



**1-78 POLICE SERVICE AIDE (PSA) PROGRAM**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

- 1-66 Missing Persons Unit
- 2-46 Response to Traffic Crashes
- 2-73 Submission of Evidence, Confiscated Property, and Found Items
- 2-106 Lost and Found ID Cards and Driver's Licenses

B. Form(s)

- Abandoned Vehicle Notification (In TraCS)
- Towed Vehicle Notification (In TraCS)
- Tow-In Report (In TraCS)

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**1-78-1 Purpose**

The purpose of this policy is to outline the job duties and responsibilities of an Albuquerque Police Department (Department) Police Service Aide (PSA).

**1-78-2 Policy**

It is the policy of the Department for a PSA to assist sworn personnel by performing non-hazardous duties and to provide the community with a variety of community services.

**N/A 1-78-3 Definitions**

None

**7 1-78-4 Rules and Responsibilities**

A. Training

- 1. A PSA shall:



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- a. Pass the City of Albuquerque PSA entrance examination and any other required examinations as determined by Background Investigations Unit personnel; and
- b. Participate in pre-service training conducted by Academy Division personnel.

**B. General Responsibilities**

**1. A PSA shall:**

- a. Handle correspondence, including:
  - i. Hand-delivering interoffice correspondence from the Internal Affairs Force Division and the Internal Affairs Professional Standards Division to the area commanders; and
  - ii. Picking up interoffice correspondence from the area commands and distributing the correspondence to Department personnel through the Office of the Chief's mail sorting system.
- b. Handle reports, including:
  - i. Making copies of Uniform Incident Reports for felony crimes and distributing them to Impact Team personnel and Investigative Bureau personnel;
  - ii. Providing completed Uniform Incident Reports and Supplemental Reports to Central Records personnel; and
  - iii. Picking up Uniform Incident Reports and Supplemental Reports requests made by sworn personnel from Central Records personnel.
- c. Distribute citations;
  - i. Department personnel who conduct the mail run shall place citations in the appropriate mail sorting system on the first (1st) floor of the Law Enforcement Center.
  - ii. A PSA shall only place the court's original copy and the abstract copy of the citations in the mail sorting system.
- d. Deliver license plates to the New Mexico Motor Vehicle Division (MVD);
- e. Pick up supplies from City of Albuquerque Pino Yards warehouse, and the Property Unit;
- f. Provide assistance at the area commands, including:
  - i. When needed, assist community members with Uniform Incident Reports, answering their questions, and answering telephone calls; and
  - ii. When necessary, ensure area commands are stocked with supplies.
- g. Transport sworn personnel and Department-issued police vehicles and pool cars to and from the City of Albuquerque Pino Yards;
- h. Maintain an inventory of Department-issued police vehicles pool cars and ensure they are in good working condition, including, but not limited to, checking the headlights and brake lights, verifying the turn signals and emergency equipment work, and verifying the battery is charged; and
  - i. If the Department-issued pool car needs to be repaired, the PSA shall notify their immediate supervisor.
- i. Perform any other duties as directed by a supervisor.

**C. Response to Traffic Crashes**



1. A PSA shall:
  - a. Investigate traffic crashes occurring on public roadways;
  - b. Investigate crashes on private property consistent with the requirements outlined in SOP Response to Traffic Crashes;
  - c. Assist sworn personnel at the scene of traffic crashes that involve injuries and fatal crashes by:
    - i. Securing the scene;
    - ii. Directing and controlling traffic;
    - iii. Locating and obtaining witnesses;
    - iv. Transporting passengers or witnesses;
    - v. Taking measurements;
    - vi. Completing tow-in reports;
    - vii. Tagging evidence; and
    - viii. Any other assistance as directed by a supervisor.
2. If necessary, a PSA may function as primary responding personnel for traffic crashes that involve injuries when:
  - a. Sworn personnel are unable to assist. If no officers are available or able to assist, a on-scene supervisor may authorize the PSA to take primary on the traffic crash;
    - i. If any person(s) is medically transported, the PSA shall notify the on-scene supervisor of the reason for medical transport when the injured person(s) is being transported and the category/severity of the injuries (continued...);
  - b. No injuries are sustained from the traffic crash and the injured person signed a medical waiver with Albuquerque Fire Rescue (AFR); and
    - i. If the person signed a waiver, the PSA shall notify the supervisor and request to change the call type to a traffic crash with no injuries.
  - c. The traffic crash possibly contains criminal elements or contributing factors.
    - i. The PSA shall stop the investigation and request for sworn personnel to assist and potentially turn over the investigation.
3. Hit and Run Crashes
  - a. A PSA may be dispatched as primary responding personnel where there is no indication of an offender on-scene or in the area.
  - b. When responding to a hit and run crash, a PSA must take the proper investigative measures to ensure that all known offender information is considered viable.
  - c. In the event the provided vehicle information matches the registered vehicle description, sworn personnel shall be dispatched to assist with the follow-up investigation, consistent with SOP Response to Traffic Crashes.
4. A PSA shall complete a Uniform Crash Report and process scenes as described in this section.



