015-016

Received by CPOA: January 16, 2015Citizen stated that she was the victim of a hit-and-run. Officer S. responded promptly and handled the matter in a competent and professional manner. Citizen stated that Officer S. provided good advice concerning the incident.

JWD-2015-017

Received by CPOA: January 20, 2015A citizen stated that he was driving his motorcycle when a vehicle turned in front of him, causing the motorcycle and citizen to slide on the roadway. Officer H. and paramedics responded. Citizen stated that Officer H. was professional and kind, and showed concern. Officer H. displayed a high level of humanity and caring.

JWD-2015-018

Received by CPOA: January 23, 2015A citizen stated that while driving on Montgomery, she hit the left island, causing her to have a flat tire. Officer W. and Officer S. arrived on scene and offered to change citizen's tire. The weather was cold, and citizen stated that she did not have to wait on roadside assistance because of the officers' help. Citizen stated that APD should be proud of Officer W. and Officer S. Citizen stated, "Thanks for a job exceptionally done."

JWD-2015-019

Received by CPOA: January 27, 2015A citizen wrote that she thanks APD for doing a great job. Citizen wanted to thank APD for protecting us and to say keep up the good work.

JOB WELL DONE REPORTS RECEIVED DURING FEBRUARY 2015

JWD-2015-020

Received by CPOA: February 1, 2015

Citizen stated that he was the victim of vandalism to his vehicle. Citizen wanted to commend Officer H. and Officer N. on their response time and on their professionalism. Citizen stated that he is proud to see some of APD's finest assisting our community. Citizen stated, "Thank you, APD."

JWD-2015-021

Received by CPOA: February 1, 2015

A citizen was attacked at her home and her car was stolen. Officer B. responded to the call. Officer L. later called citizen to inform her that her vehicle had been located. Officer M. and Officer H. arrested the suspects. Citizen wanted to thank Detective C. for his investigation, and for returning her purse and wallet. Citizen stated that APD officers were professional and thoughtful, and she wanted to thank the officers.

JWD-2015-022

Received by CPOA: February 2, 2015

A school employee wanted to thank Officer B. and Officer S. for returning a student to school. The student was found attempting to break into homes. Officers spent time in talking to student and sharing their experiences. Student has since been attending school consistently, and officers had a visible impact on student. The employee stated she is truly appreciative of the time officers spent with the student.

JWD-2015-023

Received by CPOA: February 5, 2015

A citizen wanted to thank SWAT officers who came to her neighborhood. The SWAT officers showed patience and restraint during the SWAT incident. Citizen stated that the SWAT team did an exemplary job, and "Congratulations."

JWD-2015-024

Received by CPOA: February 6, 2015

Citizen stated that after being involved in a traffic accident, Officer K. and Officer C. were quick to respond to the scene. Officers were kind and professional in assisting citizen and the other driver. Citizen was appreciative of the officers' assistance.

JWD-2015-025

Received by CPOA: February 9, 2015

A citizen had his vehicle stolen. Officer M. took the report, and other officers were also incredibly helpful. Citizen wanted to express his appreciation for the help and constant communication from APD. Citizen wanted to say thanks to the officers for their help and for their service to the community.

JWD-2015-026

Received by CPOA: February 9, 2015

A business owner stated that he called police to his business concerning a domestic assault. Officer G. and another officer responded and were helpful, supportive, and polite. Citizen wrote that he was treated with respect and dignity. Citizen stated that he cannot thank the officers enough, and "hats off to both officers."

JWD-2015-027

Received by CPOA: February 9, 2015

A citizen wrote that he required assistance regarding embezzlement of a motor vehicle. Officer O. responded and was helpful and informative, and acted in a professional manner. Citizen stated that he appreciated Officer O.'s professionalism.

JWD-2015-028

Received by CPOA: February 12, 2015

A resident of Illinois wrote that he saw a story on PBS regarding Chief Eden. The resident stated that he was a student when Chief Eden taught classes. The resident stated that it is nice to see the story about Chief Eden.

JWD-2015-029

Received by CPOA: February 20, 2015

A citizen wrote that his car stalled in the middle of an intersection. Officer M. stopped to assist citizen and was able to get the car off the roadway. Citizen stated that Officer M. was helpful, friendly, courteous, and truly cared about citizen's safety. Citizen wanted to express his sincere thanks to Officer M. and stated that Officer M. is a credit to APD.

JWD-2015-030

Received by CPOA: February 23, 2015

A citizen wrote that his daughter was on her way home when her vehicle broke down on an on-ramp to the freeway. When citizen arrived at the scene, an officer was already on scene assisting the daughter. The officer assisted citizen in pushing the vehicle off the on-ramp. Citizen did not obtain the officer's name, but wanted to express his thanks to the officer for his help and his kindness to the daughter.

JWD-2015-031

Received by CPOA: February 25, 2015

A citizen of an apartment complex heard a male who was being loud and unruly, and attempting to climb to a second story balcony. APD quickly arrived and took the suspect into custody. Citizen wanted to thank the officers for their handling of the situation with professionalism and compassion.

JOB WELL DONE REPORTS RECEIVED DURING MARCH 2015**JWD-2015-032**

Received by CPOA: March 2, 2015

A Maryland resident was the victim of identify fraud/stolen ID. Detective S. assisted the resident in getting the flag removed from his driver's license so that resident could obtain a new license in Maryland. Detective S. made himself available in assisting resident by contacting Maryland officials, and resident wanted to thank Detective S.

JWD-2015-033

Received by CPOA: March 5, 2015

Citizen stated that his elderly mother was the victim of a car theft. Citizen called APD and Commander W. replied immediately and was able to provide a police report to citizen. Commander M. also assisted citizen concerning this incident. Citizen wanted to thank Commanders M. and W. for their professionalism and expeditiousness, and stated he has nothing but accolades for APD.

JWD-2015-034

Received by CPOA: March 5, 2015

Citizen and her husband were driving on I-40 when they came upon a vehicle that was on fire. A lone APD officer was on scene and attempted to do everything possible to get to the burning vehicle. What citizen observed the officer do was enough to make citizen take a moment and let everyone know about the officer.

JWD-2015-035

Received by CPOA: March 6, 2015

A Rio Rancho resident stated that Officers M., DC. and MC. have been actively involved in combatting ongoing robberies and organized theft. The resident stated that there has been a decline in robberies. Resident felt that APD was proactive and will continue to address needs going forward. Resident stated that APD should be proud of Officers M., DC. and MC.

JWD-2015-036

Received by CPOA: March 8, 2015

A Rio Rancho resident stated that he attended the motor officer competition in Rio Ranch on March 6-7 and found that the officers were friendly and cordial. Resident wrote that it was a delight to watch the competition, and gives kudos to APD.

JWD-2015-037

Received by CPOA: March 9, 2015

Citizen wrote that her friend called APD regarding a distress call at citizen's residence. Two officers responded to the call. Citizen wanted to thank the two officers, but did not have the names of either officer that responded to handle this incident.

JWD-2015-038

Received by CPOA: March 10, 2015

A Cedar Crest resident wanted to thank APD for handling traffic control at the Bigfoot Monster Truck Event that was held on March 8, 2015.

JWD-2015-039

Received by CPOA: March 15, 2015

Citizen stated that her son was threatening suicide. APD dispatched three officers who had helped her son on three previous occasions. The officers were trained and were kind and professional during this incident. Citizen wanted to give commendations to APD.

JWD-2015-040

Received by CPOA: March 16, 2015

Citizen wanted to thank the APD Mounted Patrol for reaching out to a young man, who will remember the encounter forever. Citizen specifically mentioned Sergeant B., and Officers O. and B. Citizen stated that Commander R. and Chief Eden were gracious when they stopped and spoke to the young man. Citizen sent her heartfelt thanks.

JWD-2015-041

Received by CPOA: March 19, 2015

Citizen stated that he and his wife became lost in the Sandia Mountains and had to be rescued by APD Open Space and the Search and Rescue Unit. Citizen stated that Officers B., AM., CM. and Mc. saved their lives. The rescuers were calm, friendly, and optimistic. Citizen stated that he cannot thank them enough.

