**IN THE UNITED STATES DISTRICT COURT**

**FOR THE DISTRICT OF NEW MEXICO**

UNITED STATES OF AMERICA,

      Plaintiff,

v.                                                      No. 1:14-cv-1025 RB/SMV

THE CITY OF ALBUQUERQUE,

      Defendant,

v.

THE ALBUQUERQUE POLICE
OFFICERS' ASSOCIATION,

      Intervenor.


Progress / Status Summary of the USDOJ Settlement Agreement Entered Into By the
United States of America and the City of Albuquerque Regarding the Albuquerque Police
Department


Fifth Report

August, 2016 - January, 2017


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the Albuquerque Police Department

This Report is the fifth update to the Court and citizens of Albuquerque on the progress made reforming the Albuquerque Police Department ("the Department") into a national model of constitutional policing.  The reform efforts undertaken by the Department from September 2016 to February 2017 are significant and touch upon every area of operating a police department in the twenty-first century.  The aim of the Department is to completely eradicate the initial criticisms which brought court involved reform to the City of Albuquerque.  The City and Department have exhibited a commitment to change by completely revamping policy, delivering training and building the infrastructure and protocols needed to assure that a reformed culture of accountability can be fully instituted, measured and continued into the future.

The progress to this point is in large part due to the collaborative relationship which has developed and will continue to grow between the United States of America, the Albuquerque Police Officer's Association ("APOA") and Dr. Ginger, the Independent Monitor.  There are always challenges when any organization chooses to change the way it thinks about any fundamental aspect of employee performance.  This challenge is particularly evident when a police institution turns a critical eye inward to assess how, every day, it can rise to the challenges of constitutional policing.

The CASA ("Court Approved Settlement Agreement") was primarily borne out of a finding that APD had a system and culture of insufficient oversight, training and policy to say that force was being applied by officer's in-line with constitutional standards.  While the efforts of APD have touched upon virtually every facet of work done by sworn personnel—one must never lose sight of the purpose of this reform effort—to  bring accountability to an officer's application of force.  As such, this Agency Report will provide an update on the improvements to process, technology, training, data warehousing, and protocols to allow show exactly how APD is rising to this challenge.

**Use of Force:  Policy, Training and Reporting Improvements**

The Department, the United States of America, the APOA and the Independent Monitor spent countless hours assuring that the use of force policy comported with police best practices.  After the policy development process was complete APD developed and delivered use of force training to all sworn personnel.  The work was not complete after the initial training and a supplementary use of force class was delivered to address concerns identified by the Independent Monitoring Team ("IMT") related to the categorization of "show of force" and "serious use of force".  These improvements will be included in all future instruction of sworn personnel.

*Policy*

The process of constant policy reworking must be the new norm if the Department is going to transform into a culture of reporting, investigating and assessing progress toward the goal of constitutional policing.  As such, the CASA has six-month review timelines which are meant to fine tune policies and make improvements that can be gleaned from the realities of field police work.  The Office of Policy Analysis ("OPA") is a summit of internal and external stakeholders and Departmental subject matter experts aimed at assuring a given policy reflects a diversity of viewpoints and experiences.  The six-month review of the Department's use of force policy suite (Standard Operating Procedures 2-52 to 2-55) was completed and it was submitted to the Independent Monitor and the Parties for consideration

and comment.  After this review is complete the Independent Monitor will submit a resolution draft for approval by the Court.

*Training*

The policy aspect of reforming the Department is the first-step that must be translated into effective, real-world training that becomes an organization that reports, supervises and follows up on use of force incidents in an effective and meaningful fashion.  During this period of time instructors from the Department's Academy dialoged with the IMT about case law selections to be included in use of force training.  This conversation resulted in updates to case law that reflected recent circuit court case law holdings which were memorialized in refresher training at the Academy.  The Academy will continue to engage the IMT about case law updates which are appropriately included in such training updates.

*Use of Force Reporting and Investigations*

Technology plays a huge role in bringing credibility and measurability to the reporting and investigation of force incidents.  The written work product of supervisors investigating force incidents in the field are initially placed into Blue Team for review by the chain of command.  The Blue Team software is the Departmental method for officers and supervisors to report and centralize use of force evidence and investigative materials before they are placed into the data warehouse—IA Pro.  IA Pro is the repository for every aspect of force reporting and investigation into a force event and it contains lapel recordings of a particular incident, supervisor investigative reports, officer use of force report narratives, recordings of civilian and officer witnesses and other documents.  As the central checkpoint, IA Pro must be stocked with reliable data so that the Department can run statistical reports and analysis to determine trends, challenges and opportunities to constantly seek improvement as it relates to force reporting and investigations.

Training on use of force reporting via Blue Team was completed in September 2016 and further capability layers are being added to the software.  A new show of force module has been rolled out through Blue Team which allows for the reporting and tracking of Electronic Control Weapon ("ECW", commonly referred to as "Taser") painting and arching along with other show of force interactions.  The Department has also improved upon Blue Team tracking of chain of command reviews that will allow for a more meaningful managerial oversight into use of force events which will allow the chain of command to catch and remediate investigative deficiencies, such as missing lapel videos or reports, sooner rather than later.

The Blue Team software also allows the user to generate an Additional Concern Memo ("ACM") when a deficiency is noted in supervisor investigative quality or officer tactics or performance.  The ACM capability of the Blue Team software will be added to the Early Intervention and Recognition System ("EIRS") as another means to capture metrics to positively improve upon officer performance.  Finally, a process has been developed in Blue Team that, for the time being, allows staff to manually collect the number of times a deficient report is sent back down the chain of command to fix missing reports, lapels or other investigative materials.  This is an important data collection point that will be fine-tuned and automated for inclusion as part of an Employee Work Plan ("EWP") evaluation.

In order to standardize officer input when completing use of force reports, the Department has created supervisor use of force job aides (see appendix I). The job aides were developed to bring structure to supervisor's force investigations while assuring that critical components of a use of force investigation are fully documented.  This means that supervisors will have guidance when they are called to the scene of a force incident and can assure that important investigative aspects of their work, such as canvassing for witnesses, interviewing witness, capturing witness and officer lapels are not lost in the process.

*Electronic Control Weapons*

In addition to the job aide developments and data collection and review processes of the Blue Team software platform, the Department has developed an electronic line inspection form (see appendix II) to monitor ECW placement.  An audit procedure was implemented in September 2016 to review download data from ECWs. These improvements will provide the Department an ability to manage the risk of ECW placement and usage. The line inspection form was revised to capture the following elements:

- Duty Firearm(s) and Ammo,
- Breaching Kits,
- ECW serial number and Cartridge(s) expiration dates,
- Acceptable Attire,
- On-body Camera test, serial number, and if properly equipped,
- Vehicle information (plate, mileage, damage, unit number, and cleanliness) ,
- Availability of Civilian Complaint Forms, and
- Corrective Action taken

*Force Review Board Improvements*

The Force Review Board (FRB) is responsible for conducting a review of every serious use of force incident identified and investigated by the Critical Incident Review Team (CIRT) and also a sample of supervisor use of force investigations.  The investigator tasked with a serious use of force incident and the supervisor of an officer using force must objectively assess the policy, training, equipment and tactical concerns raised during a force event.  In addition, the CIRT investigator and supervisor, are required to determine whether the use of force by sworn personnel comported with Department policy and training.  After the investigation is complete the respective case file is forwarded to the FRB for a critical discussion.  The FRB is comprised of a diversity of members including the Director of the CPOA, Academy Major and a subject matter expert in the use of force. The FRB will discuss a case and make referrals (See appendix III for the evaluation form) to the affected division or supervisor to address the respective areas of concern identified in the investigation while also confirming or disavowing the investigator or supervisor finding on the propriety of force used by the involved officer. The FRB is the crucial after action learning opportunity for the Department around force incidents.

In order to improve the functioning of FRB, a form was developed to structure the discussion and voting as it relates to tactics, equipment, policy, training and supervision of sworn personnel when

there is serious use of force (and a random sample of supervisory force investigations).  A tracking system is being utilized to assure that referrals made by the FRB to certain areas of the Department are completed.

## Crisis Intervention

*Crisis Intervention Section (CIS)*

CIS is comprised of Crisis Intervention Unit Detectives ("CIU"), Crisis Outreach and Support Team members ("COAST"), Mobile Crisis Teams ("MCT"), Enhanced Crisis Intervention Team members ("ECIT"), crisis clinicians, a licensed psychiatrist, and data analysis. The CIS is responsible for the overall administration and goals of the Crisis Intervention Team ("CIT") Program.

*Crisis Intervention Unit*

The Department has made significant effort in addressing the sworn response to individuals in crisis.  The Mental Health Response Advisory Committee ("MHRAC") was created with the purpose of providing guidance to the City of Albuquerque and Department.  The Committee members come from all walks of life and are committed to improving the lives of those with mental illness and their interactions with Department personnel.  There are mental health providers, police personnel, members of the court system, advocates, family members and consumers on the MHRAC.

MHRAC serves a vital role in the dialogue and development of policy, training, procedures and methods that are most vitally needed to improve upon the way the Department addresses this critical population.  The Department and City have a collaborative and productive relationship with MHRAC which will continue to yield improvements in this very central aspect of reforming the Department.  The main interaction point between MHRAC and the Department is through the Behavioral Sciences Section which is the hub for providing training, support, policy development and solutions to sworn personnel as their field interactions frequently involve individuals in crisis.

The CIU oversees the training and operational issues around the deployment of specially trained officers (comprising the "Crisis Intervention Team") who have been trained to effectively deal with situations involving individuals who might be mentally ill or in crisis.  In this period, the CIU analyzed and presented preliminary data in the form of the "APD-CIU Data Book".  This is a comprehensive depiction of data around officer contacts with individuals experiencing behavioral health issues.  Most importantly this data reflects a decrease in the use of force on individuals in crisis.  There can be no doubt that this decrease is a direct result of MHRAC involvement in every facet of developing a more thoughtful approach to responding to this distinct aspect of the Albuquerque community.

The data collection efforts of the Department will continue into the future so that documents such as the APD-CIU Data Book can be easily created to show how efforts in policy and training yield positive results in the field.  The platform to capture this data moving forward is the Traffic and Criminal Software System ("TRACS") which is a convenient way for field officers to input their interactions with subjects who may be experiencing a mental health crisis.

*Progress in the Implementation of Mobile Crisis Teams*

The Department has reached out to external stakeholders to address the challenges raised when law enforcement responds to calls from those in crisis.  MCTs have been formulated with Bernalillo County officials, the New Mexico State Police, the City's Family and Community Services, Valencia County and the University of New Mexico.  A MCT will include a clinician and a field officer responding to primary 911 calls involving individuals living with mental illness.  The MCTs are part of a responsive continuum to these calls which will include CIT trained officers, CIU detectives and CIU clinicians.  (See appendix IV for complete details).

*CIT Field Training*

CIT is a basic forty hour (40) class on mental health and de-escalation that all officers in the Department are required to take after on-the-job training.  The Department continues to build upon training in the appropriate responses to individuals in crisis. This training is provided to all field officers as part of Academy training.  In August 2016, the CIU delivered this training to officers with an improved curriculum that met state mandated requirements while also including revisions to Departmental policy. The revisions of the curriculum addressed changes to the following policies: Response to Behavioral Health Issues, (SOP 2-19), Hostage, Suicidal/Barricaded Subject (SOP 2-20), and Tactical Threat Assessment.

All class attendees in the Crisis Intervention Training for Field Officers (CIT-FO) are evaluated via written test and scenarios. During the scenarios, skilled crisis de-escalators are identified for future consideration for crisis certified responder positions. All scenario events are also followed by a facilitator debriefing which allows for further discussion about class participants.

CIU has also gone through reality-based trainings that are more reflective of real scenarios, the CIU worked with a reality-based training company, to develop scenarios from real life encounters between the Department and people living with mental illness.  These classes were held in October 2016.

The critical incident management training provided to cadets involves strategies to handle critical incidents that have the potential to become high risk. This training covers critical tasks such as establishing a perimeter, securing the proper communications, and attaining necessary resources.  The training being implemented within specific units can assist the Academy staff in developing future training to enhance the outcomes for scene management during critical incidents and to reiterate the policies and procedures for tactical units. The value of information sharing between tactical units and the Academy will ensure continuous improvement on training needs assessments based on after action reports that provide outcomes and trends.

*Enhanced CIT Field Training (ECIT)*

Enhanced CIT ("ECIT") is a new designation for officers that have successfully completed Enhanced Crisis Intervention Team training. The curriculum consists of eight hours of additional training. The department continues to make progress on the CASA goal of 40% of all field officers be ECIT certified.