D. Response to Traffic Hazards and Assisting Motorists

1. When responding to a traffic hazard, a PSA shall:
  - a. Reasonably attempt to provide assistance to motorists in need of mechanical assistance (i.e., provide jumper cables, change flat tires, etc);
    - i. The PSA shall not attempt to push-start a vehicle.
  - b. When requested by the motorist, after explaining that the motorist is responsible for all towing charges, request for the on-call wrecker company to respond to the scene;
  - c. Provide traffic direction at the scene of a crash or fire, traffic hazards, when intersections where lights are malfunctioning, and for roadway closures;
  - d. Transport victims, witnesses, and children to any of the Department and outside law enforcement facilities, receiving homes, shelters, and/or residences as requested;
  - e. Assist sworn personnel with the towing of vehicles at traffic stops; and
  - f. Conduct a thorough inventory of the vehicle and advise sworn personnel if any of the following is located:
    - i. Weapons;
    - ii. Stolen property;
    - iii. Drugs and/or paraphernalia; and
    - iv. Open containers of alcohol.
2. When requested by a stranded motorist, a PSA may transport the motorist to the nearest service station for fuel provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard.
3. A PSA shall not attempt to unlock a vehicle by using an unlocking device (e.g., Slim Jim).
  - a. A PSA shall attempt to unlock a vehicle to retrieve a child or an animal locked in the vehicle.
  - b. A PSA may request a locksmith at the motorist's request or may call a third party when extra keys are available.

E. Abandoned Vehicles on Public or City Property

1. Before placing an abandoned vehicle sticker on the vehicle, a PSA shall determine whether the vehicle is abandoned by confirming that:
  - a. The vehicle is parked on or along any street, alley or public way and does not display a current license plate; or
  - b. The vehicle was left unattended on or along any street, alley, or public way in the same place for seventy-two (72) hours.
  - c. The vehicle is violating parking ordinance.



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- i. The PSA shall issue appropriate citation(s).
  2. When the owner cannot be contacted or refuses to move the vehicle, the PSA shall complete an Abandoned Vehicle Notification and place an abandoned vehicle sticker on the vehicle.
    - a. The PSA shall forward completed Abandoned Vehicle Notifications to Central Records personnel.
      - i. Central Records personnel shall mail Abandoned Vehicle Notifications to the registered owner.
    - b. When practical, the PSA who prepared the abandoned vehicle sticker shall be the same as the PSA who has the vehicle towed.
    - c. After seven (7) days from placing the abandoned vehicle sticker, the PSA may have the vehicle towed.
      - i. The PSA shall obtain permission from a Field Services Bureau (FSB) supervisor before having a vehicle towed.
    - d. When the abandoned vehicle is being towed, the PSA shall complete a Tow-In Report, Towed Vehicle Notification, and a Uniform Incident Report, and shall issue the appropriate citation(s).
    - e. If notice is received from the City Hearing Officer that the registered owner contests the action, the PSA shall not have the vehicle towed until the City Hearing Officer makes a decision about how to proceed.
  3. When a vehicle is abandoned on a public roadway and causing a traffic hazard, the PSA shall ensure the vehicle is removed from the roadway after receiving authorization from the FSB supervisor. The PSA shall stand by for a minimum of thirty (30) minutes from the time the call was created to see if the owner returns.
    - a. If the owner returns, the PSA shall assist the motorist with removing the vehicle from the roadway.
    - b. If an owner does not return after thirty (30) minutes, the PSA shall issue the appropriate citation(s) and have the vehicle towed.
  4. A PSA shall not tow vehicles that have been abandoned on private property.
    - a. The PSA is encouraged to make a referral to City of Albuquerque Zoning personnel.
  5. Parking Enforcement
    - a. A PSA shall be responsible for enforcing parking violations on public and private property.
      - i. On private property, a PSA can only issue citations for handicap parking and fire lane violations.