JWD-2015-042

Received by CPOA: March 20, 2015

Citizen stated that officers were dispatched to a domestic violence call at his neighbor's residence. Officers stayed on scene for over an hour while they tried everything possible to gain entry to the neighbor's residence to make sure the neighbor was okay. Citizen wanted to thank officers for all they do.

JWD-2015-043

Received by CPOA: March 26, 2015

Citizen wrote that Officer A. and another officer responded to a domestic violence call to his elderly neighbor's residence. The officers were professional, polite, and very respectful when interacting with the elderly victim.

JWD-2015-044

Received by CPOA: March 28, 2015

An employee of Macy's Coronado Mall stated that he had noticed an increase in criminal activity in the past several years. Lieutenant C. assisted in getting a CCTV mobile unit placed in the vicinity. The employee has seen a decrease in suspicious activity, and Lieutenant C. has made the employees and the public feel safe. The employee wanted to thank Lieutenant C.

JWD-2015-045

Received by CPOA: March 28, 2015

Citizen stated that his wife called APD regarding her runaway son. Officer M. responded to the call, listened to the wife, and took as much time as needed to listen to the wife. Officer M. was very professional, showed empathy, was attentive, and displayed clear knowledge of the task at hand. Citizen stated that Officer M. is a credit to APD and wanted to extend his thanks to Officer M. for taking time to listen and care about the situation.

JWD-2015-046

Received by CPOA: March 29, 2015

Citizen stated that his father-in-law's vehicle was broken into. Officer M. was dispatched regarding this incident. Citizen stated that Officer M. was great. Officer M. was nice to the children and gave them stickers. Officer M.

portrayed a really positive image of the Department. Officer M. waited with citizen for the technician to arrive, and talked to citizen the entire time. Citizen stated that he really appreciated Officer M.'s positive attitude and knowledge of the law.

JWD-2015-047

Received by CPOA: March 30, 2015

Citizen stated that she was stopped at Central and San Mateo and noticed a handicapped pedestrian crossing the road. It was clear that the light was going to change before the pedestrian could make it across the lanes of traffic. An APD officer exited his vehicle, stopped traffic, and assisted the pedestrian safely onto the curb. Citizen wanted to commend the officer for his action.

JOB WELL DONE REPORTS RECEIVED DURING APRIL 2015

JWD-2015-048

Received by CPOA: April 6, 2015

A citizen stated that she had to file a report in a domestic violence incident. Officer C. responded and was courteous and understanding of citizen's situation. Officer C. contacted the parole board and kept citizen apprised of critical information. Citizen stated that Officer C. went above and beyond his normal duties, and that he is a great asset to APD.

JWD-2015-049

Received by CPOA: April 8, 2015

A citizen was cycling to work when another driver pulled out in front of him. An officer stopped the driver and discussed the seriousness of the situation. Citizen wanted to thank the officer for making Albuquerque a safer city for all users of city streets.

JWD-2015-050

Received by CPOA: April 8, 2015

A North Carolina resident was visiting the city. He was at a business with his 10-year-old son, who has stress issues. The son caused an incident and Officer R. responded to the scene. The resident stated that Officer R. spent time speaking to the son and it was clear that Officer R. clearly had received solid training. Resident wanted to thank Officer R. for his patience during this incident.

JWD-2015-051

Received by CPOA: April 10, 2015

A citizen wrote that he committed a minor traffic error, and was contacted by Officer M. Citizen stated that Officer M. was nice, polite, and is a great asset to APD. Citizen stated that he hoped Officer M. would remain on the force.

JWD-2015-052

Received by CPOA: April 16, 2015

A citizen wanted to express his gratitude to Chaplain B. and three other unidentified officers who responded to his home regarding a tragic family crisis. All officers comported themselves in a professional manner and were supportive of the family during a terrible situation. Citizen stated that he is grateful for the officers' service.

JWD-2015-053

Received by CPOA: April 16, 2015

A citizen wanted to commend Officer C. for his professionalism and great skill displayed during an incident in which her son, who is mentally ill, ran into traffic. Officer C. was able to save her son from being injured. Citizen wrote that Officer C. is a truly superb policeman and human being, and is grateful for Officer C.'s skill and compassion.

JWD-2015-054

Received by CPOA: April 16, 2015

A citizen wanted to thank Sergeant I., who has on several occasions dealt with her mentally-ill son. Citizen stated that Sergeant I. is clearly very dedicated to the public and always willing to help in a calm and reassuring manner. Citizen wrote that all of Albuquerque should be proud of Sergeant I.

JWD-2015-055

Received by CPOA: April 16, 2015

A citizen stated that her son was determined to kill himself. Officers L. and W. responded to the incident and they were able to convince son to go to the hospital for help. Son had previously refused to go to the hospital. Citizen stated that Officers L. and W. have a precious gift and they deserve recognition.

JWD-2015-056

Received by CPOA: April 21, 2015

A citizen wrote that she was taking cakes to a citizenship ceremony for a young child. Citizen had cerebral palsy and was having difficulty in getting cakes to the event. Officers C. and S. were able to assist citizen in getting to the event with the cakes. Citizen stated that Officers C. and S. did not act as if they were too busy to assist citizen, or that the situation was not important. The officers saw a need and simply helped citizen. Citizen wanted to say thanks to the officers' commitment to the community.

JWD-2015-057

Received by CPOA: April 21, 2015

A Ruidoso resident stated that he has seen the news coverage regarding APD and citizen can tell that the media does not like APD because of their complaints about the department. The resident stated that we can live without the media, but we cannot live without the police. The resident wrote "Keep up the good work."

JWD-2015-058

Received by CPOA: April 22, 2015

An elderly Tucson resident wrote that she flew into Albuquerque for a business meeting. She took a bus from the airport to Coors and Montano, which was in the area of her meeting. The resident made contact with an officer who assisted her in getting a taxi ride to her meeting. Resident stated "Thanks to one of our finest for caring to assist me."

JWD-2015-059

Received by CPOA: April 22, 2015

A citizen wanted to say what a great job the police are doing. There has been a lot of bad press and citizen wanted to say there are people who appreciate all that APD does for our community, and for putting their lives on the line. "Thank you for your service to Albuquerque."

JWD-2015-060

Received by CPOA: April 27, 2015

A California resident wanted to compliment Officer B. and Officer C.

JWD-2015-061

Received by CPOA: April 27, 2015

A citizen wanted to thank APD officers for their service to mankind. Citizen truly appreciates and applauds their bravery. Citizen wrote, "Keep up the good work to fight the good fight."

JWD-2015-062

Received by CPOA: April 27, 2015

A citizen and his wife arrived home and noticed a man lying on the ground inside their gate. Citizen called 911 and the dispatcher was courteous and helpful. Officers arrived and assisted the male subject who was on the ground. Citizen stated that the officers were courteous and kind toward the male subject and to citizen and his wife. Citizen stated "God bless the officers."

JWD-2015-063

Received by CPOA: April 28, 2015

A citizen wanted to thank APD Cadet H. for reporting the actions of another APD officer who reportedly assaulted a citizen.

JOB WELL DONE REPORTS RECEIVED DURING MAY 2015

JWD-2015-064

Received by CPOA: May 4, 2015

A citizen stated that he observed Officer P. outside of his unmarked police unit, speaking to a male who appeared to be homeless, standing on the sidewalk. Officer P. gave bottled drinks to the male. Citizen stated that Officer P. did not have to stop and make contact with the male, but what Officer P. did exemplified what all officers should remember, that they are police officers first, regardless of their job assignment.

JWD-2015-065

Received by CPOA: May 4, 2015

A citizen wrote that she was a participant in the Run for the Zoo event. Officer S. worked with the participants of the event, directing traffic, directing runners, et cetera. Officer S. was polite, even when dealing with angry citizens, and even resolved a traffic dispute between two drivers. Officer S. took enough time to engage with children during the event. Citizen wanted to thank Officer S. for being a great example of what a police officer should be.

JWD-2015-066

Received by CPOA: May 4, 2015

A citizen stated that he wanted to thank all officers who worked at the Run for the Zoo event. Citizen was only able to obtain one name, Lieutenant G., but wanted to state that all officers at the event were completely professional and deserved to be recognized.