An additional curriculum for Enhanced CIT-FO has been developed with help from MHRAC. Since all officers have completed the basic forty (40) hour CIT training, a way to identify officers that had the interest and capabilities to become specialized Enhanced CIT (ECIT) officers was developed. The ECIT team will consist of both volunteers and recruits.  The ECIT training schedule is set for 2017 and one class will be delivered each month.  The Department presently has seventy-three (73) officers that have been ECIT trained.

*Crisis Prevention*

CIU and COAST continue to work with service providers in outreach programs to offer services to the chronically homeless. Clinicians are working under the clinical supervision of Dr. Nils Rosenbaum and have been a great addition to CIU and COAST. CIU and COAST have also restructured into two teams comprised of a detective, a clinician, and COAST member. The teams have streamlined case intake process to promote efficiency in the delivery of services to the population of consumers.

COAST also conducts outreach assistance to the homeless providing food, clothing, and facility assistance throughout Albuquerque.  There is also an established relationship between COAST and a variety of civic groups and social service organizations which has led to intervention and assessment service referrals.  Finally, the CIU has met with the Mayor's office, the Albuquerque Fire Department, and service providers to come up with new initiatives and strategies to compassionately address the challenges of chronic homelessness and panhandling.

## Policies and Training
*Policy Development, Review and Implementation*

OPA provides a Department/community based approach to policy writing which assures that the structure of police work reflects the concerns of those being policed. With this goal in mind OPA accepts input from outside groups, such as MHRAC, American Civil Liberties Union (ACLU), New Mexico Criminal Defense Lawyers Association (NMCDLA), and the University of New Mexico.  The Department is now in the process of performing six-month reviews on all CASA related policies.  OPA has completed the six-month review of twenty four policies, many of which are directly related to the CASA (*See* appendix V for complete list).

*Field Training Officer Program*

An Academy graduate will go through sixteen weeks of training and then train with three different Field Training Officers ("FTO") across three different area commands during a variety of shifts. FTOs receive forty hours of training in (1) management and supervision, (2) constitutional and community-oriented policing, (3) de-escalation techniques and (4) effective problem-solving techniques. In order to assess the effectiveness of FTO instruction to Academy graduates a Field Training and Evaluation Program ("FTEP") has been developed with protocols to document how APD core values (Integrity, Respect, Fairness, and Pride) are being reinforced.  The FTEP has been certified by the State of New Mexico and an FTEP coordinator oversees the implementation of shift phase analyses to ensure that recruits are being appropriately trained in the field.

The FTEP Coordinator has also developed protocols to address issues of concern that may arise in assessing the quality of the FTO Program.  The Department will continue to use feedback from online surveys and face-to-face interactions to improve the FTO Program.

## Misconduct Complaint Intake / Investigation
*Public information on civilian complaints*

The Department has in place a procedure for civilians to formally file a complaint arising out of a police contact that will investigated by Internal Affairs ("IA") and the Civilian Police Oversight Agency ("CPOA").  These complaints are tracked by IA and CPOA to adjudication.  To facilitate the processing and tracking of civilian complaints the city hired a Community Engagement Specialist ("CES").  The CES has set up point of contacts for all fifty-five public locations where the CPOA posts information and provides complaint forms.  This effort will ensure that all public facilities have forms and current information available to explain the civilian complaint process.  Finally, the civilian complaint forms can be printed from an officer's cruiser for a complainant to file with the Department and the forms are also available for submission online at https://www.cabq.gov/cpoa.

## Staffing, Management, and Supervision
*Employee Work Plan Development (EWP)*

An EWP is the tool used by all Department supervisors to evaluate all personnel except recruit officers.  The EWP is not intended to be a form of discipline but rather a means for supervisor's to effectively communicate expectations, perceptions and concerns about employee performance.  The EWP performance evaluation process for all relevant employees has been completely revamped to now include an online system which provides access to IA commendation and disciplinary data, community outreach, quality of supervisory investigations and use of force reviews.  The new system requires continual updates and collaboration with an involved employee with checkpoints at four month intervals rather than the annual review previously conducted.   The checkpoint is where the supervisor and employee have an in-depth discussion about progress, issues and impediments.

*Early Intervention and Recognition System (EIRS)*

The EIRS policy is to encourage positive employee behavior with an emphasis on capturing data around performance indicators to track patterns in negative and commendable indicators for them to be addressed in a proactive, non-disciplinary manner.  EIRS data is provided to supervisors in a user-friendly graphical depiction of employee performance across critical performance indicators.

EIRS trend data involves various categories of officer performance such as awards and commendations, uses of force, and vehicle pursuits.  The supervisor, presented with the graphical depiction of an officer's performance, can address behavior proactively and positively before greater problems arise.  The EIRS is not meant to be punitive for the officer, but rather a method for supervisors to catch problems early so that mentoring, coaching, training and reinforcement of positive officer actions becomes the cultural norm.

*Staffing Requirements*

The Department has a bid process for sworn personnel up to the rank of Lieutenant which allows employees to move from one area command to another while also changing schedules. The bid process is a need based allocation of personnel to meet the demands of calls for service which vary from one command area to another. The bid process approach was developed as a result of "The Comprehensive Staffing Assessment and Resource Study", completed by Dr. Weiss on December 11, 2015 and a staffing plan completed by the Department in June 2016. As a result of "The Comprehensive Staffing Assessment and Resource Study" the Department began twelve hour shifts with the bid in September 2016 along with an eight to one supervisor to officer ratio. The Department will contract with Dr. Weiss in the next reporting period to reevaluate staffing and shift allocation.

*Duties of Supervisors*

The Department has developed a monthly productivity report for the entire supervisory chain to improve accountability by comparing and reviewing data. Monthly reports will include a summary of activity including sick leave usage, accidents, overtime, and other data that will provide supervisors with a snapshot of productivity across area commands. The new system will also allow supervisors to identify trends or warning signs earlier in the process, to catch issues so that they can be addressed swiftly to curb inefficiencies in productivity. Finally, the Department has started to track the time spent by supervisors on investigating force incidents. The Department implemented a unique 10-code to track when a supervisor logs on and off a given use of force investigation. This will provide the raw data to determine how much time supervisors spend in investigating use of force events.

*Supervisor Training*

Biannual Manager's Training was held on December 15, 2016 with a focus on providing an overview of the Six-sigma process improvement approach. Six-sigma is a set of techniques and tools to improve the processes involved when organization's tackle issues of inefficiency and problem solving. Six-sigma was first introduced to the business community in 1986 by an engineer working at Motorola. The aim of Six-sigma is to improve the quality of the output of a process by identifying and removing the causes of defects and minimizing variability in manufacturing and business processes. It uses a set of quality management methods (mainly empirical and statistical methods), and creates a special infrastructure of people within the organization who are experts in these methods.

Each Six-sigma project carried out by an organization follows a defined sequence of steps and has specific value targets, for example: reduce process cycle time, reduce costs, and increase customer satisfaction. The Department felt that introducing these concepts, even as a one-day training session, would be beneficial to all sworn and civilian personnel. The training session included a half-day training session with a local Six-sigma expert, presentations from several APD employees about the projects that they had already implemented, and a brief description on the new Six-sigma advanced program.

Based on the initial Six-sigma training overview, the Department has partnered with the City's Public Service University and the Economic Development Department to create a new advanced program for APD supervisors. The new program, named Core 6, provides full-day training sessions once a month for APD employees who have committed to the year-long program. Core 6 will provide the

tools and methods for APD supervisors to identify core inefficiencies in Department processes that will potentially save the City money and help the department implement some of the necessary requirements of the CASA. The current program has nearly 30 volunteers from a wide cross-section of the Department, including a major, executive director, lieutenants, sergeants, officers, civilian supervisors and the members of the Quality Assurance and Audit Team.

After the first two meetings of the Core 6, the team has identified process improvements and inefficiencies within the Department and will be collaborating with mentors from the community's businesses that are well-versed in process improvement and Six-sigma to help determine, guide, and implement proposed solutions. The projects that are developed will first be vetted by Departmental executive staff. To encourage involvement and accountability, Core 6 will report on project progress every month. It is expected that the projects selected will be completed by the end of 2017 at the latest in order for them to have the maximum effect on the department's efforts to improve CASA compliance. It is expected that another set of interested Department employees will form and select projects for 2018. The Core 6 program has multiple benefits:  it trains APD employees to think critically about their processes, it makes a positive impact on the projects that are selected and implemented, and it further solidifies the bond between the Department and the community by sharing ideas and providing a way for the community to assist the Department with improving their processes.

The Department is also in negotiations with Molina Healthcare to help develop a Project Management Office (PMO), a first for the City of Albuquerque. A PMO is a group or department that defines and maintains standards or project management within the organization. The PMO is the source of documentation, guidance and metrics on the practice of project management and execution.  The new PMO will assist APD by developing a method to distribute knowledge gained by the Core 6 teams. The PMO will also develop and implement a knowledge base/repository of previous lean six sigma projects for historical reference; and track the progress of six sigma projects from initiation to completion. The PMO will help set up successful metrics to determine a project's success, assess the organizational impact of six sigma projects over the longer term, and provide process analysis resources. The relationship with Molina Healthcare and the resultant PMO will help further cement the department's commitment to training staff in the latest methods of efficiency and project management, bonding with the community by collaborating to solve problems together, and leverage the resources that are available to help it succeed.

*On-Body Recording Systems – Video Review and Oversight*

A video review internet portal has been developed and is now active. The new site allows officers to review on body camera videos via the internet and their own terminal. The new site will help supervisors meet and track the requirement of reviewing at least two OBC videos per squad, per month. A companion training video has been developed and was distributed to all officers to aid in video portal usage.

The Department developed formal audit protocols for sergeants. Sergeants are to review two videos a month per squad. Protocols prompt the reviewer to assess an officer's actions including if

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policy, training, and proper use of video recording have been followed.  Analysis of the data being collected will be used in any future training and/or policy development.

## Recruitment, Selection, and Promotions
*Promotions*

Revisions to the City's Human Resources Department Rules and Regulations for Police Department Promotional Procedures were approved effective July 19, 2016. The revisions are designed to ensure that promotions are based on the knowledge, skills, and abilities required to perform supervisory duties and with an emphasis on effective, constitutional, and community-oriented policing as part of the promotional criteria. The parties continue to work together to resolve some concerns raised by the police union about the new policy and expect a revised version to be released and implemented soon.

## Officer Assistance and Support
The Department established a peer support program and peer support network for both sworn and civilian personnel to complement the existing BSD services that have been available to all APD staff. The Department recognizes that sworn and civilian personnel may be exposed to emotionally disruptive personal and professional experiences during the course of the performance of their duties. The purpose of the peer support program is to provide a network of familiar employees for staff to share feelings and concerns in a less formal way. The peer support coordinator can also arrange for the connection of appropriate services for the employee, including referrals to BSD and the identification of other services.

*Policy Improvements*

SOP 1-11 Behavioral Sciences Division and SOP 1-10 Peer Support was approved by the monitor in the previous monitoring period. Training on the SOP 1-11 and 1-10 were conducted in this monitoring period. The training consisted of two videos that provided an overview of both the BSD and Peer Support Programs. The purpose of the training was to ensure that all staff had a thorough understanding of the services that each program provides and how to utilize them when needed.

*Staffing Additions*

In order to enhance the scope and breadth of services provided, the Behavioral Sciences Division (BSD) hired a mid-level clinician who is a former police officer and will provide additional hours for direct referrals and therapy.

The Department also hired a Peer Support Coordinator.  The Coordinator is tasked with developing, promoting, and enhancing the new program.

*Training*

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BSD will continue to focus on supervisor training with an instruction block for the updated policy, how to contact BSD, confidential voluntary treatment, and work on pre-employments. The BSD will remain focused on minimizing stigma associated with requesting services by encouraging direct referrals and maintaining a provider presence within the Department. As it relates to staffing, plans are being developed to expand the methods of outreach, such as participating in ride-alongs. The medical director worked with the Department's video production team to produce a video that described the ways an officer can contact BSD.

Training for the cadets at the Academy is ongoing. Classes are being further refined and new classes are being developed by BSD providers working alongside the Crisis Intervention Unit (CIU). Classes include training from BSD staff on the basic structure and purpose of BSD and how to contact them. The training will be based on the New Mexico Department of Public Safety (NMDPS) curricula and will be NMDPS certified. There will also be instruction blocks focused on mental health stressors related to law enforcement and will discuss how mental health services can be accessed by officers and their families.