F. Calls for Service for Property Crimes



1. Response to a Burglary/Stolen Vehicle

- a. A PSA may be dispatched as primary responding personnel to any auto, residential, or commercial burglary call for service, or a stolen vehicle call for service where there is no indication the individual is on-scene or in the area.
- b. Under no circumstances shall a PSA be dispatched to a burglary that just occurred.
- c. FSB sworn supervisors and Emergency Communications Center (ECC) Dispatchers shall review calls for service to ensure the safety of PSAs.
- d. If requested by the PSA, sworn personnel shall be dispatched to assist.
- e. If a PSA encounters a potentially dangerous scene, they shall move away from the scene and, from a safe distance, notify the ECC to request sworn personnel to respond to the scene.
- f. A PSA shall process all burglary and stolen vehicle scenes and collect evidence using standard evidence collection procedures, consistent with SOP Submission of Evidence, Confiscated Property, and Found Items.

2. Calls for Service for Vandalism or Larceny

- a. A PSA may be dispatched as the primary responding personnel for vandalism or larceny calls for service where there is no indication of an offender on-scene or in the area.
- b. A PSA may take initial vandalism and larceny calls for service.
- c. The PSA shall determine whether the incident is a felony or misdemeanor.
  - i. If the incident is determined to be a misdemeanor, the PSA shall take the report and gather any potential leads or the individual's information and forward it to their direct supervisor to distribute to sworn personnel for a follow-up investigation.
  - ii. If the incident is determined to be a felony, the PSA shall take the initial call for service, collect any viable offender information or leads, and forward it to their area command's Impact Team for follow-up investigation.

3. Found Items

- a. A PSA shall be responsible for picking up found items and completing a Uniform Incident Report.
- b. A PSA shall make a reasonable effort to contact the rightful owner of the recovered property.
  - i. If an owner is not located, the PSA shall tag the property into evidence before the end of their shift, consistent with SOP Lost and Found ID Cards and Driver's Licenses.

G. Adult Missing Persons Investigations

1. A PSA may take an adult missing person call for service if it appears the person is missing by their own volition, when foul play is not suspected, and an FSB





supervisor has been notified of the facts regarding the event before the initiation of the call for service.

2. A PSA shall follow the steps to enter an individual into the National Crime Information Center (NCIC) database, consistent with SOP Missing Persons.
3. The PSA shall forward the Uniform Incident Report to Missing Persons Unit personnel for follow-up investigation, consistent with SOP Missing Persons Unit.
4. Periodic Watches and Welfare Checks
  - a. A PSA may conduct periodic watches on houses and businesses.
  - b. A PSA may conduct welfare checks on elderly people who are confined to a residence, or people who are too sick to care for themselves.
  - c. When a PSA encounters a potentially dangerous scene, they shall move away from the scene and from a safe distance, notify the ECC to request for sworn personnel to respond to the scene.

#### H. Calls for Service Not Handled by a PSA

1. A PSA shall not respond to the following types of calls for service unless they have been directed to do so after the scene has been secured by an FSB supervisor or sworn personnel:
  - a. Audible or silent alarms;
  - b. Sworn personnel in need of assistance;
  - c. Police vehicle pursuits;
  - d. Any crime that is in progress where an individual may be present;
  - e. Suspicious/unattended deaths;
  - f. Sworn personnel involved in foot pursuits; or
  - g. Welfare checks on emotionally disturbed persons.
2. A PSA shall not:
  - a. Engage in self-initiated traffic stops or follow traffic violators;
  - b. Be used to arrest or assist with an arrest;
  - c. Be used to stand by with or guard suspects or offenders; and
  - d. Actively pursue investigative leads that potentially lead to physical contact with an individual.



