



1-30 COMMUNITY AMBASSADOR PROGRAM

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

1-30-1 Purpose

The purpose of the Albuquerque Police Department (Department) Community Ambassador Program is to encourage area command personnel and their communities to establish and maintain lasting partnerships to reduce crime, strengthen Department and community relationships, and work closely with community members.

1-30-2 Policy

It is the policy of the Department to establish an effective communications network with neighborhood communities, create lasting partnerships, improve trust, and increase the recruitment of minorities to enhance diversity within the Department.

It is also the policy of the Department for the Community Ambassador Program to learn about community members' cultural differences, work to actively increase the recruitment of underrepresented community members for employment with the Department and communicate their concerns to Department personnel.

N/A 1-30-3 Definitions

A. Focused Community Group

A group of community members that may be identified as being underrepresented and/or historically have a contentious relationship with law enforcement.

N/A 1-30-4 Rules and Responsibilities



A. Community Ambassador Program Selection Process

1. Department personnel who request to participate in the Community Ambassador Program shall submit a letter of interest to the Community Engagement Section Lieutenant.
2. All applicants will be interviewed by a panel consisting of:
 - a. A current Community Ambassador;
 - b. A non-sworn Department supervisor or their designee; and
 - c. The supervisor who directly oversees the Community Ambassador Program or their designee.
3. The Community Engagement Section Lieutenant will assign Department personnel who have been selected for the Community Ambassador Program to a designated Focused Community Group based on their interests and needs.

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B. Community Ambassador Responsibilities

1. A Community Ambassador shall:
 - a. Attend all Community Ambassador Program training;
 - b. Work with community members within each area command, the Community Policing Councils (CPC), and other community groups to introduce and promote the purpose of the Community Ambassador Program;
 - c. Work with City of Albuquerque officials and participate in events that are held by Focused Community Groups to provide community members with information on the Department's recruitment efforts, City services, resources, and employment opportunities;
 - d. On a monthly basis, meet with their assigned focus community groups;
 - e. Facilitate discussions and training for Department personnel based on cultural practices learned through involvement with the Focused Community Groups;
 - f. Assist Recruiting Unit personnel with recruiting candidates within their assigned Focused Community Groups to seek to enhance diversity within the Department;
 - i. This includes recruiting for both sworn and non-sworn positions within the Department.
 - g. Assist other Community Ambassadors with their Focused Community Groups;
 - i. A Community Ambassador may request other Community Ambassadors to assist with community events or meetings.
 - h. Participate in community-sponsored events to strengthen relationships with community members, including youth;
 - i. Speak to youth groups, universities, and other organizations to promote Department initiatives and increase recruitment opportunities;
 - j. Treat ethnic events, cultural holidays, and historical celebrations as a high priority;

N/A

N/A



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- k. Participate in community town hall meetings hosted by the City, Department, and other community groups that request to participate in the Community Ambassador Program;
 - l. On a monthly basis, prepare a written report describing their monthly activities within their assigned Focused Community Groups; and
 - m. Submit their monthly reports to the Community Ambassador Program Coordinator.
2. The Community Ambassador Program Coordinator shall retain the Community Ambassador's monthly reports for tracking and reporting on the Community Ambassadors' activities.

REDLINED



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

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

~~None~~ Community Ambassador Program Monthly Report ~~None~~

D. Rescinded Special Order(s)

None

1-30-1 Purpose

The purpose of the Albuquerque Police Department's (Department) Community Ambassador Program is to ~~engage~~ encourage ~~Area C~~ Area C ~~command personnel~~ and ~~target their~~ communities to establish and maintain lasting partnerships ~~in order to reduce neighborhood crime, to strengthen Department and community relationships, to develop collective strategies and, and to give voice to~~ work closely with community members who may not have felt they had one with the Department in the past.

~~The Community Ambassador Program strives to learn the cultural differences of residents within the community and to provide that education information to the rest of the Department. In addition on their role within the community. Community Ambassadors work to actively to increase the recruitment of minorities and underrepresented community members women for the Police Service Aide (PSA) Program and for employment work within the community for employment with the Department to actively as a police officer with the Department recruit.~~

1-30-2 Policy

It is the policy of the Department to establish an effective communications network with ~~target~~ neighborhood communities, ~~create lasting partnerships, improve trust, and increase the recruitment of minorities to become a PSA or police officer~~ enhance diversity within the Department.

It is also the policy of the Department for the Community Ambassador Program to learn about ~~learn the cultural differences of residents~~ community members' cultural differences, to work to actively increase the recruitment of underrepresented community members for employment with the Department, and to communicate their concerns to Department personnel.



N/A 1-30-3 Definitions

~~Focus Community Group~~ Focused Community Groups

A.

A group of community members who live within a specific location that may be identified as being underrepresented and/or historically having a contentious relationship with law enforcement.

