



Minutes of the Northwest Area Community Policing Council

Regular Meeting

Tuesday, September 19, 2017

Northwest Area Command

10401 Cibola Loop NW

Albuquerque, NM 87120

1. Call to Order

Chairperson, Eric Jackson, called the meeting to order at 6:00 p.m. (MST) on Tuesday, September 19, 2017.

BOARD MEMBERS PRESENT:

Chair Eric Jackson

Eric Nixon

Jill Greene

Thomas Borst

Yolanda Sanchez

Lt. Scott Norris

Pete Gelabert

STAFF PRESENT:

Celina Espinoza, APD

David Gold, Facilitator, Office of Diversity and Human Rights

CITIZENS PRESENT:

15+ Citizens attended.

2. Agenda

Jill Greene's motion to approve the September 19, 2017 agenda, seconded by Eric Jackson, passed unanimously.

3. Minutes

Jill Greene's motion to approve the August 16, 2017 minutes, seconded by Eric Jackson, passed unanimously.

4. Area Command Update

The TAC Plan was successful with the West Bluff Shopping Center. Pete and Sandy did a crime prevention environmental analysis, to create a less target rich environment for criminals. The Center is located by Coors and I-40.

Lt. Norris will be the Acting Commander in NW Area Command till January.

The Monitor feedback is they are concerned that police Sgt., Lt., and Cmdr. are relying too heavily to Graham vs. Connor rather than policy for evaluating Use of Force (UOF). The UOF was not a problem. Now they will use policy more closely. August to January is almost a full reporting period. He is hoping they do random data requests for area command. Q: Can you ask them to review specific data? I don't know. We need to make sure that NW area command looks like Foothills and others. There are steps in process based on his recommendation.

There was a big ONC event, in the Albuquerque museum, last weekend. NH associations met with PAC and Area Command staff. They have a Paradise Hills event tomorrow.

Last week I was asked my opinion of different judges. Our SOP does not allow us to do that. I appreciate the motivation.

Training for UOF is different for different areas. We are trying to tailor reviews to policy. DOJ was concerned originally. City legal is working on a template. I am working off of IMR recommendations.

Abbreviations: IMR – independent Monitor review, POP – public oriented policing.

NW is the largest geographical area. To Double Eagle airport, I-40, Rio Rancho.

Why do politicians think manpower is important? Can't answer for politicians. An increase in manpower would help us. Q: Is it frustrating to handle same people again and again? The biggest thing we can do is have good arrests, probable cause, good documentation. We have strong relationship with new DA. We need a case priority list. Violent crimes are always #1. The DA has a priority list. He is going after violent criminals. Has his own methodology.

Q: Criminals get good lawyers, prosecutors are the guys who can't make it.

Q: There's an initiative called Worst of Worst by US attorney. I was wondering what the real impact is? ATF and Attorney General's office is involved. Supposedly they are getting the worst of the worst? Usually this doesn't involve patrol officers due to the length of time. No one has communicated with me.

5. CPOA/POB Update – Ed Harness

As director of Citizen's Police Oversight Agency facilitates the day to day operations of the Police Oversight Board. Has 9 civilian volunteers. They look at UOF, policy recommendations and reviews. There is a meeting this Thursday. They will review three officer involved shootings, and talk about the MOU for mediation. We thought it was done in January but we're still doing it. The issue is DOJ says an investigation must be done for UOF. The City ordinance says mediation first, then investigation. A meeting with Judge Brack will carve off cases that can be mediated.

Oct 31-Nov 4 will be a joint training with internal affairs division. We can take up to 50 people. It will cover administration of Internal Affairs and citizens complaints. Eric Daigle will speak. He is routinely at NACO and is well recognized in this field.

We are in the process of IMR 6 – Feb-July. The Monitor is drafting the report. Parties review in October. General release Nov 2. Judge Brack will review it Nov 16.

At NE CPC there was a presentation about a website that evaluates judges. It's non-partisan, non-profit.

6. Presentation Erica Wilson ECC

Manager of Emergency Command Center for the city police department. We have a police side and fire side. We can't send firefighters to a house call if police haven't cleared the scene. I did 17 years in Arizona in the 911 center.

On Saturday a transformer blew on Unser and Center. At 1:40 our phone system stopped working. A Century Link mux went out. We sent everything to Bernalillo Co. They sent it out to us. By 10:45 242-COPS were back to us.

This month we're checking our line traffic. Made sure it could be sent somewhere. 2011/2012 we had a terrible problem with the phone system.

I don't have a backup center. I'm \$400/sq.ft. We need a bigger center. We are out of space. We were going to do an expansion. We will buy a radio system instead.