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

A. Related SOP(s)

- 1-66 Missing Persons Unit
- 2-46 Response to Traffic Crashes
- 2-73 ~~Collection, Submission, and Disposition of Evidence and Property~~ Submission of Evidence, Confiscated Property, and Found Items
- 2-106 Lost and Found ID eCards and Driver's Licenses

B. Form(s)

- ~~PD 3060 Abandoned Vehicle Notification Form (In TraCS)~~
- ~~PD 3061 Towed Vehicle Notification Form (In TraCS)~~
- ~~PD 4012 Tow-In Report Form (In TraCS)~~

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**1-78-1 Purpose**

The purpose of this ~~Program~~ policy is to ~~establish guidelines and regulations~~ outline the ~~as they pertain to the job duties~~ and responsibilities of an ~~APD~~ Albuquerque Police Department (Department) Police Service Aide (PSA).

**1-78-2 Policy**

It is the policy of the ~~Albuquerque Police Department (Department)~~ to provide for a Police Service Aides PSA to assist ~~law enforcement~~ sworn personnel ~~in~~ by performing non-hazardous duties and to provide the ~~public~~ community with a variety of community services.

N/A

**1-78-3 Definitions**

None

N

**1-78-4 Rules and Responsibilities**

A. Training

A.1. A ~~Police Service Aides (Administrative PSA's)~~ shall:





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~~B. \_\_\_\_\_~~

~~a. Pass the City of Albuquerque PSA entrance examination and any other required examinations as determined by Background Investigations Unit personnel; and~~

~~Participate in pre-service training ;~~

~~The Albuquerque Police Academy sStaffDivision personnel shall be responsible for conducting the pre-service training of allfor Police Service Aides (PSAs).~~

~~A PSA Applicants shall pass the Albuquerque Police Department Police Service Aid city City entrance exam police officer's City Entrance examination for a Department PSA and other required examinations as determined by APD the Background Investigations Unit personnel.~~

~~b. Academy Division personnel shall be responsible for conducted by Academy Division personneling pre-service training for PSAs.~~

B. General Responsibilities

1. A PSA shall:

a. Handling correspondence, including:

i. Hand-delivering interoffice correspondence from the Internal Affairs Force Division and the Internal Affairs Professional Standards Division to the area commanders; and

~~a. Shall be responsible for conducting mail runs collecting and distributing the mail, to including:~~

~~a.ii. Picking up Taking inter-office interoffice correspondence from the area commands and distributing the correspondence to Department personnel through the shall be taken from the substation to the fifth (5th) floor of the Main Office of the Chief's and distribute it to the appropriate boxes mail sorting system.~~

b. Handling reports, including:

i. Making copies of Felony Reports (Uniform Incident Reports for felony crimes?) and distributing them to Impact Team personnel and Investigative Bureau personnel;

~~b.ii. Turning in Providing Completed-completed Uniform Incident reports Reports (and Supplemental Reports?) shall be turned into Report ReviewCentral Records personnel; and~~

~~e.iii. Picking up RUniform Incident rReports (and Supplemental Reports?) requests from-made by officers-sworn personnel shall be picked up from Central Records personnel.~~

~~d.c. Distributing Citation-citations distribution;~~

~~a.i. Department personnel who PSA, or whoever conducts the mail run, will then shall place deliver the citations to in the appropriate, respective mail~~



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~~drop boxes~~ sorting system on the first (1st) floor of the Law Enforcement Center and place the appropriate citations in their respective boxes.

~~e.ii.~~ A PSA shall only place the court's original copy and the abstract copy of the citations in the mail drop boxes sorting system. The only portions of the citations that are placed in the boxes are the original (court copy) and the abstract copy.

~~f.d. Tak~~ Delivering License plates shall be taken to the New Mexico Motor Vehicle Division (MVD).