JWD-2015-067

Received by CPOA: May 7, 2015

A citizen was at a restaurant where DWI officers were present. Two men who appeared to be homeless entered the restaurant and asked the cashier if they had any food they were going to be throwing away that night, as the two were hungry. An officer overheard the conversation, and paid for meals for the two men so they could eat. Citizen stated that the officer needed to be recognized by the department and the chief, and that we need more officers like this.

JWD-2015-068

Received by CPOA: May 7, 2015

A citizen wrote that APD officers do a job well done 24/7, and to stay vigilant, 34s.

JWD-2015-069

Received by CPOA: May 8, 2015

A nurse stated that Officer E. was dispatched to the hospital regarding a family dispute. Officer E. was friendly, professional, and helped diffuse a stressful situation. The nurse was impressed with Officer E.'s demeanor and kindness. The nurse wanted to recognize Officer E. for an amazing job.

JWD-2015-070

Received by CPOA: May 8, 2015

A citizen wrote that Officer W. was dispatched to her home regarding the theft of a heater from her porch. It was determined that UPS had left the package at a different address. The nighttime temperature was near freezing. Officer W. purchased a heater for the citizen with his own money. Citizen wanted to say that Officer W. went above and beyond his duty, and that Officer W. showed great compassion to ensure citizen's well-being.

JWD-2015-071

Received by CPOA: May 9, 2015

A citizen stated that he was on a ride-along with Sergeant J. During the shift, a mentally ill male stabbed his neighbor, and then barricaded himself inside a home. SWAT was called out. Citizen stated that Sergeant J. demonstrated the highest level of professionalism, as well as every officer on scene, and provided top-notch service. Citizen wanted to recommend Sergeant J. for the highest honor possible.

JWD-2015-072

Received by CPOA: May 11, 2015

A citizen observed a felony stop of a vehicle where a gun was present in the vehicle. Officers O., K., M., S., A., S., and Sergeant G. gave clear and concise commands and did an excellent job in keeping the incident from escalating. The professionalism displayed was exemplary. Citizen wrote, "Keep up the good work, guys."

JWD-2015-073

Received by CPOA: May 13, 2015

A citizen stated that his vehicle broke down in a turn lane on the roadway. Officer G. pulled behind citizen and arranged for a tow truck. Officer G. stayed with the vehicle for 90 minutes, until the vehicle could be towed off the road. Citizen wrote that Officer G. was professional and courteous, and citizen wanted to say "thanks."

JWD-2015-074

Received by CPOA: May 13, 2015

A citizen wrote that a vehicle cut him off, causing him to have an accident. Citizen stated that Officer G. arrived and was patient and handled the incident with class. Citizen stated that he was impressed with Officer G.'s conduct. Citizen wrote that Officer G. went out of his way to show courtesy, compassion, and concern. Citizen wanted to thank APD for all they do.

JWD-2015-075

Received by CPOA: May 13, 2015

A citizen observed a suspected drunk driver and called police, and continued to follow the driver, who was driving in the wrong lane. Citizen flagged down Officer D., who made contact with the suspect, who was subsequently arrested. Citizen stated that Officer D.'s quick response and willingness to work with the public reflects great credit upon himself, and that Officer D. may have saved a life. Citizen wrote, "Thank you all for your hard work, stay safe, and keep it up."

JWD-2015-076

Received by CPOA: May 14, 2015

A citizen saw a motorcycle officer picking up a trash can and debris from the roadway. Citizen wrote that this was not the officer's job, but the officer's effort resulted in getting traffic moving again. Citizen said the officer's actions were greatly appreciated, and wanted to thank the officer.

JWD-2015-077

Received by CPOA: May 14, 2015

A parent stated that their child's school had a biking event on Ride Your Bike to Work Day. Three officers showed up to assist the students and parents in crossing a busy roadway. Citizen stated that he is grateful and wanted to say "Thank you, APD."

JWD-2015-078

Received by CPOA: May 15, 2015

A citizen wanted to thank APD for patrolling the streets, helping in domestic disturbances, and reporting to endless calls. Citizen stated, "It takes much dedication to do what you do and it shows."

JWD-2015-079

Received by CPOA: May 17, 2015

A citizen stated that SY Jackson School had a bicycle event and officers came and escorted families across a busy street. Citizen stated that the students really loved the fact that officers escorted them. Citizen wanted to thank Officers M., W., and H.

JWD-2015-080

Received by CPOA: May 19, 2015

A mother stated that her daughter's 17-year-old friend had her car booted near UNM. The male that booted the car was yelling and harassing, which caused the 17-year-old to become frightened. Officer A. responded to the scene and used his own money to pay for the boot to be removed so the 17-year-old could leave with her vehicle. The mother wanted Officer A. to be recognized for his selfless act. Mother stated that another officer was at the scene for a similar incident with another female, and that officer also paid for the boot to be removed.

JWD-2015-081

Received by CPOA: May 20, 2015

A citizen stated that she had an encounter with the Open Space team, and that the team was the most courteous and respectful group of young men she have ever met. Citizen wanted to say “thank you.”

JWD-2015-082

Received by CPOA: May 21, 2015

A citizen who attended the Citizens Police Academy wanted to say thanks to the officers involved. Citizen stated that the officers were impressive, and that APD officers are the finest. Citizen wrote that she witnessed sincerity, courage, and honor during the academy.

JWD-2015-083

Received by CPOA: May 26, 2015

A Vancouver, B.C. resident stated that his business had a computer theft. Detective W., through his investigative diligence, was able to recover the computer. Resident wanted to thank Detective W. for his diligence and skill.

JWD-2015-084

Received by CPOA: May 27, 2015

A citizen stated that Officer R. responded to vandalism to a vehicle. Officer R. was very helpful and spent time with citizen discussing the incident. Citizen stated that in the last 50 years, he has never met a police officer who was not helpful and respectful and doing an excellent job. Citizen wanted to thank Officer R. and fellow officers for all they do.

JWD-2015-085

Received by CPOA: May 29, 2015

A citizen stated that when Officer S. arrived to a burglary and theft situation, he was a calming presence in a trying situation. Citizen also stated that Officer S. had good ideas for follow-up to this incident.

JOB WELL DONE REPORTS RECEIVED DURING JUNE 2015

JWD-2015-095

Received by CPOA: June 2, 2015

A citizen wrote to thank APD and the dispatch officers who helped to make an arrest of her brother who had a warrant, was homeless and suffering from drug addiction. The citizen wrote that the officers were kind, compassionate, and professional and she is eternally grateful to them for helping her family.

JWD-2015-096

Received by CPOA: June 2, 2015

A citizen who was stopped for expired registration wrote to thank the officer who pulled her over for his kind and courteous attitude. The citizen had never been stopped by police before and said that the officer made her feel at ease even though she was nervous. She thanks him for his kind and professional conduct.

JWD-2015-101

Received by CPOA: June 2, 2015

A citizen, who received a criminal complaint in the mail accusing her of shoplifting, wrote in to thank Officer S. for handling the situation so professionally and helping her to show that the store had identified the wrong person. She wrote that Officer S. is an example of what taking pride in one’s profession looks like, and stated that Officer S.’s actions were honorable and compassionate.

JWD-2015-102

Received by CPOA: June 4, 2015

A citizen who was the victim of a car theft at gunpoint wrote in to say thank you to APD for quickly arriving after she called 911 and finding the car thief in less than three hours. She stated that APD did an outstanding job and it makes her feel better to know that they are there.

JWD 2015-103

Received by CPOA: June 5, 2015

A citizen thanked Sergeant W. and Commander R. for their help in getting the area outside of their business cleaned up.

JWD 2015-104

Received by CPOA: June 8, 2015

A citizen was appreciative of Sergeant C., Officer H., and Officer B., for helping to change her flat tire after a concert at the Bio Park. The citizen stated that she commends the officers for their attention and service.

JWD 2015-105

Received by CPOA: June 10, 2015

A California resident wrote to say that we need more officers like Officer S. in this country and to say great job.

JWD 2015-106

Received by CPOA: June 10, 2015

A citizen wrote to say that they witnessed an APD officer driving the speed limit or even slower on the Westside this morning, and that it was great to see an officer obeying the speed limit because it's a good influence on other drivers.