*Services*

BSD continues to deliver professional and confidential treatment that is consistent with best practices, using evidenced based treatments. Confidentiality forms are given to and signed by patients so that they understand the assurances and limitations of confidentiality. All BSD staff are qualified and independently licensed mental health professionals. They have received ethics training on confidentiality and understand the legal necessity of confidentiality.

The Department hosted a "National Night Out" on August 2nd 2016 as an opportunity for APD officers to interact with our community. It was APD's 33rd National Night Out with hundreds of people and officers from across the area commands of all ranks participated.  Over 130 Neighborhood Associations and Neighborhood Watch Block organizations hosted events across the city.

*Outreach*

BSD updated their flyer and provider list and distributed them to all area commands. The updated flyer and provider list have been submitted to the monitor for review and approval. BSD is developing a clear system to continually keep these lists easily accessible and up to date.

## Community Engagement and Oversight

The Department is committed to ongoing and proactive communication with our neighborhoods, businesses and community based organizations to strengthen our public safety practices and programs to ensure the Department is working toward responding to and reducing the fear of crime through education, prevention, and enforcement. APD has made great strides in data collection and analysis, assisting with the development of the Community Policing Councils (CPCs), developing innovative training for both officer and community members, and seeking out community input and opinion in order to improve interactions with the public.

*Data Collection and Analysis*

The Department has expended considerable personnel effort to develop mechanisms to collect and analyze data produced as the byproduct of reform so that trends are identified to improve processes.  This data collection, review and analysis has come in areas such as use of force investigations, specialized unit operations, crisis intervention, recruitment, training, officer support and assistance, and civilian complaints.  All of this data has been warehoused and will function as a "single point of truth" for the majority of the data analyzed through the reform effort.  The technology team within the Department has created linkages between databases by utilizing a variety of software programs so that collection efforts are efficient and streamlined.  In this period the data has been used by Department analysts to increase supervisor awareness of officer productivity points such as sick days used, vacation used, overtime, number of arrests and type, citations issued, number of calls responded, use of force events, among others.

APD is in the process of developing a user-friendly system to track an officer's engagement with the community and to build trust through outreach. The community outreach efforts will be compiled for performance evaluations, along with documentation of such engagement in the officer's monthly report by their supervisor. More detailed recommendations and responses are tracked and analyzed, which will be retained to improve officer awareness and to resolve issues.

*Community Policing Council (CPC) Development and Support*

In a prior reporting period, the Department hired a Community Policing Council Coordinator to increase awareness, facilitate growth, and provide assistance and resources to the Community Policing Councils (CPCs) and the community. In this reporting period, in order to increase awareness and participation in the CPCs, the Coordinator has attended Parent-Teacher Associations (PTA) and booster meetings to expand the demographics of the CPCs, as well as meeting with local businesses and other organizations to increase the diversity of the CPCs  The CPC Coordinator will continue to develop media releases to inform the public of ongoing activity, changes, and trends within the Department and will also  continue efforts through social media, including Facebook, Next Door, and Twitter.

A web-based form to submit interest about serving on a CPC was developed during this period. As part of the interest submission the form requires the attachment of a resume and personal information about the applicant.  A survey was also distributed to CPC attendees and voting members in order to gauge CPC membership background, collect demographic data, and assess satisfaction with the process. A copy of the survey can be found in appendix VI. APD received fifty-four (54) responses to the survey. A more detailed analysis of the data will be released soon, but an overview is summarized here. As part of the survey, the respondents were asked their opinion of APD:  forty percent described their opinion as "positive", twenty-five (25%) percent were "mostly positive", fifteen percent (15%) had an "improving" opinion of the Department improving, thirteen percent (13%) were "undecided", and only four percent (4%) rated their view of the Department as negative

In addition, eighty four percent (85%) of the classified themselves as CPC attendees, fifteen percent (15%) percent were voting members, thirty-one percent (31%) of the respondents had attended CPC meetings for more than six months, twenty seven percent (27%) had attended for more than two

years, eighteen percent (18%) had attended from six months to one year and sixteen (16%) classified themselves as having attended meetings for one year.

The CPCs are finalizing their own set of guidelines and internal processes to standardize how the CPCs will function, formalize, and submit recommendations to the Chief.  Each council has been newly reformed and has been asked to meet and vote on guidelines that have been developed by each CPC. The City and the Department have not removed or reduced support for the CPCs and are committed to the CPC's success.

CPCs have been meeting on a monthly basis since November 2014, well beyond the requirement of twice a year as specified in the CASA and the Department continues to engage with the public through social media with an emphasis of capturing the growth metrics. The Department has also made efforts to increase participation in councils and membership size by establishing brochure distribution at every substation and public library and adding an insert to the November water bill statements.  Finally, CPC meetings and their links are posted on APD's Facebook and Nextdoor.com webpages.

*Training*

The monitoring team made specific recommendations for changes to Community Oriented Policing (COP)/Problem Oriented Policing (POP) training curriculum, including the replacement of outdated material for newer examples, additional material on cultural awareness and cultural sensitivity, and crime prevention through community engagement guidelines. Recommended materials have been added to the 40-hour supervisory training and will be used in future training sessions. The Department developed a multi-cultural presentation and a panel discussion was held in October 2016 and delivered to all officers in early 2017.

Problem-oriented policing (POP) is a policing strategy that involves the identification and analysis of specific crime and disorder problems to develop effective response strategies. This approach requires police to be proactive in identifying underlying problems which can be targeted to reduce crime and disorder at their roots. This strategy places more emphasis on research and analysis as well as crime prevention and the engagement of public and private organizations in the reduction of community problems. The Department continues to attend Problem Oriented Policing (POP) meetings and develop packets for each area command that includes a map of each beat/area command, contact information for neighborhood associations, and emergency contacts.

*Community Meetings and Public Information*

To encourage dialogue with the community the Department has updated its Facebook page to allow for feedback to be dynamic, responsive and real-time. The Department is also in the process of developing a software application for mobile devices that will function as a community interface hub with information on CPC meetings, news, recruitment efforts of community board members, an events calendar and the ability to file a report or ask a question.

The Department held public meetings at all CPCs in August 2016. To promote the public meetings, the Communications Director released a media advisory that went to all local television stations and radio stations that included all the information regarding the meetings. The meeting information has also been published on the Department's website and has also been widely publicized to the CPCs.

*City of Albuquerque Community Perception Study*

The City of Albuquerque commissions a community perception study annually to assess resident's perception of the overall quality of life in Albuquerque. The study is conducted by an independent professional polling firm with a long history of providing reliable polling services.

For this year's study, the City added five questions concerning reforms arising out of the CASA. The survey's total sample size, which is statistically significant, was four hundred and two Albuquerque residents.  The polling took place via telephone between December 27, 2016 and January 5, 2017. The margin of error for the survey is 4.9% with a ninety-five percent (95%) confidence level. The five slides depicting the results are included in Appendix VII, along with additional information about the survey. The first question asked about the overall rating of APD's outreach in the last two years. Forty-eight percent (48%) rated the outreach efforts very good to excellent (4 and 5 on the scale); twenty-seven percent (27%) rated the Department's efforts as "fair".

The second slide depicts the Departments improvement in community outreach efforts over the last two years;   thirty-three percent (33%) rated the efforts as improved; forty-nine percent (49%) stated that it stayed the same; nine percent (9%) percent declined to answer; and nine percent (9%) percent didn't know or wouldn't say. The third slide gauges resident's level of respect for the Albuquerque Police.  65 percent have a "great deal" of respect; twenty eight percent (28%) have some; and six percent (6%) have hardly any. The fourth slide determined the respondent's awareness of the CASA. Two-thirds (66%) replied that they were aware of the CASA. Almost a third (32%) had no awareness of the CASA. Of those that were aware of the CASA (265 respondents), forty-seven percent (47%) said that the Department was doing a "very good" to "excellent" job in implementing the reforms required by the CASA. Another twenty five percent (25%) said the Department was doing a "fair" job. Only 11 percent of the respondents that were aware of the CASA described the department's efforts as "poor", and 5 percent describing the efforts as "very poor".

## Conclusion

The City and Department remain committed to devoting every resource, staff member and idea to the reform called for by the CASA.  In the coming months, the emphasis will shift to assessing how policy and training improvements have led to improved officer performance in the field so that the hope of constitutional policing becomes a reality.

**Albuquerque Police Department**
**Fifth Agency Progress Report**

**Table of Appendices**

**Appendix I**

Use of Force Job Aids for Officers and Supervisors

**This is a guide for officers to help them make sure they cover the important topics in their use of force reports. Officers should write their report was they always do (in chronological order) keeping these points in mind and at the end of the report use these points to summarize the facts as they relate to their justifications of force**

## Legal justification for contact:

- **List reason for making contact with subject**

    Example: Dispatched call

    > Reasonable suspicion: *An objectively justifiable suspicion that is based on specific facts or circumstances and that justifies stopping a person thought to be involved in criminal activity at the time. A police officer stopping a person must be able to point to specific facts or circumstances even though the level of suspicion need not rise to that of the belief that is supported by probable cause. A reasonable suspicion is more than a hunch.*

    > Probable cause: *When facts and circumstances within an officer's knowledge, or, on which an officer has reasonable trustworthy information, are sufficient to warrant a reasonable person to believe that an offense has been or is being committed and the person arrested conspired to commit the act.*

## Lawful objectives for using force:

- **List legal reasons for using force. Using the four common Graham Factors are a good resource for force evaluation:**

    Example:

    > Severity of Crime: The subject stabbed the victim

    > Immediacy of the Threat to Officer, victim or public: The subject charged at me. The subject charged at the victim. The subject was throwing rocks into a crowd of people.

    > Active Resistance: The subject struck, pulled away, ran, from me, etc.

    > Fleeing: The subject ran from the officer, etc

- **Cite the lawful objectives listed in Procedural Orders 2-52-3C2a-f:**

    Example:

    a. To effect a lawful arrest or detention of a person;
    b. To gain control of a combative subject;
    c. To prevent and/or terminate the commission of a crime;
    d. To intervene in a suicide or self-inflicted injury;
    e. To defend an officer or member of the public from the physical acts of another;
    f. To conduct a lawful search.

**DE-ESCALATION TECHNIQUES**: Articulate what you did to de-escalate situation (if feasible) or if circumstances of the call allowed for de-escalation or didn't allow for it.

Example:

I drew my taser to a low ready position and gave the subject verbal commands to "Stop" and "Get on your knees".

**FORCE ARRAY**: What other resources did you use to accomplish this (if feasible). If a force array was not used, articulate the circumstances as to why.

Examples:

Lethal coverage
Less lethal coverage (ECW, 40mm, bean bag, etc)
Additional units
Specialized units

**DESCRIPTION OF FORCE USED**: Describe the force used and why you used force by stating detailed facts and not using vague conclusionary statements or standardized language:

Example:

I drew my taser to a low ready position and gave the subject verbal commands to "Stop" and "Get on your knees". The subject refused the officer's verbal commands by screaming "No", balling up his fists, and sprinting towards me. I was in fear that the subject was going to punch me or tackle me, so I fired my ECW at the subject to defend myself and possible prevent being hurt. The ECW probes struck the subject in the torso….., etc.

Bad Example:

The subject ignored verbal commands so I tased him having the desired effect.

## OTHER FACTORS INFLUENCING THREAT ASSESSMENT CHOICE OF FORCE
**OPTION:** Articulate any additional factors outside of the commonly known Graham factors that influenced any decisions you made regarding your choice of force option:

     i.    The knowledge or belief the subject is under the influence of alcohol and/or drugs;

     ii.    The subject's medical or mental history or condition known to the officer at the time;

     iii.    Known history of the subject to include violent tendencies or previous encounters with law enforcement which were combative;

     iv.    The relative size, age, and condition of the subject as compared to the officer;

     v.    The number of subjects compared to the number of officers;

     vi.    Where it is apparent to the officer a subject is in a state of crisis, this must be taken into account in the officer's approach to the situation;

     vii.    Special knowledge possessed by the subject (i.e. known experience in martial arts or hand-to-hand combat); Physical confrontations with the subject in which the officer is on the ground; and

     viii.    If feasible, opportunities to deescalate or limit the amount of force used.

## MEDICAL TREATMENT: Was rescue called? If not, articulate why?

**Remember: It is ok to write your report according to your perception AND according to what is depicted on your lapel cam.**

# ALBUQUERQUE POLICE DEPARTMENT

# NON-SERIOUS UOF SIGN-OFF LIST – COMMANDER

_Instructions:_ _Reviewing Commander will complete this sign-off sheet and scan into BlueTeam to certify completion._

## Part 1 – Analysis of Use of Force

In reviewing all available information, preparer believes a preponderance of the evidence shows:

☐ Yes ☐ No   The original reason for detention or arrest was lawful?