~~e.~~ Picking up supplies from City Supply, City of Albuquerque Pino Yards Warehouse, and the Property Unit.

~~g.f.~~ Providing assistance at the area commands, including: and

~~h.~~ When needed, Hand deliver Picking up requests for officers from ID.

~~i.~~ Inter office Correspondence from Internal Affairs (IA) to shall be delivered to the Area Commander; and

~~j.~~ Any other items as necessary as directed by the (title).

~~b.~~ Shall Enter the Daily Line up and distribute copies to supervisors.

~~e.~~ Shall mMake copies of all Felony Reports and distribute them to the Impact Teams and Investigations Support Bureau.

~~d.i.~~ Shall pPeriodically be assigned to the substation to assist citizens community members with station Uniform Incident Reports, and answering their questions, and answering the telephone calls; and

~~When necessary, ensure area commands are stocked with supplies~~

~~e.ii.~~ Shall cCheck the supplies at the substation and restock as necessary.

~~f.g.~~ Shall tTransporting officers sworn personnel and Department-issued police vehicles and police vehicles pool cars (Pool Cars) to and from the City of Albuquerque Pino Yards maintenance facilities.

~~g.~~ Shall tTake Maintaining an inventory of Department-issued police vehicles pool cars and ensure inge they are in good working order condition, including, but not limited to, checking the vehicle, (i.e., headlights and brake lights, verifying the turn signals and emergency equipment work, and verifying the battery is charged; and, etc); and

~~h.~~

~~a.i.~~ If a vehicle the Department-issued pool car is not in working order needs to be repaired, the PSA shall notify his/her their immediate supervisor.

~~h.i.~~ Shall pPerform any other duties as deemed necessary directed by a supervisor.

C. Response to Traffic Crashes

1. A PSA shall:

a. PSAs Shall iInvestigate traffic crashes occurring on public roadways.



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~~h.~~ b. Investigate crashes on Private-private property crashes may be taken as long as the required conditions are met consistent with. (See the requirements outlined in SOP —Response to Traffic Crashes;)

~~c. PSAs Shall a~~ Assist Field Services personnel and traffic officers sworn personnel at the scene of traffic crashes that involve non-serious injuries crashes and fatal crashes by:

- ~~i. with scene s~~ Security the scene;
- ~~ii. Directing and controlling traffic direction/control;~~
- ~~iii. locating Locating~~ and obtaining witnesses;
- ~~iv. transporting Transporting~~ passengers or witnesses;
- ~~v. Taking measurements;~~
- ~~vi. Completing tow-in reports;~~
- ~~vii. tagging Tagging~~ evidence; and
- ~~viii. a~~ Any other assistance as needed directed by a (title) supervisor.

~~k.2.~~ If necessary, a PSA police Service Aides may take become function as the primary unit responding personnel on for traffic crashes with that involve non-serious injuries that are not fatalities, as long as the following conditions are met when:

- ~~a. A sworn officer~~ Sworn personnel are is unable to assist. If no sworn personnel ~~officers~~ are available or able to clear to assist, a (type) on-scene supervisor may authorize the PSA to take primary on the traffic incident crash;
  - ~~a.i.~~ If any person(s) is medically transported, the PSA shall notify the (type) on-scene supervisor of the reason for medical transport, where when the injured person(s) are is being transported to, and the category/severity of the injuries (continued...);
- ~~b. No injuries are sustained from the traffic crash and those involved~~ injured person signed a medical waiver with the Albuquerque Fire and Rescue (AFR); and
  - ~~e.i.~~ If the person signed a waiver, the PSA shall notify the supervisor and request to change the CAD call type to a traffic accident crash with no injuries.
  - ~~e.c.~~ The traffic crash possibly contains criminal elements or contributing factors.
  - ~~e.i.~~ The PSA shall stop the investigation and request for for a sworn officer sworn personnel to assist and potentially turn over the investigation.