All the 911 and 242-COPS calls come into same place and staff. Our intelligent phone system looks at the type of call. 40% or higher of 911 are not emergency calls. 242-COPS are also answered. I have the same staff as 5 years ago, but more calls. 14 vacancies, 12 in training. They get training for 6 months for 911 operator, 1 year for dispatcher.

We type while we talk, we're asking for info if you know it. We need to prioritize 1-3. Priority 1 is imminent threat to life.

911 operators must type 40 wpm with no mistakes. Must have customer service or other education. Jobs are continuously recruited. We're shift work and it is hard to find people. 7-9% turnover. Nationally it is 20-40%. Last year it was 14%.

When you call 911, we don't need background. We need to know what is occurring then, not past.

Are you calling on your best day? No. You can say I don't know. Don't put yourself in danger. We'll connect you with fire if needed.

Call 911 or 242-COPS. 911 started in 1968 in Alabama. Now most people have cell phones. You should have backup batteries for your cell phone. If you have health issues or need assistance better to have land line because you'll have address. Cell phones just have the tower address, or lat/long with a 50 meter radius. In the middle of an open field, it's OK. In a shopping mall, bad. If you have 911 on an empty call we don't respond. On a landline we dispatch. 80% of dial 911 are cellular. Towers are going down during emergencies.

Q: I have a concern about the type of questions 911 asks me. Is there a review of calls, and personnel? We ask questions like trailer color so it can be useful for larger areas searches. Gunshot bleeding? There are some gunshot wounds that don't bleed.

Do you review calls? There were 1.1 million inbound last year. 350,000 were 911 calls. The rest were 242-COPS. I have 14:1 supervisor ratio. I have no Q/A right now. I wait for complaints from citizens, supervisors, CPOA. Are people courteous, good quality. We have progressive discipline. We have a union. We brief 2x a week to go over issues. I would love a true Q/A unit. I did ask.

I now have a \$750 hiring bonus, \$750 more at end of year.

We pay \$17.25/hr to begin. We help people every day. We have active peer support program, behavioral health, chaplains, and a dog therapy program.

Q: Budget? Are trainees included? Cost/trainee? We have 9 million for personnel, 69K for everything else. Furniture, telephone, comes from the 911 phone surcharge. We go through a background investigation that officers do, and drug – urine test. Generally, we don't lose people. Out of a class of 9, 8 will pass this time.

We like classes of 10-12 out of 70. Applications take a while. Out of 5 years, we've lost 2-3.

Q: You need more personnel, a radio, a bigger building. How long will it take? The radio, 3-4 years. An RFQ should be out this year. A radio system takes 3-5 years to build and implement. Bigger building is needed. We have 6000 sw.ft., 110 people and supervisors. 2 shift supers, 2 working in NCIC. 911, 8 dispatchers for swing shift. Day shift I have 13. Tuesday is our biggest call volume day.

Q: Funding from the state? The County has its own 911. We're funded by the City. Equipment, training comes from the state 911 fund. We just got \$1.1 million for the phone system.

At 3 in the morning, if you see someone at neighbor's doors, call 911. If it's not an emergency we should politely ask you to call 242-COPS.

Q: Who sets priority of call? The Operator does, but the Dispatcher checks.

Q: From time of 911 call how long till newspaper gets news? It compromises privacy. The media can get voice records. Could help identify. Different states have different rules. Q: Scott, how does that impact your investigation? It could compromise ongoing investigations. Frustrating when calls are released, w/o

context. Same with body cameras. PD stayed online in homicide. In internal affairs you could hear an individual stomping his wife's head in a call. A child called, and lasted a long time.

One of my operators was on 1:15 hour/min with the Omari call. The media did a follow up story on the operator to honor her. Then the media followed her to her house.

I'd love to have everything 100% perfect.

Law enforcement will always respond first.

If computer fails, we go to cards. If phones fail we use cell phones.

Can civilians visit the comm center? Yes. We run a background check for active warrants. We have "sit-alongs" rather than "ride-alongs". Our dispatchers have 6 computer consoles.

7. Old Recommendations

Suggestion Box

No answer.

Guidelines

Still under work.

8. New Recommendations

9. Matters from public

Early voting is now.

Next time we'll have a new mayor and city councilors. All the candidates have a "plan".

10. Adjournment

There being no further business to be brought before the Board, Chairperson Eric Jackson reminded everyone of the next Regular Meeting of the Council on Tuesday, October 18, 2017 at 6:00 p.m. at the Northwest Area Substation. The meeting adjourned at 7:30 p.m.

SUBMITTED:

READ AND APPROVED:

Mr. David Gold
Secretary to the Board

Mr. Eric Jackson
Chairperson of the Board