☐ Yes ☐ No   Force was used for a legitimate objective (i.e. 2-52-3C2a-f)

☐ Yes ☐ No   The amount and type of force used was objectively reasonable given the threat articulated by the officers.

## Part 2 – Analysis of Review

☐ Yes ☐ No   The reviewing supervisor ensured the investigation was thorough and objective?

☐ Yes ☐ No   The reviewing supervisor addressed any and all concerns raised during the investigation?

☐ Yes ☐ No   The reviewing supervisor correctly analyzed the officer's use of force against the applicable policy and case law?

☐ Yes ☐ No   Supervisor's conclusions are supported by a preponderance of the evidence?

## Part 3 – Commander's Narrative Report

Address any "No" answers in the items above.
Document briefly your review of this incident, the investigation, and the officer's use of force.

## Part 4 – Policy Compliance

Note the boxes below are a quick summation – preparer must have explained them in the narrative above.

_In reviewing all available information, preparer believes a preponderance of the evidence shows:_

☐ **The use of force was IN compliance with APD SOP 2-52**

-OR-

☐ **The use of force was OUT of compliance with APD SOP 2-52**

☐ Minor non-compliance – Addressed by Chain of Command in ACM

☐ Misconduct – Investigation routed to Internal Affairs

**Part 5 – Items Required for BlueTeam**

- ✓ Chain of Command Review Job-aid
  - ➢ Signed & Scanned
- ✓ Additional documentation
  - ➢ Additional Concern Memo
  - ➢ Memorandums for Record
  - ➢ Referrals to Internal Affairs
  - ➢ Any other documentation generated by preparer

**Part 6 - Certification**

Prepared by (Print):

_____

All Items above have been completed.

_____        _____

Signature                                                              Date

# ALBUQUERQUE POLICE DEPARTMENT

## NON-SERIOUS UOF SIGN-OFF LIST — 1ST LINE SUPERVISOR (SGT.)

_**Instructions:**_ _Investigating supervisor will complete this sign-off sheet and scan into BlueTeam to certify completion of all required steps for their investigation._

_NOTE: If Supervisor ordered officers to use force or participated in the use of force, they may not conduct the investigation_

---

### Part 1 – All on-scene steps followed as per SOP 2-54-4B

☐ Yes ☐ No   Officers involved reported use of force immediately following action and once safe to do so?

☐ Yes ☐ No   Supervisor responded to the scene?

☐ Yes ☐ No   Assessed Injuries (Observed & complaints for both subject & Officer

Categorized force?   Circle correct type:

Non-use of force    Use of force    Serious use of force

☐ Yes ☐ No   Canvassed area and interviewed witnesses?

☐ Yes ☐ No   Dispatch contacted to initiate a CIRT/IRT
☐ N/A   response for serious use of force?

☐ Yes ☐ No   All APD Personnel on CADS and/or on-scene are accounted for:

**Used Force:** _____

**Witnessed Force Only:** _____

**Additional Assistance Only:** _____

**Cover Code 4 (NO ARRIVAL):** _____

*Officers code 4 prior to arriving on scene do not need supplemental reports or interviews

**TOTAL PERSONNEL:** _____

**TOTAL OFC'S ON CADS** _____

**\* The total personnel should always match the total officers on the CAD**

---

### Part 2 – Completion of Police Reports

☐ Yes ☐ No   Original police report?

☐ Yes ☐ No   Supplemental police reports from all officers?

☐ Yes ☐ No   Crime Scene Report?

☐ Yes ☐ No   Met with each individual officer and reviewed their report with them:
1) Any questions sergeant has were addressed by updating report or adding supplemental.
2) Verified report does not contain conclusory statements and/or canned language.
3) Officer's Job-aid Template completed in narrative

### Part 3 – Video Analysis

☐ Yes ☐ No   All involved and witness officers had videos?

☐ Yes ☐ No   Reviewed video for each officer? Lack of any video addressed in police report and supervisor's narrative.

☐ Yes ☐ No   Officer's videos match reported actions?

*Due to the rapid evolvement of these situations, personnel are not expected to have seen, heard, or processed all information captured on video which may become pertinent later. However, discrepancies must be further investigated by the supervisor.

| Part 4 – Interviews | |
|---|---|
| ☐ Yes ☐ No   All participating officers? | ☐ Yes ☐ No   All citizen witnesses? |
| ☐ Yes ☐ No   All witness officers? | ☐ Yes ☐ No   Subject to force? |
| ☐ Yes ☐ No   Representative present? | |

## Part 5 – Preparer's Narrative

Provide details under each of the headers below, explaining your investigation and your <u>analysis</u> of this incident.  All discrepancies must be addressed in narrative.

> ➤  If you answer "No" in sections I through IV in Part 4 above, it must be addressed in narrative.

I.      LIST OF APD PERSONNEL AND THEIR ROLES

Example: Officer Smith #0001 use of Baton, Officer Kelly #0005 assisted in handcuffing

*[Enter Text Here]*

II.     LIST OF PRIVATE CITIZENS WITNESSES

*[Enter Text Here]*

III.    BRIEF DESCRIPTION OF INCIDENT SCENE

Heavily populated area, weather conditions, visibility, etc.

*[Enter Text Here]*

IV.     EVIDENCE USED IN YOUR ANALYSIS OF INCIDENT

Photos, RTCC videos, surveillance footage, download ECW, etc.

*[Enter Text Here]*

V.      ANALYSIS OF <u>OFFICER'S</u> LEGAL JUSTIFICATION FOR CONTACT/DETENTION/SEIZURE

Explain whether officer's justification for their contact was lawful and appropriate.

Dispatched call?

Reasonable Suspicion? - *An objectively justifiable suspicion that is based on specific facts or circumstances and that justifies stopping a person thought to be involved in criminal activity at the time. A police officer stopping a person must be able to point to specific facts or circumstances even though the level of suspicion need not rise to that of the belief that is supported by probable cause. A reasonable suspicion is more than a hunch.*

Probable Cause? - *When facts and circumstances within an officer's knowledge, or, on which an officer has reasonable trustworthy information, are sufficient to warrant a reasonable person to believe that an offense has been or is being committed and the person arrested conspired to commit the act.*

*[Enter Text Here]*

| VI. | OFFICER'S APPROACH AND TACTICS |
|---|---|

Discuss officer's overall approach to situation tactically and their approach to the subject(s).
  - ➤ De-escalation strategies and if they were successful?
  - ➤ Did Officer's verbal interactions and/or approach to call influence the need to use force?
  - ➤ Was force array was used?
    - ○ Explain force array.
    - ○ Explain why, if no force array was used.

*[Enter Text Here]*

| VII. | RESISTANCE ENCOUNTERED AND FORCE USED  TO OVERCOME |
|---|---|

*[Enter Text Here]*

| VIII. | LAWFUL OBJECTIVES VALIDATING FORCE USED - SOP 2-52-3C 2a-f |
|---|---|

  **a.** To effect a lawful arrest or detention of a person?
  **b.** To gain control of a combative subject?
  **c.** To prevent and/or terminate the commission of a crime?
  **d.** To intervene in a suicide or self-inflicted injury?
  **e.** To defend an officer or member of the public from the physical acts of another?
  **f.** To conduct a lawful search?

*[Enter Text Here]*

| IX. | ANAYLISIS OF FORCE USED BY EACH OFFICER |
|---|---|

  - ➤ Explain whether officer's justification for force is lawful.
  - ➤ Specifically address Graham v. Connor factors:
    - ○ Severity, Threat, Resistance, and Fleeing.
  - ➤ Specify whether force used is consistent with injuries noted, compare  ECW downloads to statements, etc.

*[Enter Text Here]*

| X. | INJURIES AND MEDICAL CARE |
|---|---|

List APD Personnel followed by any others.  **State affirmatively if no injuries occurred or complained of.**

*[Enter Text Here]*

| XI. | SYNOPSIS OF INTERVIEWS CONDUCTED (ON VIDEO) |
|---|---|

*[Enter Text Here]*

| XII. | DISCREPANCIES OR INCONSISTENCIES |
|---|---|

  - ➤ Discuss any discrepancies encountered between statements, reports, videos, etc.
  - ➤ Make sure to explain how you investigated those discrepancies and how they were resolved.
  - ➤ Indicate by affirmative statement if no discrepancies were discovered.

*[Enter Text Here]*

| | |
|---|---|
| XIII. | **AREAS OF CONCERN RELATED TO OVERALL INCIDENT**<br>Indicate by affirmative statement that no concerns were noted.<br><br>A.    **TRAINING and TACTIC POINTS**<br>Indicate whether additional training is needed or recommended.  This may apply to individual officers or general training for all officers. Indicate tactical implications that need to be addressed.<br><br>B.    **FOLLOW-UP ACTION TAKEN**<br>Address all areas of concern and training points noted.  Document any supervisor initiated training, counseling, etc. that you took to address concerns at the first line level. |

*[Enter Text Here]*

---

## Part 6 – Policy Compliance
Note the boxes below are a quick summation – preparer must have explained them in the narrative above.

*In reviewing all available information, preparer believes a preponderance of the evidence shows:*

☐ **The use of force was IN compliance with APD SOP 2-52**

-OR-

☐ **The use of force was OUT of compliance with APD SOP 2-52**

☐ Minor non-compliance – Addressed by Chain of Command

☐ Misconduct – Chain of Command notified

---

## Part 7 – Items Required for BlueTeam

| | |
|---|---|
| ✓ Police Reports scanned in one packet<br>✓ Links to supervisor video(s) attached<br>✓ Completed job aid scanned in<br>    ➤ This sign-off list | ✓ Links to use of force video(s) attached<br>    o Officer specific<br>✓ Photographic evidence uploaded<br>✓ Additional documentation<br>    ➤ CADS<br>    ➤ Extension Requests |

## Part 8 - Certification

Prepared by (Print):

All Items above have been completed.

_____     _____
Signature                                                                          Date

# ALBUQUERQUE POLICE DEPARTMENT

## NON-SERIOUS UOF CHAIN OF COMMAND REVIEW SIGN-OFF

*Instructions:*
*Reviewing supervisor will complete this sign-off sheet and scan it into BlueTeam to certify completion.*

### Part 1 – Responding Supervisor On-Scene Investigation

☐ Yes ☐ No   Supervisor responded to the scene?

☐ Yes ☐ No   All on-scene directives followed?

☐ Yes ☐ No   Supervisor conducted all required interviews?

☐ Yes ☐ No   Appropriate notifications were made?

### Part 2 – Police Reports

☐ Yes ☐ No   Reports are complete, accurate, and contain all necessary details?

☐ Yes ☐ No   Reports do not contain jargon or conclusory statements, without facts?

### Part 3 – Video Analysis/Review

☐ Yes ☐ No   All involved and witness officers had videos?

☐ Yes ☐ No   Reviewed videos for each officer?

> **Note:** A lack of any video should be address in police report as well as the supervisor's narrative.

☐ Yes ☐ No   For each officer on CADS, searched camera log during incident timeframe?

    ☐ Yes ☐ No   Verified correct case number and category for each one

    ☐ Yes ☐ No   Verified audit trail on each video

### Part 4 –Interviews

☐ Yes ☐ No   All officers, witnesses, & subjects interviewed by supervisor?

☐ Yes ☐ No   Supervisor asked sufficient questions to obtain necessary detail?

Verify: _____   Supervisor did not asked leading questions?
(initial)

Verify: _____   Supervisor did **not** suggest justification for officer's actions in the interview?
(initial)

**Part 5 – Review of Officer's Use of Force**

In reviewing all available information, preparer believes a preponderance of the evidence shows:

☐ Yes ☐ No   The original reason for detention or arrest was lawful?

☐ Yes ☐ No   Force was used for a legitimate objective (i.e. 2-52-3C2a-f)?

Verify: _____   Officer(s) verbal interactions and/or approach to the call did not escalate the situation?
  (initial)

☐ Yes ☐ No   Officer(s) attempted to slow their response (if possible); used cover, concealment, and barriers to temper the threat?

☐ Yes ☐ No   The amount and type of force used was objectively reasonable given the threat articulated by the officer(s)?

Verify: _____   Officer(s) are currently qualified with force option used.
  (initial)

**Part 6 – Accuracy and Completeness of Supervisor Investigation**

☐ Yes ☐ No   All required items were submitted in BlueTeam?

☐ Yes ☐ No   Officer's entries are correct and consistent with reports?

☐ Yes ☐ No   Supervisor properly identified material inconsistencies, if they exist?

   ☐ Yes ☐ No   Supervisor resolved inconsistencies or explained why it could not be resolved at their level?

☐ Yes ☐ No   Supervisor properly identified areas of concern, if they exist?