JWD 2015-107

Received by CPOA: June 10, 2015

A commendation was given to Officer L. for his kind and understanding attitude while helping a citizen who was involved in a hit and run accident. Officer L. went out of his way and did an outstanding job.

JWD 2015-108

Received by CPOA: June 10, 2015

An Indiana resident wrote to commend Officer S. for saving an infant's life. Officer S. did an awesome job and deserves a pat on the back.

JWD 2015-109

Received by CPOA: June 10, 2015

A Nevada resident wished to express his appreciation to Officer S. for saving an infant. It is a reminder of the sacrifices and good deeds done by LEOs all over the world. The citizen thanks Officer S. for her service.

JWD 2015-110

Received by CPOA: June 11, 2015

A citizen wrote to thank all of APD for the work they do every day. In recent times, the police have gotten a bad name, but this citizen wants APD to know that people like her notice the great job they are doing and in every interaction she's had with APD, the officers have been kind and professional. She looks forward to telling her daughter someday that a police officer is the BEST person to ask for help if it is needed. She wants all of APD to know how thankful she is.

JWD 2015-111

Received by CPOA: June 16, 2015

A commendation was written for Officer C. for making the effort to find a citizen's business address in order to return paperwork that a neighbor found in the street near the citizen's home.

JWD 2015-112

Received by CPOA: June 18, 2015

A California resident wrote to say job well done to Chief Eden for how he handled the termination of Officer D.

JWD 2015-113

Received by CPOA: June 20, 2015

A citizen wrote to say thanks to APD for the job they do every day, and that it's not easy being a cop, especially these days. The citizen inquired if there is anywhere they can buy a bumper sticker that says "Support APD."

JWD 2015-114

Received by CPOA: June 22, 2015

A citizen wrote to say thank you to APD for the outstanding job they do on a consistent basis. APD's professionalism is evident.

JWD 2015-115

Received by CPOA: June 27, 2015

A citizen wrote to say that APD does not deserve the negative attention they've been getting recently. APD is doing an incredible service and they are appreciated and honored.

JWD 2015-116

Received by CPOA: June 29, 2015

A citizen whose home was broken into wrote to thank Officer H. for being patient, courteous, and professional. Later, the citizen held a neighborhood meeting and Officer E. and Det. L. attended the meeting and listened with empathy and concern. The citizen has a lot of gratitude for the officers' service.

JWD 2015-117

Received by CPOA: June 30, 2015

A citizen wrote to commend Officer S. for contacting him and his wife to let them know that their missing daughter was okay.

JWD 2015-118

Received by CPOA: June 30, 2015

A citizen wrote to thank Detective P. for helping them recover their stolen property from a pawn shop. Detective P. is obviously very knowledgeable about her work, and it was a pleasure to work with her.

JWD 2015-119

Received by CPOA: June 30, 2015

A citizen wrote to say that he was impressed when he visited the Lomas sub-station. It was very clean and everyone he spoke to was very professional.

JOB WELL DONE REPORTS RECEIVED DURING JULY 2015

JWD-2015-120

Received by CPOA: July 3, 2015

A citizen stated that Officer F responded to a home burglary call on 7/2/15. Officer F displayed compassion, kindness and helpful information.

JWD-2015-121

Received by CPOA: July 3, 2015

A citizen wrote that while at Robsinson Park taking pictures, Officer O. approached her and other people at the park, simply to introduce himself and learn about the neighborhood under his watch. This citizen suggested to Officer O. that APD set up a booth at the weekly Growers' Market. .

JWD-2015-122

Received by CPOA: July 3, 2015

A citizen stated that Officer W. was very helpful and empathetic during a call when citizen felt quite embarrassed.

JWD-2015-123

Received by CPOA: July 6, 2015

A citizen wrote to congratulate and thank Officer S., as well as the whole department in reference to a news story.

JWD-2015-124

Received by CPOA: July 6, 2015

A citizen wrote that during a visit last summer, they felt safe and secure due to a police presence, which was solid and non-invasive. Citizen is expecting to move to Albuquerque and would like to be able to participate in some way.

JWD 2015-125

Received by CPOA: July 6, 2015

Citizen was very appreciative for APD issuing citations for the illegal fireworks violators in their neighborhood.

JWD 2015-126

Received by CPOA: July 8, 2015

Citizen was appreciative of the kindness and diligence of Officer M. during a fireworks show.

JWD 2015-127

Received by CPOA: July 8, 2015

Citizen wrote of how impressed he was with Officer T. and Officer W., during a call involving a subject who was in immediate medical need. These officers responded to both the safety of this subject as well as the public in a courteous and respectful manner.

JWD 2015-128

Received by CPOA: July 8, 2015

Officer M responded to a stolen bicycle call, in which the victim was very upset. Officer M. took the victim back to his residence then proceeded to purchase a new bike and lock for the victim. It should be noted that had another officer not advised the sergeant of this act of kindness, it would have gone unrecognized.

JWD 2015-129

Received by CPOA: July 8, 2015

Citizen was impressed with Officer M., and the professional and courteous manner he handled what others may think a minor event.

JWD 2015-130

Received by CPOA: July 8, 2015

Citizen expressed gratitude and appreciation to Officer T. and D from the COAST team, who assisted with a very difficult situation with extraordinary compassion, patience, and respect.

JWD 2015-131

Received by CPOA: July 8, 2015

Citizen wishes to extend his appreciation to Officer N., Officer T., Officer G., Officer N. and Officer B. These detectives were able to recover some of the citizens' stolen property. Citizen stated these detectives were very professional, courteous, and determined to help.

JWD 2015-132

Received by CPOA: July 8, 2015

The writer, on behalf of his business, wishes to extend to the following personnel, a commendation for a job well done in recovering a stolen vehicle: Officer R., Officer R., Officer M., Air-5 crew, Officer L., Officer M., police communications center, and the auto theft records section. Job well done!

JWD 2015-133

Received by CPOA: July 8, 2015

The writer, on behalf of her business wished to express their appreciation and gratitude to the many men and women of the Albuquerque Police Department, especially Lt. S. Lt. S. was a guest on a public affairs program and educated the community on how we all can better protect ourselves and make our communities safe.

JWD 2015-134

Received by CPOA: July 8, 2015

Citizen was grateful and appreciative with APD officers and detectives who assisted her after she was robbed of her purse in a parking lot. The officers/detectives include, Officer H., Officer A., Officer B., Officer B., and Detective C. and Detective R.

JWD 2015-135

Received by CPOA: July 8, 2015

A citizen wanted to thank and congratulate Officers Y., Q., H., G., L., and M. for an outstanding job in recovering a stolen vehicle. The citizen feels these officers were above duty and thinks APD should be commended.

JWD 2015-136

Received by CPOA: July 8, 2015

Writer stated that during a very stressful and tense situation involving a family issue, Officer H. displayed calmness and a kind demeanor. Officer H. was able to mediate the situation to everyone's satisfaction.

JWD 2015-137

Received by CPOA: July 8, 2015

Citizen/volunteer wrote about an incident in which an APD recruit officer was very rude and condescending. Officers G., and R. learned of this incident and their response was kind and supportive. They stated the matter would not rest, as APD has no room for officers who disrespect people.

JWD 2015-138

Received by CPOA: July 8, 2015

Citizen was extremely grateful to Officer D. because of his outstanding professionalism, courtesy, and kindness to a family during a very sensitive manner. Writer wants to thank Officer D. for the respect he displayed to writer's family.

JWD 2015-139

Received by CPOA: July 8, 2015

Citizen was impressed by the "excellent and professional service" rendered by Officer S. Officer S. cared for a young child for approximately 2.5 hours while waiting for a family member to retain custody of this child.

JWD 2015-140

Received by CPOA: July 8, 2015

Detective K. along with other members of the Organized Crime Unit did an outstanding job while investigating a pawning/fencing ring operation. Detective K. worked diligently with the initial stages of the investigation, as well as background investigation, which led to pertinent information that assisted with the identification and apprehension of multiple suspects.

JWD 2015-141

Received by CPOA: July 8, 2015

Writer was very appreciative of the prompt response to a stolen trailer call by Officer L. Officer L. contacted the victim within five (5) days to advise him that his trailer has been found. Since the victim lived in Colorado, Officer L. advised him of the storage and pick up procedures. It should be noted that both the license plate and the VIN sticker had been removed from the trailer.