N/A

~~A. Memorandum of Understanding (MOU)~~

~~An agreement between the Department and another law enforcement agency.~~

~~B. Target Focus Community Groups~~

~~A group of community members who live within a specific location that are may be identified as being underrepresented and/or historically having a contentious relationship with law enforcement. A target community may include, but is not limited to:~~

- ~~1. African American community;~~
- ~~2. Native American community;~~
- ~~3. Hispanic, Latino, LatinX community;~~
- ~~4. Asian and Pacific Islander community;~~
- ~~5. Refugee community;~~
- ~~6. Lesbian, gay, bisexual, transgender, questioning, and others (LGBTQ+) community;~~
- ~~7. Faith-based community;~~
- ~~8. Senior citizen community;~~
- ~~9. Americans with Disabilities Act (ADA) community; and~~
- ~~10. United States Veteran community.~~

1-30-4 Rules and Responsibilities

~~A. The goals of the Community Ambassador Program are to:~~

- ~~1. Provide a voice to community members who have not had a voice with the Department in the past;~~



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- ~~2. Learn the culture of target communities and notify the Department if there is a conflict with the Department's policies and the culture of their assigned group;~~
- ~~3. Take information learned from the Community Ambassadors and educate the rest of the Department to improve communication and relations; and~~
 - ~~a. Educate Department personnel on their role with the community and their direct reports;~~
- ~~4. Recruit a diverse group of individuals from underrepresented communities to become a Department PSA or police officer.~~

~~B.~~A. Community Ambassador Program Selection Process

- 1. ~~Sworn~~ Department personnel who request to participate in the Community Ambassador Program ~~will~~ may ~~shall~~ submit a letter of interest to the Community Engagement Section Lieutenant.
- 2. All ~~eligible~~ applicants will be interviewed by a panel consisting of:
 - a. A current Community Ambassador;
 - ~~a.b. The Chief of Police or their their designee~~ A non-sworn Department supervisor or their designee; and
 - ~~b. The Chief of Staff or their their designee; and~~
 - c. The Community Engagement Section supervisor who directly oversees the Community Ambassador Program Lieutenant or their their designee.
- 3. The Community Engagement Section Lieutenant will assign ~~sworn~~ Department personnel who have been selected for the Community Ambassador Program to a designated ~~target~~ Focused community ~~Community~~ Group based on their interests and needs.

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~~C.~~B. Community Ambassador Responsibilities

- 1. A Community Ambassador shall:
 - a. Attend all Community Ambassador Program training;
 - b. Work with community members within each ~~A~~ Area ~~C~~ Commands, the Community Policing Councils (CPC), and other community groups to introduce and promote the purpose of the Community Ambassadors Program;
 - c. Work with City of Albuquerque officials and participate in events that are held ~~by~~ in ~~Focused communities~~ Community ~~Groups~~ Groups at community centers and parks to provide community members with information on the Department's recruitment efforts, City services, resources, and employment opportunities;
 - ~~a.d. On a monthly basis, Schedule monthly mM meet monthlyings with their assigned Ffocus target C communities y G groups; to provide updates and ascertain suggestions, comments, and recommendations from community members so as to better serve them;~~



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N/A

N/A

- ~~b. Attend community events and meetings within their assigned target communities groups as when requested;~~
- ~~e.e. Facilitate discussions and training for Department personnel based on cultural practices learned through involvement with the focus community group Focused Community Groups;~~
- ~~d.f. Facilitate Assist Recruiting Unit personnel with recruiting candidates efforts within their assigned Focused target eCommunity gGroups and Recruiting Unit personnel to seek to enhance diversity within the Department;~~
- ~~i. This may includes recruiting for both sworn and civilian non-sworn positions within the Department.~~
- ~~e. Attend all Community Ambassador training to enhance knowledge;~~
- ~~f. Work with area commands, Community Policing Councils (CPC), and community groups to introduce and promote the purpose of the Community Ambassadors Program;~~
- ~~g. Develop concise, but short, written reports on their monthly activities and engagement with their assigned target communities;~~
- ~~h.a. Submit their monthly reports to the Community Ambassador Program Coordinator, prior to the regularly monthly meetings that are scheduled with the Chief of Police and staff;~~
- ~~g. Assist their colleagues in the other Community Ambassadors Program to gain valuable engagement experience with their Focused CeCommunity GeGroups;~~
- ~~i. A When necessary, a Community Ambassador shall may request for other Community Ambassadors to assist with community events or meetings. working with other target communities other than their assigned target community;~~
- ~~j. Work in concert with City of Albuquerque officials and participate in events held in target community at community centers and parks to provide community members with pertinent information on Department recruitment efforts, City services, and employment opportunities;~~
- ~~k.h. Make every attempt to pParticipate in community-sponsored events in order to maintain a close strengthen the relationships with community members, and including youth;~~
- ~~h.i. Speak to youth groups, universities, and (type?) other organizations to promote Department initiatives and increase recruitment opportunities;~~
- ~~h.j. The Community Ambassador should tTreat ethnic events, cultural holidays, and historical celebrations as a high priority.~~
- ~~m.a. Speak to youth groups, universities, and organizations to promote Department initiatives and recruitment opportunities;~~
- ~~n.k. Participate in Cecommunity tTown nHall meetings hosted by the (City, Department, and other community groups that request to participate in the Community Ambassador Program?) when scheduled; and~~
- ~~On a monthly basis, the Community Ambassador shall (prepare?) CeWhen necessary, secure other Community Ambassadors to make an appearance at community events or meetings they are obligated to attend.~~



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~~l. Develop~~ Create concisely a but short, written reports on describing their monthly activities and engagements within their assigned target Focused eCommunity Groups; and

~~m.~~ Submit their monthly reports to the Community Ambassador Program Coordinator.

~~—~~ The Community Ambassador Program Coordinator shall ~~Reports shall be submit~~ the retain the Community Ambassador's monthly reports for tracking and reporting on the Community Ambassadors' e monthly activities. ~~reports to (someone)ted prior to the regularly monthly meetings that are scheduled with the Chief of Police and (type) personnel staff.~~

~~e.2.~~ (Someone) shall (do something with the monthly reports);
~~a.~~

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