~~l.3.~~ Hit and Run Crashes

- ~~a.~~ A PSA M may be dispatched as the primary unit responding personnel where there is no indication of an offender on the scene or in the area.
- ~~b.~~ When responding to a hit and run crash, a PSA police Service Aides must take the proper investigative measures to ensure that all known offender information is considered viable.
- ~~a.c.~~ In the event the provided vehicle information matches the registered vehicle description description, an officer sworn personnel shall be dispatched to



assist with the follow-up investigation, pursuant to ~~SOP~~ consistent with SOP  
Response to Traffic Crashes.

~~m.4.~~ A PSA's shall take complete a Uniform Crash Reports and process scenes as described in this section.

~~C.D.~~ Responses to Traffic Hazards and Assisting Motorists Assistance

1. When responding to a traffic hazard, a PSA's shall:

- ~~a. PSA's shall Reasonably attempt to provide assistance to motorists in need of mechanical assistance, (i.e., provide jumper cables, change flat tires, etc);~~  
~~a.i. The PSA They shall not attempt to push-start a vehicles.~~  
~~When requested by the motorist, after explaining that the motorist is responsible for all towing charges,~~
- ~~b. PSA's shall sSummon request for the on-call wrecker company to respond to the scene when requested by the at the request of a motorist, after explaining that the motorist is responsible for all towing charges.;~~  
~~PSAs shall nNot attempt to unlock vehicles using "slim jims" or other unlocking devices.;~~  
~~Unless necessary to retrieve a child or an animal locked in a vehicle.;~~  
~~A PSA~~  
~~, They shall not attempt to unlock vehicles using "slim jims" or other unlocking devices. Mmay summon a locksmith at the motorist's request or may call a third party when extra keys are available.~~  
~~When requested by a stranded motorist,~~
- ~~c. PSA's When requested by a stranded motorist, mmay transport the motorist to the nearest service station for fuel provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard. ;When requested by a stranded motorist~~
- ~~d.c. Shall pProvide traffic direction at the scene of a crash scenes or, fire scenes, traffic hazards, when intersections where lights are malfunctioning, and for roadway closures.;~~
- ~~e.d. Shall bBe used to tTransport victims, witnesses, and children to any of the Department and outside law enforcement the police facilities, receiving homes, shelters, and/or residences as requested.;~~
- ~~e. Shall aAssist officers sworn personnel with the towing of vehicles at traffic stops and so forth. ; and~~
- ~~f. Shall cConduct a thorough inventory of the vehicle and advise the primary officer sworn personnel if any of the following is located:~~
  - ~~a. Weapons;~~



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- b. Stolen property;
- c. Drugs and/or paraphernalia; and
- d. Open containers of alcohol.

2. When requested by a stranded motorist, a PSA may transport the motorist to the nearest service station for fuel provided that the motorist's vehicle is not obstructing traffic or causing a traffic hazard.

3. A PSA shall not attempt to unlock a vehicle by using an unlocking device (e.g., Slim Jim).

~~a. A PSA shall attempt to unlock a vehicle unless necessary to retrieve a child or an animal locked in a the vehicle.~~

a.

b. A PSA may ~~summon~~ request a locksmith at the motorist's request or may call a third party when extra keys are available.

~~D.E.~~ Abandoned Vehicles on Public or City Property

~~a. Before placing an Abandoned Vehicle Sticker on the vehicle, a PSAs shall determine if whether the vehicle is abandoned by determining if whether confirming that:~~

~~a.~~

1.

~~b.a.~~ The vehicle is parked on or along any street, alley or public way and does not display a current license plate, or

~~b.~~ The vehicle is ~~was~~ left unattended on or along any street, alley, or public way in the same place for seventy-two (72) hours.

~~b.~~

~~c. Shall make a stolen vehicle inquiry and attempt to contact the owner.~~

~~c.~~ Shall determine if the vehicle is violating parking ordinance, restrictions

i. The PSA ~~and~~ shall issue appropriate citation(s).

~~d.~~

When

2. If ~~it~~ the owner cannot be contacted or refuses to move the vehicle, ~~the~~ PSA shall fill out complete an Abandoned Vehicle Notification ~~Form (PD 3060)~~ and place an ~~Abandoned Vehicle Sticker~~ Abandoned Vehicle Sticker on the vehicle.