JWD 2015-142

Received by CPOA: July 9, 2015

Citizen was very grateful with the assistance provided her by Sgt. J. during an unusual event concerning her vehicle. Sgt. J. helped citizen attempt to locate her vehicle, both by driving to the closed dealership and trying to call the owner of the dealership without success. As an added note, the victim's vehicle was located the following day in the same parking lot Sgt. J. and citizen looked the previous day.

JWD 2015-143

Received by CPOA: July 10, 2015

Citizen was "thrilled" that APD made arrests in the murder of Steve Gerecke. Well done APD!

JWD 2015-144

Received by CPOA: July 12, 2015

Citizen wants to thank Officer M. for saving his and his wife's life from serious injury due to a carjacking in which the offender was armed with a knife. Officer M. responded just in the nick of time, and with his "perfect timing", professional conduct and measured response, he was able to take control of the situation without any injury to the victims. Detective L. and Detective M. displayed compassion and concern when checking on victims in the immediate days following the incident.

JWD 2015-145

Received by CPOA: July 12, 2015

A citizen, who was traveling through Albuquerque, had his tires and rims stolen from his vehicle. Officer R. responded and was extremely professional, sympathetic, and helpful. The dealership advised the victim that new tires and rims would not be available for a few days. Officer R. provided victim with a name of a person to contact at Discount Tires, who had the tires and rims overnighted to the store and brought the tires and rims to the hotel where they were mounted.

JWD 2015-146

Received by CPOA: July 13, 2015

Writer sends "kudos" to APD on quickly apprehending the teens who killed Stephen Gerecke.

JWD 2015-147

Received by CPOA: July 13, 2015

Citizen is grateful for the follow up response in regards to several incidents within her neighborhood. While officers would drive by their homes, they would wave. She thinks APD is doing a great job!

JWD 2015-148

Received by CPOA: July 14, 2015

Citizen was stopped for speeding and subsequently was thought to be under the influence. The DWI unit was contacted and it was determined that citizen was not impaired in any way. The citizen thought the officers, one who believes may have been Officer B., did their job professionally and with sound judgement.

JWD 2015-149

Received by CPOA: July 15, 2015

Officers M. and A. have both responded to calls by several neighbors due to their concerns of occupants/scatters in a foreclosed/bankruptcy home in their neighborhood. Both officers have shown extreme patience and diligence in attempting to deal with the situation. Their efforts are appreciated and welcome.

JWD 2015-150

Received by CPOA: July 12, 2015

Citizen would like to thank whichever APD officers responded to the call concerning illegal fireworks days after the 4th of July. Citizen suffers from PTSD and the constant sound of fireworks and what he feels was the unmistakable sound of gun fire every night was quite disturbing. The officers did contact the kids and resolved the situation.

JWD 2015-151

Received by CPOA: July 19, 2015

Citizen approached Officers B. and J., who were parked in an apartment complex parking lot writing reports. Both officers took time away from writing their reports to speak with citizen, displaying both a professional and friendly demeanor.

JWD 2015-154

Received by CPOA: July 21, 2015

Citizen would like to thank Chief E. for taking the time to be a panelist at the AG's Summit on Community Violence. He did a great job.

JWD 2015-155

Received by CPOA: July 22, 2015

Citizen was extremely impressed and grateful with the quick response she received from Commander O. in reference to a speeding problem in her neighborhood. Commander O. responded to her email within minutes, and had a speed trailer delivered to her neighborhood that same afternoon.

JWD 2015-156

Received by CPOA: July 22, 2015

A Citizen was found herself in a dangerous situation when she observed and followed her late husband's vehicle, which had recently been stolen. Officers L., G., Sgt S. and Commander O. all responded within seconds! Citizen is extremely grateful not only for retrieving the stolen vehicle, but mostly for protecting her from harm against the thief.

JWD 2015-157

Received by CPOA: July 27, 2015

Citizens who setting out to explore Albuquerque contacted officers who had set up a "public safety" display in the Marriott Hotel parking lot. These officers were professional, informative, and cordial.

JWD 2015-158

Received by CPOA: July 27, 2015

Citizen wanted to thank Officer G. and his partner while taking a statement from citizen. They were very understanding, listened intently, and were very polite.

JWD 2015-159

Received by CPOA: July 29, 2015

Citizen encountered Officer W. during a carjacking/SWAT situation, where officers were attempting to clear/close out a parking lot entirely. Officers were calm and professional and kept a potentially chaotic situation under control.

JWD 2015-160

Received by CPOA: July 29, 2015

Citizen had her purse snatched from her, which contained her car keys. Officer L. was extremely helpful. Officer L. made sure victim was able to locate a locksmith, and gave victim a ride to the bank so that the victim could pay for the locksmith services.

JWD 2015-161

Received by CPOA: July 31, 2015

Citizen contacted the non-emergency number and spoke with Operator 2060, who was incredibly calming and helpful. Operator gave the citizen information for filing a telephone report and putting a watch on her property. The victim spoke with B while filing a telephone report, and stated she was kind and funny.

JOB WELL DONE REPORTS RECEIVED DURING AUGUST 2015

JWD-2015-162

Received by CPOA: August 1, 2015

Writer observed the professionalism and patience unknown APD officers displayed during a call at an elementary school regarding a missing seven (7) year old girl. These APD officers kept staff, parents and other agencies involved informed and updated.

JWD 2015-152

Received by CPOA: August 1, 2015

Officers W., E., and R. were all recognized by Mayor Berry in reference to a call where two women were waiting through the night in their vehicle for the Firestone store to open. During this time, a vicious male smashed in their back window. The above listed officers arrived and displayed extreme professionalism, kindness, and compassion. Their efforts in this horrible situation will never be forgotten.

JWD 2015-153

Received by CPOA: August 1, 2015

Sgt. Evans would like to recognize Detective P., who has impressed both Sgt. Evans as well as Safehouse staff. Detective P displays a “can do” type of behavior and produces exceptional work.

JWD 2015-163

Received by CPOA: August 2, 2015

Citizen wants to thank APD for the great job they all do.

JWD 2015-164

Received by CPOA: August 2, 2015

Writer was contacted by Officer F. about the tragic news of her brother, who set the house on fire and also shot himself. When writer arrived on scene, Officer F. was there and displayed extreme kindness and compassion. Officer F. answered all the family’s questions and lead them through the scene with a very calm demeanor.

JWD 2015-165

Received by CPOA: August 5, 2015

Citizen who initially was hesitant to contact police due to PR challenges APD has been facing, was pleasantly surprised by the compassion, professionalism and information received by Officer N. Officer N. and another unknown APD officer treated her with kindness and respect and were very empathetic.

JWD 2015-166

Received by CPOA: August 7, 2015

APD Officer N. contacted citizen indirectly, due to a sequence of events, which led Officer N. to believe of possible foul play. When citizen did contact Officer N., via telephone, Officer N. asked if he could come to the home of the citizen to “make sure” she was who she said she was. Once he arrived, Officer N. was very professional and a complete gentleman, exemplifying what a police officer is supposed to be.

JWD 2015-167

Received by CPOA: August 13, 2015

Victim wants to praise Officer C. and other officers involved in arresting a thieving maggot! Victim states that even in the darkest of dark night, these officers are on spot and thinks APD officers are great! The additional officers include: Officer C., Officer L. Officer I., Officer M. Officer H. and Sgt. A.

JWD 2015-168

Received by CPOA: August 13, 2015

Writer stated that during a tragic incident involving their family dog, Officer B. was nothing but professional. Officer B. made himself available throughout this incident and it was extremely appreciated.

JWD 2015-169

Received by CPOA: August 13, 2015

Citizen stated that Officer F. responded to a call concerning credit fraud. Officer F. was super polite, helpful, well informed, and reassuring.

JWD 2015-170

Received by CPOA: August 18, 2015

Officer M. was the officer who contacted victim in reference to a recovered stolen scooter. Officer M. was very helpful and caring and victim wanted to commend him for his professionalism.

JWD 2015-171

Received by CPOA: August 19, 2015

A citizen was very thankful to Officer M. for taking an hour out of his own time to do a presentation to a Boy Scouts troop. Officer M. presented a positive and professional image to their young men.