   ☐ Yes ☐ No   Follow-up actions were taken at the first line level, to address these concerns?

☐ Yes ☐ No   Supervisor's conclusions are supported by preponderance of the evidence?

Verify: _____   Supervisor did not attempt to inject their own justifications for the officer's actions within their analysis?
  (initial)

Verify: _____   Supervisor did not attempt to minimize or rationalize any deficient performances or misconduct by officers? Explain in narrative.
  (initial)

**Part 7 – Reviewer's Narrative of the Report**

Reviewer will provide a brief, overall analysis of the use of force, the investigation, and the general supervision of the incident. Provide details, under each of the headers below, explaining your review.

| I. | REVIEW OF OFFICER'S USE OF FORCE |
|---|---|
| | Briefly summarize whether the reviewer believes evidence supports officer's justifications for their actions. Explain whether Officer's use of force is within policy and why |

[Enter Text Here ]

| II. | REVIEW OF FIRST LINE SUPERVISOR'S INVESTIGATION |
|---|---|
| | Briefly evaluate the investigation of the 1st line supervisor. Explain any "No" answers in parts 1 through 6 & give justifications. |

[Enter Text Here ]

| III. | SUPERVISORY CONCERNS |
|---|---|
| | Detail any concerns you have with the overall management of the incident and any specific supervisory concerns.  Example: officers responded to a violent in-progress situation which supervisor should have coordinated and managed but supervisor failed to respond or coordinate over the radio.  *State affirmatively if there are no concerns.* |

[Enter Text Here ]

| IV. | POLICY CONCERNS |
|---|---|
| | Explain any concerns as to Department Policy.  **State affirmatively if there are no concerns.** |

[Enter Text Here ]

| V. | TRAINING NEEDS |
|---|---|
| | Document any training needs identified and how they will be followed up on. |

[Enter Text Here ]

| V. | FOLLOW-UP ACTION TAKEN |
|---|---|
| | List any follow up action that was taken or will be taken by the chain of command in reference to this incident. If necessary, appropriate training records, memos, etc need to be included in Blue Team. |

[Enter Text Here ]

**Part 8 – Policy Compliance**

Based on my review, I find the officer's use of force:

☐ **The use of force <u>was</u> in compliance with APD SOP 2-52**
   **-OR-**

☐ **The use of force <u>was not</u> in compliance with APD SOP 2-52**

   ☐ Minor, non-compliance – Addressed by Chain of Command

   ☐ Misconduct – Chain of Command Notified

Based on my review of the first line supervisor's force investigation, I find:

☐ The investigation <u>was</u> complete, accurate, and follows guidelines of APD SOP 2-54
   **-OR-**

☐ The investigation <u>was</u> deficient (lacked objectivity, not complete, not accurate, or did not follow SOP).

   ☐ Minor issues documented and addressed by the reviewer

   ☐ Major issues, formal retraining and/or other action was directed

**Part 9 – Items Required for BlueTeam**

✓ Chain of Command Review Job-aid

   ➢ Signed & Scanned

✓ Additional documentation

   ➢ Memos

      ▪ Additional Concern Memos

      ▪ Memorandums for record

      ▪ Etc.

   ➢ Email Correspondence

      ▪ Extension requests

   ➢ Other, as needed

**Part 10 - Certification**

Prepared by (Print):

All Items above have been completed.

_____                    _____
Signature                                                                                  Date

**Appendix II**

Electronic Line Inspection Form

**City Employee Web**
eweb.cabq.gov   **Police**

Police > Line Inspection > New Item

# Line Inspection: New Item

| 📎 Attach File | * indicates a required field |
|---|---|

| **Officer MAN # *** | |
|---|---|
| **Officer *** | |
| **Assignment *** | |
| **Date of Inspection *** | |
| **Inspected By *** | |
| **Inspectors MAN # *** | |
| **Inspectors Rank** | |

**Duty Pistol ***
- ○ S&W
- ○ Glock
- ○ N/A
If "N/A" please give reason below

**Duty Pistol N/A Reason**

**Duty Pistol Serial Number Matches File ***
- ○ Yes
- ○ No
- ○ N/A
If "N/A" please give reason below

**Duty Pistol Serial N/A Reason**

**Duty Pistol Serial # ***

**Correct Dept. Ammo ***
- ○ Yes
- ○ No
- ○ N/A
If "N/A" please give reason below

**Correct Ammo N/A Reason**

**Shotgun ***
- ○ Yes
- ○ No
- ○ N/A
If "N/A" please give reason below

**Shotgun N/A Reason**

**Shotgun Serial Number Matches File ***
- ○ Yes
- ○ No
- ○ N/A
If "N/A" please give reason below

**Shotgun Serial N/A Reason**

**Shotgun Correct Dept. Ammo ***
- ○ Yes
- ○ No
- ○ N/A
If "N/A" please give reason below

**Shotgun Dept. Ammo N/A Reason**

[dropdown ▼]

**Rifle \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Rifle N/A Reason**

[dropdown ▼]

**Rifle Serial Number Matches File \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Rifle Serial N/A Reason**

[dropdown ▼]

**Rifle Correct Dept. Ammo \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Rifle Correct Ammo N/A Reason**

[dropdown ▼]

**40mm Impact Launcher**

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**40mm N/A Reason**

[dropdown ▼]

**Breaching Kit**

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Breaching Kit N/A Reason**

[dropdown ▼]

**Less Lethal Shotgun \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Less Lethal Shotgun N/A Reason**

[dropdown ▼]

**Less Lethal Shotgun Serial Number Matches File \***

- ○ Yes
- ○ No
- ○ N/A

**Less Lethal Shotgun Correct Dept. Ammo \***

- ○ Yes
- ○ No
- ○ N/A

**Backup Weapon \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Backup Weapon N/A Reason**

[dropdown ▼]

**Backup Weapon Serial Number Matches File \***

- ○ Yes
- ○ No
- ○ N/A

If "N/A" please give reason below

**Backup Weapon Serial N/A Reason**

[ ▼ ]

**Backup Weapon Correct Dept. Ammo ***

○ Yes
○ No
○ N/A
If "N/A" please give reason below

**Backup Weapon Correct Ammo N/A Reason**   [ ▼ ]

**Oleoresin Capsicum Equipped**

○ Yes
○ No

**Date MFG**   [ ]

**Electronic Control Weapon**   [ ▼ ]
If "N/A" please give reason below

**Electronic Control Weapon N/A Reason**   [ ▼ ]

**Electronic Control Weapon Serial Number ***   [ ]

**Electronic Control Weapon Issued Serial Number ***   [ ]

**ECW Cartridge 1 Expiration Date ***   [ ]

**ECW Cartridge 2 Expiration Date ***   [ ]

**ECW Cartridge 3 Expiration Date**   [ ]

**Holstered on Support Side ***

○ Yes
○ No
○ N/A
If "N/A" please give reason below

**Holstered N/A Reason**   [ ▼ ]

**Current Charge %**   [ ]%

**Quarterly Upload Conducted ***

○ January
○ April
○ July
○ October
○ N/A
If "N/A" please give reason below

**Quarterly Upload N/A Reason**   [ ▼ ]

**Baton Equipped**

○ Yes
○ No
○ N/A
If "N/A" please give reason below

**Baton Equipped N/A Reason**   [ ▼ ]

**Good Repair**

○ Yes
○ No
○ N/A
If "N/A" please give reason below

**Good Repair N/A Reason**   [ ▼ ]

**On-Body Camera Make**

◉ [ ▼ ]
○ Specify your own value:
[ ]
If "N/A" please give reason below

**On-Body Camera N/A Reason**   [ ▼ ]

**On-Body Camera Serial # ***

**On-Body Camera Equipped ***
- ○ Yes
- ○ No
- ○ N/A

**On-Body Camera Test ***
- ○ Pass
- ○ Fail
- ○ N/A

**Ancillary Parts in Good Repair ***
- ○ Yes
- ○ No
- ○ N/A

**Acceptible Attire & Appearance According to Policy ***
- ○ Pass
- ○ Fail
See Corrective Action

**Vehicle Unit Number**

**Vehicle Plate**

**Vehicle Current Mileage**

**Vehicle Mileage PM Due**

**Interior Clean**
- ○ Yes
- ○ No

**Exterior Damage**
- ○ Yes
- ○ No
If Yes, please specify below

**Vehicle Exterior Damage**

Click for help about adding basic HTML formatting.

**Backseat Clear**
- ○ Yes
- ○ No

**Trunk: Authorized Items Only**
- ○ Yes
- ○ No
Officers may not carry any additional weapons, tools, etc. Which they are not authorized to deploy with unless to/from training for that weapon/equipment

**Citizen Complaint Forms ***
- ○ Yes
- ○ No

**Comments**

Click for help about adding basic HTML formatting.

**1. Corrective Action (If Needed)**

Click for help about adding basic HTML formatting.

**1. Required by**

**2. Corrective Action (If Needed)**

Click for help about adding basic HTML formatting.

**2. Required by**

**3. Corrective Action (If Needed)**

Click for help about adding basic HTML formatting.

**3. Required by**

**Appendix III**

Force Review Board Evaluation Forms

# CIRT Serious Use of Force – FRB Evaluation Form

*Evaluation should be completed by the end of the presentation, on: January 17, 2017*

## Meeting Chair | Robert Huntsman | Assistant Chief          C-000-17

"**Follow up on Open Referrals**:

A-X.   Referral Description (cut and paste from pertinent FRB Evaluation Form
        Action Taken
                --If action taken attach memo showing what was done to correct issue
        Still Pending
                --Explanation of why item is still pending
                --Target completion date if one is known

---

**Signature**                                                    **Date**

# CIRT Serious Use of Force – FRB Evaluation Form

## Voting:

| | | | |
|---|---|---|---|
| 1. | Case presentation within 30 days of completion | ○ Yes | ○ No |
| 2. | Was the UOF consistent with policy and training? | ○ Yes<br>Total # | ○ No<br>Total # |
| | --If no, did the Detective Address this? | ○ Yes<br>Total # | ○ No<br>Total # |
| 3. | Does the FRB concur with presenter finding? | ○ Yes<br>Total # | ○ No<br>Total # |
| 4. | Findings supported by a preponderance of the evidence? | ○ Yes<br>Total # | ○ No<br>Total # |
| 5. | Was the investigation thorough and complete? | ○ Yes<br>Total # | ○ No<br>Total # |
| 6. | Were any policy concerns raised? | ○ Yes<br>Total # | ○ No<br>Total # |
| 7. | Were any training concerns raised? | ○ Yes<br>Total # | ○ No<br>Total # |
| 8. | Were any equipment concerns raised? | ○ Yes<br>Total # | ○ No<br>Total # |
| 9. | Were any tactical concerns raised? | ○ Yes<br>Total # | ○ No<br>Total # |
| 10. | Were any supervisory concerns raised? | ○ Yes<br>Total # | ○ No<br>Total # |

_____                _____

**Signature**                                                          **Date**

# CIRT Serious Use of Force – FRB Evaluation Form

**Discussion:**

2a.     How was the UOF inconsistent with Policy/Training?

        What steps did the Detective take to address the UOF as being inconsistent with policy/training? (Include memo with file; if no action taken make referral)

3a.     Why do members of the FRB dissent from the presenter's finding?

4a.     Why do members think the investigative findings are not to a preponderance of the evidence standard?

5a.     If the investigation was not thorough/complete what additional relevant evidence would assist in resolving inconsistencies or improve the reliability or credibility of the force investigation findings?

6a.     What policy concerns were raised?

7a.     What training concerns were raised?

8a.     What equipment concerns were raised?

9a.     What tactical concerns were raised?

10a.     How will supervisory concern be handled?