~~e.~~ The PSA (~~Someone~~) shall forward completed





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- ~~a.~~ Abandoned Vehicle Notifications forms shall be forwarded to Central Records personnel.
- ~~a.~~ Central Records personnel shall and then mailed it Abandoned Vehicle Notifications to the registered owner.
- ~~i.~~
- ~~b.~~ When practical, the PSA who prepared the A abandoned Vv vehicle S sticker shall be the same as the PSA who has the vehicle tows the vehicle.
- ~~b.~~
- ~~c.~~ After seven (7) days from the issuance of placing the Abandoned abandoned Vehicle vehicle Sticker sticker, the PSA may have the vehicle may be towed.
- ~~e.~~ The PSA shall obtain permission from a Field Services Bureau (FSB) supervisor, before having a vehicle towing a vehicle. Before towing a vehicle, PSA shall obtain permission from a Field Services Bureau (FSB) field supervisor, before towing a vehicle.
- ~~i.~~
- When the abandoned vehicle is being towed
- ~~d.~~ Upon towing an abandoned vehicle, the PSA shall complete a Tow-In Report, Towed Vehicle Notification Form (PD-306), and and an Offense/Incident Uniform Incident Report, and shall issue the appropriate citation(s).
- ~~d.~~
- ~~e.~~ If notice is received from the City Hearing Officer that the registered owner contests the action, then the PSA shall not have the vehicle shall not be towed until the City decision of the Hearing Officer makes a decision about how to proceed.

When

- ~~3.~~ If a vehicle is abandoned on a public roadway and causing a traffic hazard, the PSA shall ensure the vehicle is removed from the roadway after receiving authorization from the field FSB supervisor. The PSA shall stand by for a reasonable period (twenty to for a minimum of thirty (30) (20-30) minutes from the time the call was created) to see if the owner returns.
- ~~f.a.~~ If the owner returns, the PSA shall assist the motorist with removing the vehicle from the roadway.
- ~~b.~~ If an owner does not return after the reasonable period thirty (30) minutes (20-30 min from the time the call was created), the PSA shall issue the appropriate citation(s) and have the vehicle shall be towed.

~~g.~~ A  
~~After receiving authorization from a field supervisor, the vehicle shall be towed.~~

4. PSAs shall not tow vehicles that have been abandoned on private property.





~~h.a.~~ The PSA is ~~but are~~ encouraged to make a referral to City of Albuquerque Zoning personnel.

5. Parking Enforcement

~~E.~~

~~—A~~

a. PSA shall be responsible for enforcing parking violations on public and private property.

i. On private property, a PSA can only issue citations for handicap parking and fire lane violations.

~~—~~

~~On private property, a PSA can only issue citations for handicap parking and fire lane violations.~~

~~—~~

F. Property Crimes - Calls for Service for Property Crimes

1. Response to a Burglary/Stolen Vehicle

a. A PSA may be dispatched as a primary unit responding personnel to any burglary auto, residential, or commercial burglary call for service, or a stolen vehicle call (auto, residential or commercial) for service where there is no indication of an offender on the scene or in the area.

b. Under no circumstances shall a PSA be dispatched to a burglary that just occurred.

c. ~~(Type)~~ FSB sworn S supervisors and Emergency Communications Center (ECC) Dispatchers shall review calls for service to ensure the safety of PSAs.

d. If requested by the PSA, an officer sworn personnel shall be dispatched to assist.

e. If a PSA should find a encounters a potentially dangerous suspicious situation scene, from a he/she they shall move to a safe distance, they shall from the area, move away from the scene and, from a safe distance, notify the Emergency Communications Center (ECC), and to request an officer sworn personnel to respond to the scene.

f. A PSA s shall process all burglary and stolen vehicle scenes and collect evidence using standard evidence collection procedures, consistent with SOP Collection, Submission, and Disposition of Evidence and Property Submission of Evidence, Confiscated Property, and Found Items.

2. Calls for Service for Vandalism or Larceny Reports

a. A PSA may be dispatched as the primary primary responding personnel unit for vandalism or larceny reports calls for service where there is no indication of an offender on the scene or in the area.

b. A PSA may take initial v Vandalism and Larceny reports calls for service present.