JWD 2015-172

Received by CPOA: August 20, 2015

Citizen was very thankful to the two unknown APD officers who arrested two individuals who had been committing numerous burglaries in the area. APD did a great job patrolling and being responsive to the neighborhood concerns.

JWD 2015-173

Received by CPOA: August 21, 2015

Citizen wrote that in light of all the negative media coverage, APD deserves a big THANK YOU to all the officers who serve the community with integrity. There are many who really do appreciate all they do.

JWD 2015-174

Received by CPOA: August 21, 2015

Officer H. responded to a house alarm call and arrived on scene just about the same time as the owner arrived. Not knowing the owner of the home, Officer H. contacted the owner and represented APD in a professional and respectful manner. Owner/writer appreciated Officer H.'s polite and courteous manner when making contact with him.

JWD 2015-175

Received by CPOA: August 21, 2015

A citizen wanted to thank Officer C., who was very responsible in his job and displayed great professionalism.

JWD 2015-176

Received by CPOA: August 25, 2015

Citizen wrote that Officer B. is a hard working officer, who knew people well and their patterns in the SE International Zone.

JWD 2015-177

Received by CPOA: August 25, 2015

Citizen wrote that Officer W. is a very courteous officer.

JWD 2015-178

Received by CPOA: August 25, 2015

Citizen wrote that Officer H. respected a peaceful demonstration and kept from inciting the potential for an incident.

JWD 2015-179

Received by CPOA: August 25, 2015

Writer wrote that Officer S. is a hard worker and very helpful while writer was attending the Citizen Police Academy, making it a positive experience for writer.

JWD 2015-180

Received by CPOA: August 28, 2015

Citizen wrote about the pickup trucks doing “doughnuts” on I-25. Citizen stated APD did an excellent job and hopes a complete case can be brought against them.

JOB WELL DONE REPORTS RECEIVED DURING SEPTEMBER 2015

JWD-2015-181

Received by CPOA: September 1, 2015

A citizen wrote to thank Officer M. for helping his daughters who were involved in a car accident with a hit and run drunk driver. Officer M. was caring and concerned for his daughter’s well-being and he is grateful that she was there.

JWD-2015-182

Received by CPOA: September 1, 2015

A citizen was very grateful to both J at the Northeast Substation, and B who took writer’s call for an online report. Both were very polite, knowledgeable and so helpful.

JWD-2015-183

Received by CPOA: September 10, 2015

A citizen wished to thank the female officer who arrived and helped him after his car was broken into. The officer was polite and took the time to do her job well.

JWD-2015-184

Received by CPOA: September 15, 2015

A citizen whose car had been broken into wrote to thank Officer S. for being helpful, friendly, and understanding. Officer S. even got her to laugh, which was helpful given the situation.

JWD-2015-185

Received by CPOA: September 15, 2015

A citizen who is deployed in the military wrote to thank APD officers for responding so quickly to his home when the alarm went off. Fortunately, it was a family member who accidentally set the alarm off, but he was glad to know APD was there.

JWD-2015-186

Received by CPOA: September 17, 2015

A resident wished to thank the officer who responded to her call about a homeless man sleeping outside of her apartment. The citizen said that the officer was very kind and compassionate, but also firm in his interaction with the individual.

JWD-2015-187

Received by CPOA: September 22, 2015

A citizen wished to thank officers for allowing her to have her son’s picture taken with them on his 1st birthday. She is grateful that they were so polite and willing to let her take their picture with her son.

JWD-2015-188

Received by CPOA: September 22, 2015

A California resident wrote to say thank you to APD for their thoughtful care of K9 Rex. She hopes he will be given to a good home in his retirement.

JWD-2015-189

Received by CPOA: September 22, 2015

An out-of-town resident wrote to request that APD reconsider euthanizing K9 Rex.

JWD-2015-190

Received by CPOA: September 22, 2015

A citizen requests that APD find a forever home for K9 Rex.

JWD-2015-191

Received by CPOA: September 27, 2015

An employee of Goodwill wished to thank an officer who has been parking in their store parking lot. The officer's presence has been a good deterrent for would-be thieves of donation items.

JWD-2015-192

Received by CPOA: September 28, 2015

A resident wished to thank Officer L. for giving her and her dog a ride to her home so she could get a spare key after she locked herself out of her car during a walk by the Bosque. Officer L. represents the best of APD and she will remember his kindness.

JWD-2015-193

Received by CPOA: September 28, 2015

A citizen gives "kudos" to APD for attending a "Hero Police Academy" at the Children's Cancer Hospital. Her son was assigned an officer for the day and it brought a huge smile to his face and made him feel special and proud. She was impressed that the Chief and Deputy Chiefs were there and thanks APD for investing in Albuquerque's children.

JWD-2015-194

Received by CPOA: September 30, 2015

A local nurse wrote to say that although she was pulled over for speeding and received a large ticket, she was happy with how kind and considerate Officer M. was. She wrote that APD doesn't receive the recognition they deserve for their good work.

JWD-2015-195

Received by CPOA: September 30, 2015

A Rio Rancho resident wished to thank officers who were at the Isotopes game for being so great with her kids. Her six-year-old son still talks about meeting real life heroes to this day.

JWD-2015-196

Received by CPOA: September 30, 2015

A citizen wished to thank Officer W., Officer S., and Det. S. for their help and stated that their professionalism gives credit to the department. She is aware of the bad press APD is receiving, and wishes to thank them all for their sacrifices and hard work.

JOB WELL DONE REPORTS RECEIVED DURING OCTOBER 2015

JWD-2015-197

Received by CPOA: October 9, 2015

A citizen wrote to thank Officer S. and his partner who went on a welfare check to a neighbor's home and found the neighbor deceased. The officers treated the deceased resident with care, dignity, and professionalism. They were also kind to the pets in the home.

JWD 2015-198

Received by CPOA: October 9, 2015

A citizen wished to thank the police department for doing a welfare check on her disabled father and is thankful she can count on the department to check on him, since she lives far away.

JWD 2015-199

Received by CPOA: October 12, 2015

A citizen wished to thank an officer for checking on a potentially hazardous home in the neighborhood. The officer even climbed on the roof of the house to investigate, and was very professional, helpful, kind, and funny.

JWD 2015-200

Received by CPOA: October 12, 2015

A citizen shared a photo of two uniformed officers playing catch with a child at Balloon Fiesta and wanted to give "kudos" to them for taking the time to care and be involved.

JWD 2015-201

Received by CPOA: October 12, 2015

An Arizona resident visiting with two others wrote to thank Officer F. for giving them a ride back to their hotel from Balloon Fiesta Park after they were unable to get a cab or any other transportation. She stated she is elderly and didn't know what they would have done without such fine policeman.

JWD 2015-202

Received by CPOA: October 13, 2015

A Citizen thanked Officer M. and his partner for responding after her car had been hit while parked at her home. The officers were patient, understanding, and kind. She was glad they were the ones to respond.

JWD 2015-203

Received by CPOA: October 15, 2015

A citizen whose car was stolen wished to thank Officer M. and the other officer who responded for being extraordinarily professional and courteous. The citizen gave a big thanks to the officers for making an unpleasant situation a bit easier.

JWD 2015-204

Received by CPOA: October 15, 2015

A citizen wished to thank 911 Operator K. for being extremely helpful to an elderly citizen. She was reassuring and diligent, and her compassionate service soothed the citizen's nerves and got the job done.

JWD 2015-205

Received by CPOA: October 16, 2015

A citizen who went on a police ride-along wrote to commend Officer W. for his professionalism, courteousness, empathy, and good judgment. He witnessed Officer W. handle several difficult situations with calm and professionalism. He showed humor and genuine love for his work.

JWD 2015-206

Received by CPOA: October 17, 2015

A citizen wrote to thank all of the officers who participated in Home Depot's Safety Awareness event. The officers were awesome, and the kids had so much fun interacting with them. She stated that despite the negativity out there, the department has a lot of supporters.

JWD 2015-207

Received by CPOA: October 19, 2015

A citizen wished to thank Officer G. for his kindness and compassion and for really listening to her. The officer assisted her in gaining safe access to her deceased mother's residence, which was being used by "unsavory characters." He came up with a plan, called other officers for help, and stayed with her until it was safe for her to enter the home.