_____        _____

**Signature**                               **Date**

# CIRT Serious Use of Force – FRB Evaluation Form

**Referral:**

11. Training Issue: _____

    Corrective Action: _____

    Assigned to: _____

    Due by: _____

12. Policy Issue: _____

    Corrective Action: _____

    Assigned to: _____

    Due by: _____

13. Tactical Issue: _____

    Corrective Action: _____

    Assigned to: _____

    Due by: _____

14. Supervisory Issue: _____

    Corrective Action: _____

    Assigned to: _____

    Due by: _____

15. Equipment Issue: _____

    Corrective Action: _____

    Assigned to: _____

    Due by: _____

_____                    _____

**Signature**                                                        **Date**

# CIRT Serious Use of Force – FRB Evaluation Form

**Chief's Narrative**:

1.    This case will be forwarded for appropriate disciplinary/corrective action

2.    The following disciplinary/corrective action was imposed

_____

_____                          _____
**Signature**                                                                    **Date**

## Appendix IV

Mobile Crisis Team Planning

MEMO:     **Mobile Crisis Teams**
DATE:     **October 5, 2016**
TO:       ABCGC: Subcommittee on Crisis
FROM:     Katrina Hotrum

---

## Executive Summary

- Intervention:  Mobile Crisis Teams (MCT)
- Target population:  Individuals experiencing a behavioral health crisis warranting a 911-response (see specific criteria below).
- Services:  MCT's will assist individuals experiencing a behavioral health crisis with an immediate scene response by an independently licensed behavioral health clinician. A law enforcement/ clinician model will be used to ensure the safety of the individuals in crisis, their families, and the responding clinician. The responding clinician will address the immediate crisis episode, recommend a treatment plan, and provide a warm hand off to additional services if needed.
- Evidence base: Knowledge base currently being established. Best practices being examined and considered.
- Proposed outcome metrics:
    - Connectivity to services
    - Need for law enforcement on scene
    - Decrease in use of services
        - Frequency of inappropriate use of emergency rooms
        - Jail recidivism
        - Interactions with the criminal justice system
- Budget:  TBD
- Source of Identified Service Need: The Bernalillo County Behavioral Health Business Plan (CPI, 2015).

## Background (As provided by UNM ISR)

According to the Community Partners, Inc. (CPI) Behavioral Health Business Plan, MCTs are described as an additional resource for the community and law enforcement for providing clinical response to anyone experiencing or at risk of a behavioral health crisis (CPI, 2015). MCTs are also described as mobile services that provide care in the patient's natural environment, making it easier to get a full sense of the environmental and social sources of an emergency. They also allow outreach to individuals who do not meet criteria for involuntary detention, but need psychiatric treatment services (Allen et al., 2002).

The goals of MCTs are providing community-based services to stabilize persons experiencing emergencies in the least restrictive environment, to decrease arrests of mentally ill people in crisis, and to reduce police officers' time handling psychiatric emergency situations (Scott, 2000). Similarly, MCTs are expected to reduce hospitalization rates by diverting patients from hospital admission into community-based treatment (Guo et al., 2001). The role of MCTs within the crisis services continuum begins with the "Front Door" services of the existing components of the triage continuum.  The "Front Door" that the MCTs provide will potentially stream-line
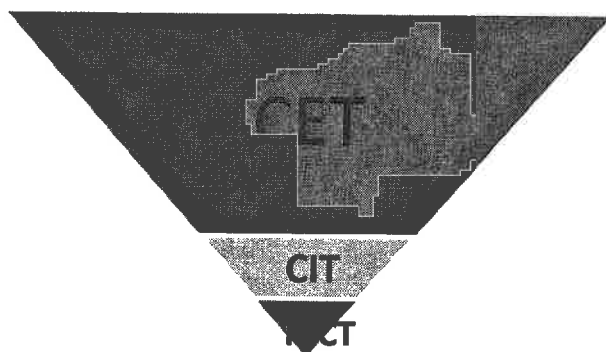
It is also a goal of the Bernalillo County Behavioral Health Initiative to establish a *Regional Approach for Behavioral Health Crisis Response*. Unified leveraging of the state crisis hotline, standardized training, data collection and data sharing, and continued collaboration across the region will assist in assuring that individuals experiencing behavioral health crisis will have the same experience across jurisdictional lines. Bernalillo County, the City of Albuquerque, Sandoval County, the City of Rio Rancho, and Sandoval County are working together to make this regional approach a reality.

**Proposed Intervention**

In 2015, Bernalillo County Emergency Communications (BCECC) received 60,483 calls for service. Of these calls, 3,377 involved a behavioral health component. Many of these calls called for a law enforcement response prior to fire evaluation. The addition of behavioral health calls to the emergency system represents the current trend in Bernalillo County for individuals in crisis and/or their friends and family members to call 911 during a behavioral health crisis. We do also know that additional resources are available to the community when someone is experience a behavioral health crisis. The state recognized crisis call line and other non-prophet resources are available however significantly underutilized. It is critical to note the need to expand education and awareness of these resources is of upmost importance to the entire crisis continuum in Bernalillo County.

Currently, the Bernalillo County Sherriff's Department (BCSD) responds to 4.12% of the previously mentioned behavioral health calls received by the BCECC. BCSD field deputies often refer individuals in crisis to the Crisis Intervention Unit (CIU) for further follow up and connection to services. The proposed intervention would dispatch MCT's to the scene of a crisis in order to provide immediate intervention for the community.

When a call is received by BCECC, and it is determined that it meets the *MCT Response Criteria* (see below), the MCT would be dispatched. Upon arrival on the scene, the law enforcement officer (LEO) will make primary contact with the calling party to be sure of scene safety. Once the scene is determined safe, the LEO will inform the MCT clinician and they will enter the scene. The clinician will engage and assess the individual in crisis to determine a treatment intervention. This treatment intervention may involve transportation to the hospital and/or follow up with community supports (i.e. Community Engagement Teams).

Bernalillo County currently funds the Bernalillo County Sheriff's Department Crisis Intervention Unit. This unit is staffed with one sergeant and two detectives. The City of Albuquerque also funds the Albuquerque Police Department Crisis Intervention Unit including the Crisis Outreach and Support Team (COAST).

The State of New Mexico has determined that a portion of crisis services can be reimbursed through Medicaid. See specific guidelines:

> CRISIS INTERVENTION SERVICE - Non-PSR
> PROVIDERS TAXONOMY HCPCS PROCEDURE CODES &
> MODIFIERS NOTES
> Behavioral Health Agencies, Taxonomy, 251SOOOOOX
> CMHC:  taxonomy 261QM0801X
> CSA Taxonomy, 261QR0800X

> H2011 U1 - $16.13 for 15 min
> Health Crisis intervention, 15 min telephone required. 4 unit maximum – No prior authorization:  Provision of 24/7 services to consumers, families, and the consumers' support systems that are in crisis.  Qualified rendering provider must be Bachelor's level with 1 year experience with mental illness and/or substance related disorders, and 20 hours of crisis training.  Supervision by a licensed independent BH professional, a BH CNS or CNP, or psychiatrist.
> (Provider enrolled by Provision of 24/7 services to consumers)

> H2011 U2 - $25.25 for 15 min.
> Face to face crisis activities 15 min. (4 unit maximum):  Conducted in facility or in vivo.  A crisis assessment must be conducted immediately during the work hours of the facility by trained crisis personnel.  Qualified rendering must be Masters Level Mental Health Professional with 1 yr experience w mental illness and/or substance related disorders w 20 hrs. crisis training.

> H2011 U3, $25.25 for 15 min
> Crisis intervention, 15 min mobile (4 unit maximum).  A 2 member team meeting the above qualifications.

## Evidence Base (As provided by UNM ISR)

Studies on officer/civilian MCTs suggest that an MCT must have a licensed mental health professional on the team for best results. One study found that when a mobile psychiatrist was added to a Crisis Intervention Unit, the number of hospital admissions decreased greatly in comparison to a Crisis Intervention Unit lacking a mobile psychiatrist (Reding & Raphelson, 1995). Another study (Lamb et. al, 1995) followed one hundred and one consecutive referrals to law enforcement-mental health teams in Los Angeles to see if an outreach team comprised of a mental health professional and a police officer could assess and make correct dispositions for psychiatric emergency cases in the community. The DeKalb County, GA study found MCTs can decrease hospitalization rates for persons in crisis and can provide cost-effective psychiatric emergency services that are favorably perceived by consumers and police officers (Scott, 2000).

## Questions for the Crisis Sub-committee to consider:

1. What should be considered when determining the appropriate response criteria?

2. What formal process should be set to ensure city/county teams are maximizing efforts?

3. How should the team interface with CET?

4. Should MCT professionals screen for other behavioral health services being developed and/or established in the city/county?

5. During what shifts should the MCTs be in service for this pilot?

6. Based on the data, we anticipate the teams will be utilized responding to crisis calls. In the event there is down time what would you like to see the teams working on?

7. Based on Medicaid reimbursement requirements should the MCT clinician be credentialed (or have privileges) to specific hospitals?

8. Should the services MCT's provide be expanded?

**Appendix V**

Policies Reviewed by the Office of Policy Analysis

1.      2-29 Emergency Response Team

2.      2-5 Use of Police Vehicles

3.      2-2 Department Property

4.      3-21 Scheduled and Unscheduled Leave

5.      3-19 Restricted Duty Temporary Assignments

6.      5-1 Special Investigations Division

7.      1-1 Personnel Code of Conduct

8.      3-41 Complaints Involving Department Policy or Personnel

9.      3-51 Department Orders

10.     3-46 Discipline

11.     2-20 Hostage, Suicidal, and Barricaded Subjects

12.     6-2 Recruiting Unit

13.     3-32 Employee Work Plan

14.     2-56 Force Review Board

15.     2-3 Firearms and Ammunition Authorization

16.     3-10 Chief's Authority and Responsibilities

17.     4-25 Domestic Violence

18.     1-14 Behavioral Science Division

19.     1-39 On-Body Recording Devices

20.     3-11 Command Staff Responsibilities

21.     3-49 Early Intervention System

22.     1-2 Officer's Duties and Conduct

23.     2-06 Uniforms

24.     2-54 Use of Force Reporting and Supervisory Force Investigation Requirements

25.     2-55 Use of Force Index

**Appendix VI**

Community Policing Council Survey

# Community Policing Council Survey

Date: _____

**CREATING POSITIVE CHANGE**
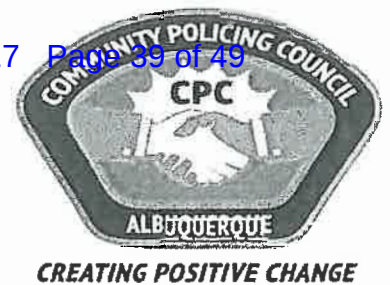
I am a:
- o  Voting Board Member
- o  CPC Member (attendee)

I attend the following Community Policing Council meetings: (check all that apply)

- o  Foothills CPC
- o  Northeast CPC
- o  Southeast CPC
- o  Southwest CPC
- o  Northwest CPC
- o  Valley CPC

My zip code is _____

I have been attending CPC meetings for:

- o  2 Years
- o  1 Year or More
- o  1 year - 6 Months
- o  Less than 6 Months

I am a representative of the following group(s) (check all that apply)

- o  Representative of Social Services Providers
- o  Faith Based Community
- o  Business Owner/Leader
- o  Academic Community
- o  Youth (25 and under)
- o  Minority Group
- o  Other – Please Explain _____

My opinion of Albuquerque Police/Community interactions are:

- o  Positive
- o  Mostly Positive
- o  Improving
- o  Undecided
- o  Negative
- o  Mostly Negative

If you would like, please provide your ethnicity: _____

**Optional:**
Name/Initials: _____

**Appendix VII**

Community Perception Study Results

*See p 10-14*

# CITY OF ALBUQUERQUE

## COMMUNITY PERCEPTION SURVEY

**PRESENTED BY:**

**BRIAN SANDEROFF, PRESIDENT**

RESEARCH
POLLING
INC

# METHODOLOGY

**RESEARCH OBJECTIVES:**

TO ASSESS RESIDENTS' PERCEPTION OF THE OVERALL QUALITY OF LIFE IN ALBUQUERQUE.

TO ASSESS RESIDENTS' SATISFACTION WITH CITY SERVICES.

TO DISCOVER RESIDENTS' OPINIONS REGARDING PRIORITIES FOR THE FUTURE.