- c. ~~The PSA shall decipher if~~ determine whether the incident is a felony or misdemeanor.
  - i. ~~If the incident is determined to be a misdemeanor, the PSA service aide shall take the report and gather any potential leads or offender~~ the individual's information and forward it to their direct supervisor to distribute to ~~a sworn field officer~~ personnel for a follow-up investigation.
  - ii. ~~If the incident is determined to be a felony, the PSA Police Service Aide shall take the initial report~~ call for service, collect any viable offender information or leads, and forward it to their area command's ~~Impact Team~~ for follow-up investigation.

3. Found Items

- a. ~~A PSA shall be responsible for picking up~~ picking up found items and ~~initiating~~ completing an ~~Offense/Incident~~ Uniform Incident Report.
- b. ~~A PSA shall make a reasonable effort should shall be made~~ to contact the rightful owner of the recovered property.
  - i. ~~If an owner is not located, the PSA shall tag the property into evidence before the end of their shift, consistent with SOP Lost and Found ID Cards and Driver's Licenses.~~  
If an owner is not located, the PSA shall tag the property into evidence before the end of his/her their shift consistent with SOP Lost and Found ID Cards and Driver's Licenses shift.

~~An Offense/Incident Uniform Incident Report shall be initiated regardless of whether or not the property was returned to the owner(s).~~

G. Adult Missing Persons Investigations

~~The Missing Person Unit is responsible for the investigation of cases involving individuals who are defined as adults by State Statute, consistent with SOP Missing Persons Unit.~~

- 1. ~~A PSA may take an adult missing person report~~ call for service if it appears the person is missing by ~~his/her~~ their own volition, when foul play is not suspected, and an ~~field~~ FSB supervisor has been notified of the facts regarding the event before the initiation of the ~~report~~ call for service.
- 2. ~~A PSA shall follow the steps to enter an individual into the National Crime Information Center (NCIC) database, consistent with SOP Missin-g Persons.~~
- 3. ~~The PSA shall forward the Uniform Incident Report shall be forwarded to the Missing Persons's Unit personnel for follow-up investigation, consistent with SOP Missing Persons Unit.~~
- 4. ~~Welfare Checks/~~ Periodic Watches and Welfare Checks



- a. A PSA ~~M~~ may conduct periodic watches on houses and businesses.
- b. A PSA ~~M~~ may conduct welfare checks on ~~the elderly and~~ ~~person/individual~~ ~~people(s)~~ who are confined to a ~~residence~~ residence, or ~~individuals~~ people who are too sick to care for themselves.

When

- c. If a PSA ~~should find~~ encounters a potentially dangerous ~~suspicious~~ ~~situation~~ scene, ~~he/she~~ they shall move away from the scene and ~~to~~ from a safe distance ~~from the area~~, notify ~~Radio~~ the Emergency Communications Center (ECC) and ~~to request for an officer~~ sworn personnel to respond to the scene.

~~A PSA Shall conduct Beat Checks as a supplement to Beat Officers' checks to locate and red tag abandoned vehicles and enforce parking violations.~~

H. Calls for Service ~~That Are~~ Not Handled by a PSA

- 1. A PSA shall not respond to the following types of calls for service unless they have been directed to do so after the scene has been secured by an ~~field~~ FSB supervisor or ~~officer~~ sworn personnel:

- a. Audible or silent alarms;
- b. ~~Officer~~ Sworn personnel in need of assistance;
- c. Police vehicle pursuits;
- d. Any crime that is in ~~progress~~ where an ~~offender~~ individual may be present;
- e. Suspicious/unattended deaths;
- f. ~~Officer~~ Sworn personnel involved in foot pursuits; or
- g. Welfare checks on emotionally disturbed persons.

- 2. A PSA shall not:

- a. ~~Shall not e~~ Engage in self-initiated traffic stops or follow traffic violators;
- b. ~~Shall not b~~ Be used to arrest or assist with an arrest;
- c. ~~Shall not b~~ Be used to stand by with or guard suspects or offenders; and
- d. ~~Shall not a~~ Actively pursue investigative leads that potentially lead to physical contact with an ~~offender/suspect~~ individual.

~~a.~~