JWD 2015-208

Received by CPOA: October 20, 2015

A group of citizens wrote to thank Chief Eden for his remarks at a press conference following the death of a 4-yr-old girl in a road rage incident. His honest, firm, and heartfelt comments were appreciated. They are thankful for what he does in this community.

JWD 2015-209

Received by CPOA: October 21, 2015

A citizen wished to thank Officer W. for being kind, professional, and helpful after another vehicle hit her and her daughter. Officer W. helped her daughter with the process of reporting the accident and was "super nice and helpful." Officer W. told the daughter to let her know if she ever needed help in the future.

JWD 2015-210

Received by CPOA: October 22, 2015 Chief

Eden was complimented by a citizen for speaking out about the "turnstile" justice system. The citizen wished to applaud the Chief for his courage and guts in speaking out.

JWD 2015-211

Received by CPOA: October 22, 2015

A resident of Tijeras, NM wrote to commend the Police Chief for addressing the public in such a refreshing way in the past few days following the death of a four year-old girl in a road rage incident. The suspect was arrested within 24 hours. Police also arrested the suspect who shot Officer Webster. The citizen wants the department to know they fully support the Chief and the department for all they do every day.

JWD 2015-212

Received by CPOA: October 22, 2015

A citizen wrote to commend Chief Eden and his department for their work in the two cases involving Lillie and Officer Webster, and for speaking out about the lack of support from the legislature.

JWD 2015-213

Received by CPOA: October 23, 2015

A citizen wrote to compliment Chief Eden and all of APD for their good work this week. The citizen is proud of APD for their timely capture of suspects in the two high profile cases this week and for their conduct in the media. The police do so much for the community and it is greatly appreciated.

JWD 2015-214

Received by CPOA: October 23, 2015

A citizen wished to thank officers for their fine work, and appreciates the services they provide day in and day out for the community. The families of officers deserve respect and appreciation as well.

JWD 2015-215

Received by CPOA: October 23, 2015

A citizen wrote to thank an officer who showed up because an individual had passed out drunk near a Charter School. The officer was incredibly humane toward the drunken individual and it was refreshing to see such kind and responsible treatment toward a person in need.

JWD 2015-216

Received by CPOA: October 25, 2015

A citizen wished to thank Officer G. for going above and beyond his duties to help the citizen open his vehicle after he'd locked the keys inside. Officer G. was very professional and very nice.

JWD 2015-217

Received by CPOA: October 27, 2015

A citizen wrote to say she was proud of Officer C. for her professionalism and is thankful for her service. She did a great job of relaying information and staying calm.

JWD 2015-218

Received by CPOA: October 29, 2015

An Albuquerque family wishes to express their condolences for the loss of Officer Webster. The family wished to send blessings to our men and women in blue.

JWD 2015-219

Received by CPOA: October 29, 2015

A former LAPD officer and his wife wrote to thank Officer Webster for his service to his family, community, and country. They also expressed thanks to APD and Chief Eden, and expressed condolences to the family of Officer Webster.

JWD 2015-220

Received by CPOA: October 29, 2015

A citizen wrote to thank all the officers who work so hard to keep us safe. The citizen is sorry for everything the department has gone through the past few years and feels the pain of the loss of Officer Webster. She and her family are praying for all of you.

JWD 2015-221

Received by CPOA: October 29, 2015

A citizen wrote to express condolences to all Albuquerque Officers, family, and friends of Officer Webster. He will never be forgotten. Thanks to Officer Webster and all of you for the great work that you perform.

JWD 2015-222

Received by CPOA: October 29, 2015

A citizen wished to express deepest sympathy on the passing of Officer Webster to Chief Eden and the entire APD. She thanks APD for all they do to keep our city safe and prays that there will be a change in the criminal justice system in Albuquerque.

JWD 2015-223

Received October 29, 2015

A retired NYC Police Officer wrote to extend condolences to the family and fellow officers of Officer Webster. In honor of Officer Webster she will be dedicating her radio show on this coming Tuesday, November 3rd.

JWD 2015-224

Received October 30, 2015

A citizen wrote to say that on Halloween her son dressed up like a policeman, so she took him to the La Cueva substation and asked if he could meet some of the officers. The officers met with her son and he shared pictures he'd drawn for the officers. They were so kind to take time out of their morning to meet him and shake his hand.

JWD 2015-225

Received October 30, 2015

A citizen wrote to share his stories about his friendship with Officer Webster and what he recalled about Officer Webster's exemplary character during his time in the military and as a police officer.

JOB WELL DONE REPORTS RECEIVED DURING NOVEMBER 2015

JWD 2015-226

Received by CPOA: November 2, 2015

A citizen wrote to thank Officer Webster and all APD officers for their priceless, selfless and humble service. He stated that the world would be chaos and mayhem without all of you. The citizen wishes to dedicate his thoughts and words to the "Valiant and Humble" Officer Webster and his family. He gives thanks to all military, veterans, and law enforcement.

JWD-2015-227

Received by CPOA: November 3, 2015

A citizen wrote to say thank you for such a great tribute to a fallen officer (Officer Webster) and appreciates all of the efforts of the department and staff, especially the Officers.

JWD 2015-228

Received by CPOA: November 4, 2015

A citizen wrote to express that the tribute to Officer Webster was the most touching she has ever witnessed. She was amazed to see how many people and police officers were in attendance and wished to thank the department for giving his friends, family, and citizens of Albuquerque such a beautiful farewell.

JWD 2015-229

Received by CPOA: November 4, 2015

A resident of Hobbs wrote to offer prayers and condolences to Officer Webster, "Protector of our country and our state of New Mexico," and his family.

JWD 2015-230

Received by CPOA: November 5, 2015

A citizen wished to express her gratitude to Officer O. for her outstanding job as a police officer. She stated that Officer O. took extra time off the clock to advise her on how to stay safe and her kindness has changed the citizen's whole attitude about the police department. Although it has been over a year since the incident, she wished to thank Officer O. from the bottom of her heart.

JWD 2015-231

Received by CPOA: November 5, 2015

A Santa Fe resident wrote to thank Officer A. for returning his call and promising to follow up with getting his stolen property returned to him.

JWD 2015-232

Received by CPOA: November 7, 2015

A citizen wished to thank Officer S. and his partner for being extremely professional, polite, apologizing for the wait, and for interacting with his children. He stated that the officers were extremely helpful and is thoroughly impressed with his interaction with APD. He thanks APD for all its service to Albuquerque.

JWD 2015-233

Received by CPOA: November 9, 2015

A citizen wrote to let the department know about an incident at a local restaurant in which a customer left angrily after finding out the police get discounts if they dine inside. She knows the police have had a rough time lately and the last thing they need is people like that. She stated she can't imagine how it feels to be targeted by people like that and wants to thank APD for keeping our community safe.

JWD 2015-234

Received by CPOA: November 10, 2015

The staff at Hampton Inn and Suites wrote to thank APD for all they do and to say they feel much safer knowing APD is out there. They would like to extend an invitation to APD to stop by for a complimentary cup of coffee anytime they are out on patrol. If officers are on duty between 6 and 10 am they are welcome for breakfast. Hampton Inn has partnered with Einstein Bagels to offer officers 3 a.m. Bagel Breakfasts on Tuesday and Wednesday. Officers are welcome to take bagels to share with family, friends, Co-workers, the needy, etc.

JWD 2015-235

Received by CPOA: November 10, 2015

A citizen called to say that earlier in the day an APD officer had pulled over to check on her and her friend after a man who was honking persistently at them while they were driving had harassed them. She stated that the officer was very nice and took the time to stop and make sure they were okay.

JWD 2015-236

Received by CPOA: November 12, 2015

An Arizona resident wrote to request the first name of an APD officer who had helped her during a domestic abuse incident several years ago when she lived in Albuquerque. She stated that Officer P. had stayed with her until she was able to get to a safe place and believes that he saved her life. She wishes to name her next child after Officer P., to honor him, and states that he not only saved her life, but also gave her the courage to leave her abuser.