**DATA COLLECTION METHOD:**

TELEPHONE INTERVIEWS (LANDLINES AND CELL PHONES)

**TOTAL SAMPLE SIZE:**

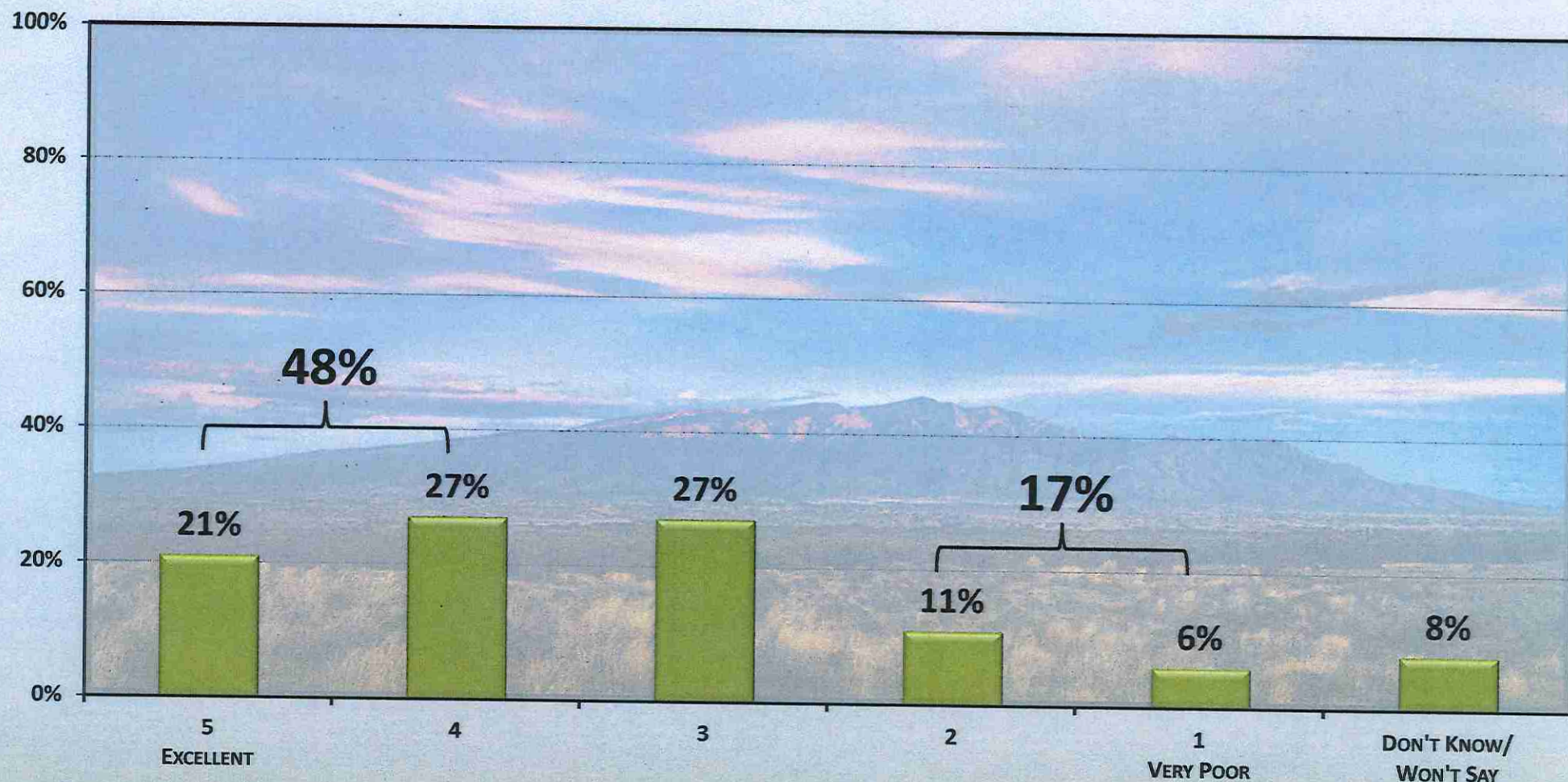N=402 ALBUQUERQUE RESIDENTS

**FIELD DATES:**

DECEMBER 27, 2016 THRU JANUARY 5TH, 2017

**MARGIN OF ERROR:**

± 4.9% AT 95% CONFIDENCE LEVEL

RESEARCH & POLLING, INC.

# OVERALL RATING OF ALBUQUERQUE POLICE DEPARTMENT'S OUTREACH IN THE LAST 2 YEARS

SENIORS (71%) AND THOSE WHO HAVE LIVED IN ALBUQUERQUE 20 YEARS OR LONGER (53%) ARE MORE LIKELY THAN OTHERS TO GIVE HIGH MARKS TO APD FOR ITS OUTREACH EFFORTS. CONVERSELY, THOSE IN THE NORTH VALLEY/DOWNTOWN AREA (37%) ARE LESS LIKELY TO GIVE HIGH MARKS TO APD FOR ITS OUTREACH EFFORTS.

# IMPROVEMENT IN ALBUQUERQUE POLICE DEPARTMENT'S COMMUNITY OUTREACH EFFORTS IN PAST TWO YEARS
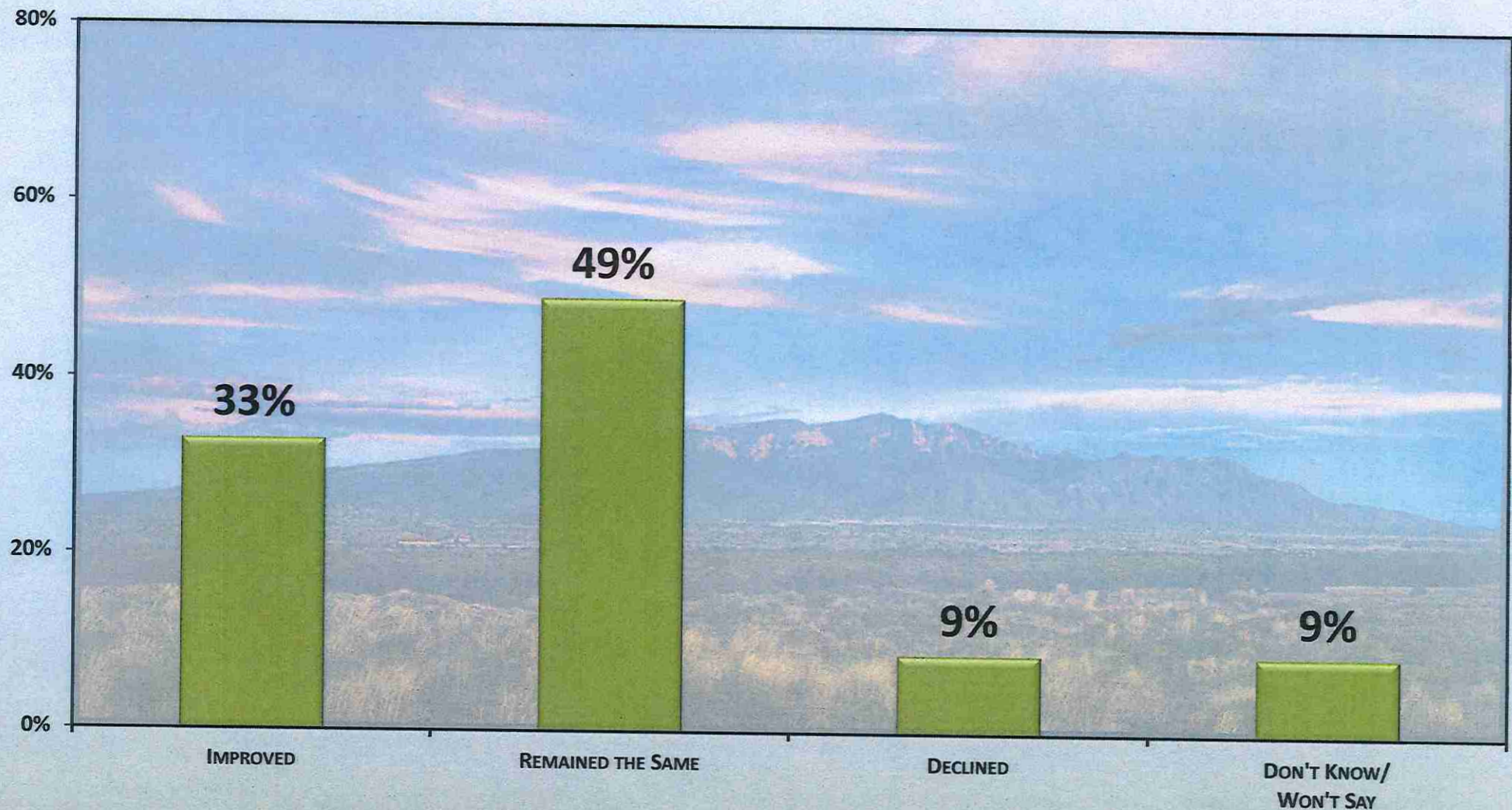


SENIORS (48%) AND THOSE WHO HAVE LIVED IN ALBUQUERQUE 20 YEARS OR MORE (37%) ARE MORE LIKELY TO SAY OUTREACH EFFORTS HAVE IMPROVED, WHILE THOSE OF LOWER SOCIO-ECONOMIC STATUS ARE MORE LIKELY THAN OTHERS TO SAY APD'S OUTREACH EFFORTS HAVE DECLINED.

# LEVEL OF RESPECT FOR ALBUQUERQUE POLICE



- 80%
- 65% — A GREAT DEAL
- 60%
- 40%
- 28% — SOME
- 20%
- 6% — HARDLY ANY
- 1% — DON'T KNOW/ WON'T SAY
- 0%
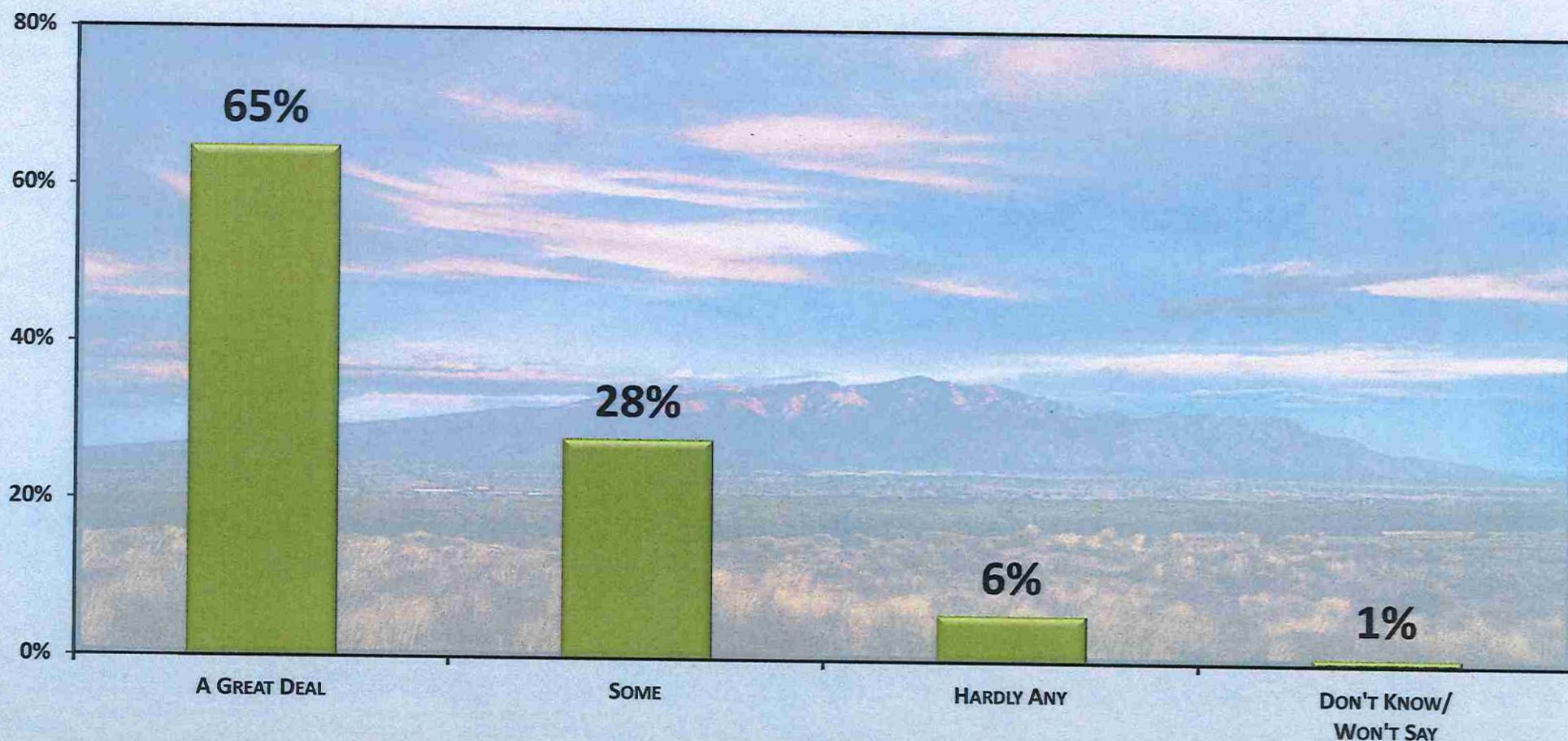
ANGLOS (71%), SENIORS (82%), AND THOSE OF HIGHER SOCIO-ECONOMIC STATUS ARE MORE LIKELY TO SAY THEY HAVE A GREAT DEAL OF RESPECT FOR ALBUQUERQUE POLICE.

HISPANICS (11%), THOSE AGES 18 TO 34 (11%), THOSE IN THE NORTH VALLEY/DOWNTOWN (12%) AND UNM/SOUTHEAST (13%) REGIONS, AND THOSE OF LOWER SOCIO-ECONOMIC STATUS ARE MORE LIKELY THAN OTHERS TO SAY THEY HAVE HARDLY ANY RESPECT FOR ALBUQUERQUE POLICE.

# AWARENESS OF ALBUQUERQUE POLICE DEPARTMENT'S SETTLEMENT WITH THE DEPARTMENT OF JUSTICE
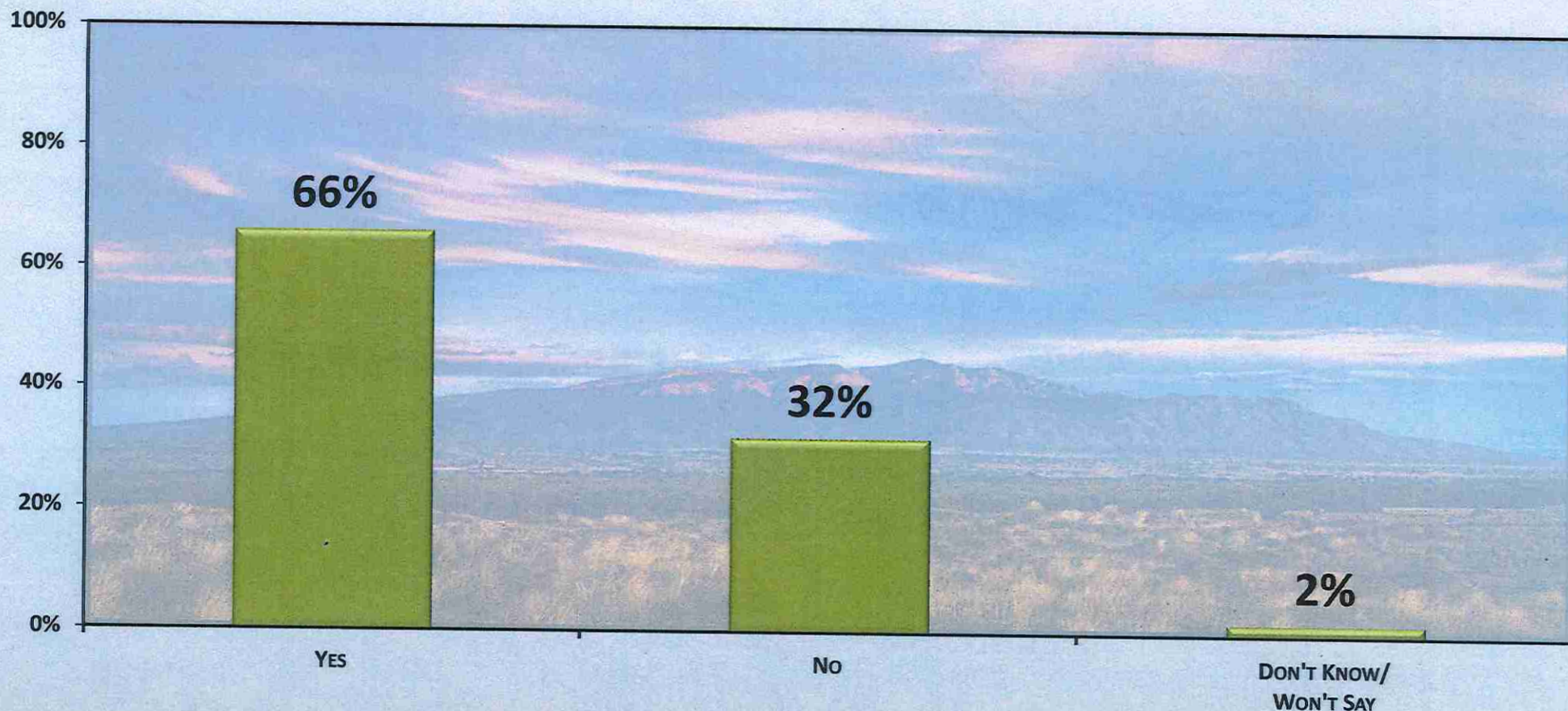


**RESIDENTS MORE LIKELY THAN OTHERS TO BE AWARE INCLUDE:**

- MALES (71%) COMPARED TO FEMALES (61%)
- ANGLOS (77%) COMPARED TO HISPANICS (57%)
- THOSE AGE 50 AND OLDER (76%) COMPARED TO THOSE AGES 18 TO 34 (45%)
- THOSE IN THE MID-HEIGHTS (76%) COMPARED TO THOSE ON THE WESTSIDE/SOUTHWEST MESA (58%)

- THOSE WITHOUT CHILDREN IN THE HOUSEHOLD (72%) COMPARED TO THOSE WITH CHILDREN IN THE HOME (56%)
- THOSE OF HIGHER SOCIO-ECONOMIC STATUS COMPARED TO THOSE OF LOWER SOCIO-ECONOMIC STATUS
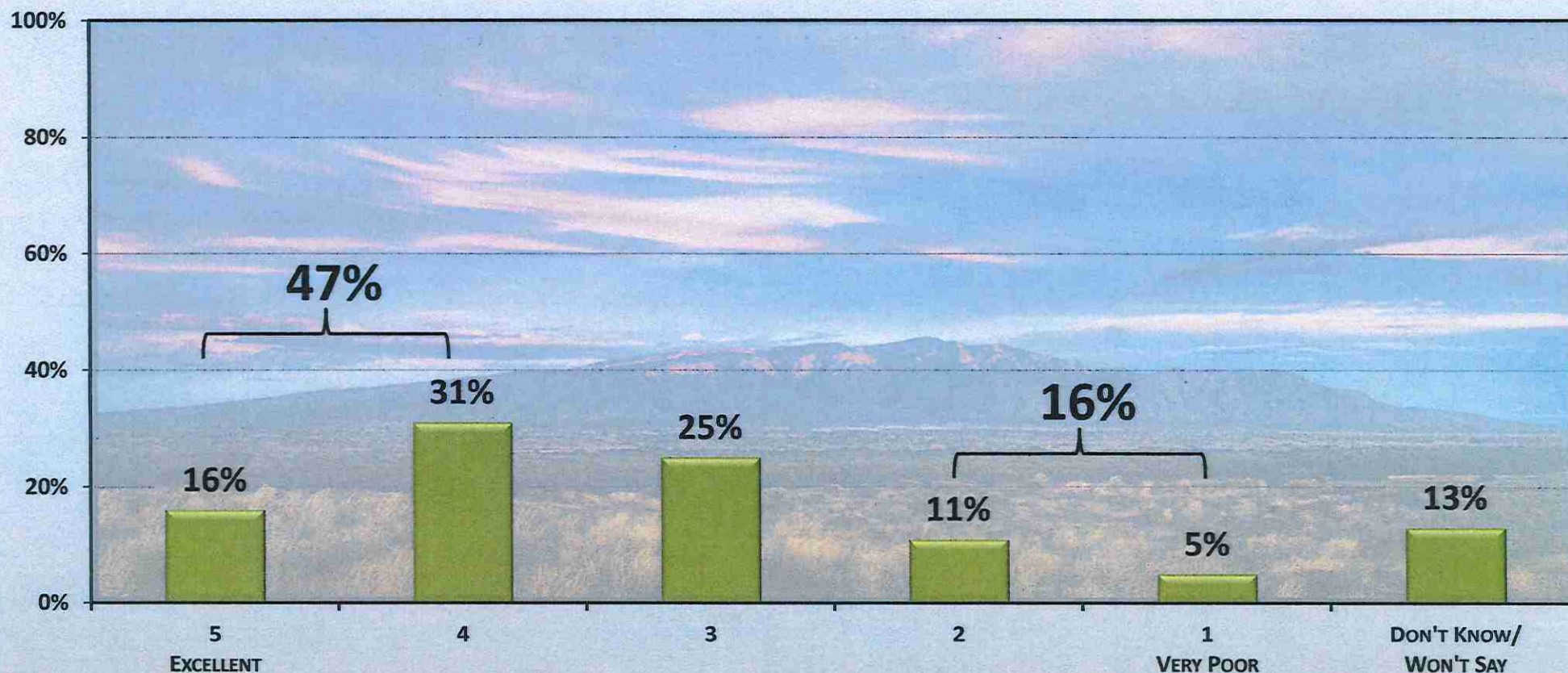
# OVERALL RATING OF ALBUQUERQUE POLICE DEPARTMENT ESTABLISHING AND IMPLEMENTING NEW POLICIES AND REFORMS

## AMONG THOSE AWARE OF APD'S SETTLEMENT AGREEMENT
### TOTAL RESPONSES (N=265)



| | 5 EXCELLENT | 4 | 3 | 2 | 1 VERY POOR | DON'T KNOW/ WON'T SAY |
|---|---|---|---|---|---|---|
| | 16% | 31% | 25% | 11% | 5% | 13% |

47% (bracket over 5 and 4)

16% (bracket over 2 and 1)

OLDER RESPONDENTS ARE MORE LIKELY TO GIVE HIGH MARKS TO APD IN ESTABLISHING NEW POLICIES AND IMPLEMENTING REFORMS IN THE DEPARTMENT. FURTHER, THOSE ON THE WESTSIDE/SOUTHWEST MESA (63%) ARE MORE LIKELY THAN THOSE IN THE MID-HEIGHTS (29%), UNM/SOUTHEAST (41%), AND NORTH VALLEY/DOWNTOWN (42%) AREAS TO GIVE HIGH MARKS TO APD FOR ESTABLISHING NEW POLICIES AND IMPLEMENTING REFORMS IN THE DEPARTMENT.

# MAJOR FINDINGS

## ALBUQUERQUE POLICE DEPARTMENT

TWO-THIRDS OF THE RESIDENTS (65%) SAY THEY HAVE A **GREAT DEAL OF RESPECT** FOR APD COMPARED TO JUST 6% WHO SAY THEY HAVE **HARDLY ANY RESPECT** FOR THE POLICE DEPARTMENT.

THE MAJORITY OF RESIDENTS (58%) ALSO AGREE THAT APD IS **RESPECTFUL IN THE TREATMENT OF CITIZENS** AND **IS DOING A GOOD JOB IN ADDRESSING PUBLIC SAFETY ISSUES** (55%) WHICH IS SIMILAR TO RESULTS OBSERVED IN LAST YEAR'S SURVEY AND A SIGNIFICANT IMPROVEMENT FROM THE RESULTS OBSERVED IN THE STUDY CONDUCTED IN 2014 WHICH WAS A LOW MARK.

NEARLY HALF THE RESIDENTS (48%) GIVE APD HIGH MARKS FOR ITS **EFFORTS TO REACH OUT INTO THE COMMUNITY OVER THE PAST TWO YEARS**, COMPARED TO 17% WHO ARE CRITICAL OF THE OUTREACH EFFORTS.

ONE-IN-THREE RESIDENTS BELIEVE **APD'S COMMUNITY OUTREACH EFFORTS HAVE IMPROVED OVER THE PAST TWO YEARS** COMPARED TO ONLY 9% WHO SAY IT HAS DECLINED AND 49% WHO SAY THEY HAVE NOT NOTICED A CHANGE.

# MAJOR FINDINGS

TWO-THIRDS OF RESIDENTS SAY THEY ARE AWARE OF APD'S SETTLEMENT WITH THE DEPARTMENT OF JUSTICE AND NEARLY HALF (47%) OF THOSE WHO ARE AWARE OF THE SETTLEMENT FEEL APD HAS DONE A GOOD JOB OF ESTABLISHING AND IMPLEMENTING NEW POLICIES AND REFORMS (16% GIVE LOW MARKS).

WHEN ASKED TO PRIORITIZE 6 BASIC SERVICES FOR BUDGETARY PURPOSES, **IMPROVING COMMUNITY SERVICES**, INCLUDING PROGRAMS FOR HOMELESS INDIVIDUALS AND FAMILIES, PROGRAMS FOR SUBSTANCE ABUSE AND PROGRAMS FOR INDIVIDUALS WITH MENTAL HEALTH ISSUES, IS PERCEIVED AS THE SINGLE **HIGHEST PRIORITY**, FOLLOWED BY **IMPROVING PUBLIC SAFETY.**

**THE MAJORITY** OF ALBUQUERQUE RESIDENTS **FEEL THE RELATIONS BETWEEN PEOPLE OF DIFFERENT CULTURES AND RACIAL BACKGROUNDS IN ALBUQUERQUE IS EXCELLENT/GOOD** (65%), COMPARED TO ONLY 9% WHO FEEL RELATIONS ARE POOR, ALTHOUGH ONE-QUARTER FEEL THAT THEY ARE FAIR.