JWD 2015-237

Received by CPOA: November 13, 2015

A citizen wished to say thank you to APD for all their selfless acts and all they do for Albuquerque. He also wished to say thanks to Officer G. who helped when his friend's vehicle was stolen. He stated that Officer G. was very detailed in his questions, and very personable. He wants APD to know they have "one heck of an officer."

JWD 2015-238

Received by CPOA: November 14, 2015

A citizen who went on a ride-along with Officer O. wrote to say that he was most professional and kind. She stated that he showed concern for her safety, explained things well, and even helped her when she thought she'd lost her billfold at the end of the ride-along. She says that Officer O. has the qualities of a great community police officer.

JWD 2015-239

Received by CPOA: November 14, 2015

A Texas resident who was visiting Albuquerque wrote to say that Officer N. was extremely helpful when her rental car was broken into and her purse was stolen. She stated that he is an excellent officer with a true passion for his career.

JWD 2015-240

Received by CPOA: November 19, 2015

A parent of elementary students wrote to say thank you to the Chamiza Elementary School crossing guards for watching out for the students. She witnessed one of the crossing guards being verbally assaulted by a driver and wanted to stand up for the crossing guards and let them know how much she appreciates what they do. She states that they appreciate the guards and see their efforts every day and hopes that one person's negative actions won't let them down for one second.

JWD 2015-241

Received by CPOA: November 20, 2015

A citizen wished to thank APD for their speedy response after they responded to a call about someone trying to steal his neighbor's vehicle. He stated that APD responded immediately after someone reported the incident.

JWD 2015-242

Received by CPOA: November 20, 2015

A citizen wrote to report that she saw an APD officer giving a homeless man in a wheelchair a hot cup of coffee outside of Starbucks. She stated that it was cold that morning and this act of kindness made her proud of her city's police force. She stated that the department deserved to know that such a kind and generous person is part of its team.

JWD 2015-243

Received by CPOA: November 23, 2015

A citizen would like to recognize Officer S. for taking the time to try to apprehend the people who vandalized his wall. He stated that Officer S. is a caring officer who came back later in the evening to check on things. He also wished to extend his condolences to APD on the loss of Officer Webster. He thanks APD for the job they do day and night.

JWD 2015-244

Received by CPOA: November 23, 2015

A citizen would like to recognize Officer B. for providing excellent customer service and professionalism. He stated that Officer B. helped to handle an incident in which his daughter's car had been "booted" and his calm and professional manner helped deescalate the situation.

JWD 2015-245

Received by CPOA: November 23, 2015

A citizen wrote to say that Officer V. and Sergeant B. were very helpful and professional after she called them for help regarding an incident that had occurred at her job. She stated that they answered all of her questions to the best of their ability and let her know her options for better protecting herself. She wished to thank them for their service and for being helpful to her in her time of need.

JWD 2015-246

Received by CPOA: November 26, 2015

A citizen wrote to say thank you to Officer C. for his professionalism after the citizen had an accident in a parking lot in which he was at fault. He stated that Officer C. gave him all the necessary information and was firm, yet very polite. He stated that Officer C. is a fine credit to the police department and offers prayers for Officer C.'s protection and thanks him for his service.

JWD 2015-247

Received by CPOA: November 27, 2015

A Texas resident wished to thank Officer C. for helping her and her family by giving them a jump start one morning after they discovered their car battery was dead. She stated that they very much appreciate the officer's professionalism and courtesy.

JWD 2015-248

Received by CPOA: November 29, 2015

A citizen wrote to say that Officer C. was very professional, kind, and empathetic after his car was broken into. The citizen stated that Officer C. was extremely helpful and he was very pleased with his service.

JOB WELL DONE REPORTS RECEIVED DURING DECEMBER 2015

JWD-2015-249

Received by CPOA: December 3, 2015

The Deputy Director of the NM Commission for the Blind wrote in to compliment Officer F. for being polite to citizens while redirecting traffic due to a traffic blockage at Yale and Gibson. He thanked Officer F. for his service and for protecting our community.

JWD 2015-250

Received by CPOA: December 4, 2015

An anonymous citizen wrote in to thank all law enforcement and fire department personnel for what they do every day and wishes them all a happy holiday.

JWD 2015-251

Received by CPOA: December 5, 2015

A citizen wished to thank an officer who, after responding to an incident in her neighborhood, offered to take a stray dog to Animal Welfare because it was getting late and cold outside, and there were no animal control officers on duty at the time.

JWD 2015-252

Received by CPOA: December 7, 2015

An overseas resident wished to thank an APD Operator for efficiently handling their request for a welfare check on a relative. They wished to send heartfelt thanks from a grateful family in England and Australia.

JWD 2015-253

Received by CPOA: December 7, 2015

A citizen who was the victim of a home invasion wrote to thank the officers who responded for saving her life and for disarming the suspect in a humane way. The citizen stated that the officers were professional at all times. She is grateful for the dangerous work they do. She also wished to thank the 911 operator who stayed on the phone and helped guide her during the incident and kept her from panicking.

JWD 2015-254

Received by CPOA: December 8, 2015

A citizen wished to thank the officers and dispatch personnel who responded after her sister's home was burglarized. When the suspect came back to steal her car, officers took care of her and kept her safe. She wishes to thank them for their care and professionalism, and appreciates that they put themselves in unsafe situations.

JWD 2015-255

Received by CPOA: December 8, 2015

A citizen who called police because of a gas leak wished to thank the officers and the department for being so professional and courteous.

JWD 2015-256

Received by CPOA: December 10, 2015

A citizen wrote to express her gratitude for the post on APD's Facebook page about a Maryland police officer who died. She recently moved to Albuquerque from Maryland and appreciates having the connection to her former home. She wishes APD a nice holiday and thanks them for their commitment and perseverance.

JWD 2015-257

Received by CPOA: December 12, 2015

A resident wished to thank Officer C. for being courteous, pleasant, and helpful while assisting her daughter in a situation involving an Order of Protection. Officer C.'s demeanor and approach helped to manage what could have been a volatile and unpredictable situation. He had a smart, no-nonsense approach and was calming and reassuring. They are thankful there are officers like Officer C. in APD.

JWD 2015-258

Received by CPOA: December 14, 2015

A Loss Prevention specialist at Kohl's wrote to thank Officer M. and Officer E. who responded to a suspicion of shoplifting call. The officers went above and beyond by coming to the Loss Prevention office and continued to check in periodically over the next week to make sure there was APD presence in the area.

JWD 2015-259

Received by CPOA: December 14, 2015

A Loss Prevention specialist at Kohl's wrote to thank Officer T. who responded to a shoplifting suspect in the store. Officer T. was professional and courteous and gave information about resources that could help with the growing problem of theft in the store. He stated that he truly appreciates Officer T.'s help and is thankful that he was able to empathize with his situation.

JWD 2015-260

Received by CPOA: December 21, 2015

A Maine resident wished to express thanks to two officers who helped him by walking him to the bus stop he needed after he had gotten lost. He has never had an officer go out of their way to assist him in this way before. Although it may seem like a small gesture, their act of kindness is much appreciated and was a great start to his trip here.

JWD 2015-261

Received by CPOA: December 21, 2015

A citizen wrote to thank Officer N. for helping them access written statements they needed for a domestic violence case while the Records system was down. It was a huge help.

JWD 2015-262

Received by CPOA: December 22, 2015

A citizen wrote to say thank you to APD for doing a welfare check on his daughter.

JWD 2015-263

Received by CPOA: December 24, 2015

A resident wrote to say “Bravo APD” for a job well done during a stop and arrest of a suspected bank robber. The resident is a former director on America’s Most Wanted, has witnessed numerous police actions, and says this arrest was by the book. The officers treated the suspect with respect and everyone was kept safe at all times.

JWD 2015-264

Received by CPOA: December 25, 2015

A citizen wrote to say that despite all of the bad news we hear about police, she and her granddaughter give their hats off to officers who managed traffic during the Luminaria Tour on Christmas Eve. The officers had decorated their motorcycles and it was a cheerful sight and added to the festive atmosphere.

JWD 2015-265

Received by CPOA: December 26, 2015

A citizen wished to thank Officer B. who responded to a disturbance call at his residence. Officer B. was thoughtful, courteous, respectful, and professional. Officer B. could not have represented his uniform any better.