

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 07/25/2005; Replaces: 02/14/05
05-GOR10

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Effective: 02/09/05; Replaces: 12/09/03
05-GOR4

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**ALBUQUERQUE POLICE DEPARTMENT
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Effective: 02/14/05; Replaces: 09/27/96
05-GOR1

**THE ALBUQUERQUE
POLICE DEPARTMENT**

MISSION

We, the members of the Albuquerque Police Department believe in the shared responsibility of police personnel, government leaders and citizens to improve Albuquerque's quality of life and to defend our community. We vow to uphold the U.S. Constitution, to fairly enforce the laws of New Mexico and the City of Albuquerque in order to protect life, property and rights. In partnership with the community, we will engage in proactive policing to maintain order, reduce crime and the fear of crime through education, prevention and enforcement.

VALUES

I N T E G R I T Y

We maintain the trust of the community by being honest, compassionate and consistent in our beliefs and actions. We hold ourselves responsible to the highest standard of personal and professional ethical conduct.

R E S P E C T

We respect the sanctity of life, the dignity of all people, and use only that force necessary to accomplish our lawful duty.

P R I D E

We take pride in our department and its historical heritage. We are dedicated to professionalism, service, and moral courage.

F A I R N E S S

We treat everyone as we want to be treated by being objective, courteous, and equitable.

**ALBUQUERQUE POLICE DEPARTMENT
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Effective: 02/14/05 Addition to the Manual
05-GOR2

**THE ALBUQUERQUE
POLICE DEPARTMENT**

VISION STATEMENT

The Albuquerque Police Department envisions a safe, secure community where the rights, history and culture of each citizen is valued and respected. We will achieve this vision by proactively collaborating with the community to identify and solve public safety problems and improve the quality of life in Albuquerque.

COMMUNITY POLICING

Community Policing is a pro-active partnership between the Albuquerque Police Department, the citizens of Albuquerque, other agencies within the City of Albuquerque, and other levels of State Government, Federal Government and the private sector. This partnership seeks to expose the root causes of crime and disorder, and to eradicate such conditions through the aggressive enforcement of laws, ordinances, city policies and through positive community collaboration.

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Effective: 01/09/2006; Replaces: 05/18/2005

CHAIN OF COMMAND

MAYOR

The Honorable Martin Chavez

DEPUTY CHIEF ADMINISTRATIVE OFFICER – PUBLIC SAFETY

Nick Bakas

CHIEF OF POLICE

Raymond D. Schultz

DEPUTY CHIEFS OF POLICE

INVESTIGATIVE BUREAU

Edward Sauer

ADMINISTRATIVE BUREAU

Fowler Johnston

FIELD SERVICES BUREAU

Paul Chavez

SUPPORT SERVICES BUREAU

Joe Bowdich

AREA COMMAND CAPTAINS

GERALD CLINE MEMORIAL SUBSTATION – Ron Paiz

SHAWN MCWETHY MEMORIAL SUBSTATION – Conrad Candelaria

FOOTHILLS SUBSTATION –

JOHN CARRILLO MEMORIAL SUBSTATION – Kevin McCabe

PHIL CHACON MEMORIAL SUBSTATION – Rob Debuck

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Effective: 05/15/99; Replaces: 07/01/94
99-GOC

DEPARTMENT GOAL

The Albuquerque Police Department provides for police protection, law enforcement, investigation and prevention, and the maintenance of order in the community. To provide these basic public safety functions, the Department maintains an infrastructure of administrative and support activities. The Department's Goal is to meet its responsibilities to the citizens of the community by providing the best professional law enforcement, public safety, and welfare services attainable by managing the Department's resources in the most effective and efficient manner possible.

DEPARTMENT OBJECTIVES

The principal functions of the Police Department are the preservation of the peace and maintenance of order; the prevention and detection of crime; the apprehension of offenders; the protection of persons and property under the laws of the United States Constitution, the New Mexico State Constitution, the laws of the State, and the ordinances of the City; and the performance of the multitude of tasks relating to public welfare and safety. For these purposes, the police are endowed with legal authority. In the exercise of this power, justice and equality should be the actuating motives.

To achieve success, the Department must win and retain the confidence and respect of the citizens it serves. This can be accomplished only by a constant and earnest endeavor on the part of all personnel to perform their duties in an efficient, honest, businesslike and professional manner; and by exemplary conduct, to cultivate in the public mind the realization that the Police Department is a vital requisite to public well being.

Police officers should remember that in the execution of their duties, they act not for themselves, but for the public. Their appointment is in no sense for their own advantage. The entire law regulating their function hinges upon this principle. They are required to be governed by no feeling, save zeal, to do what the law commands. Officers must bear in mind that they represent the dignity and authority of the State and are representatives of the law to whose lawful demands all must submit and that such submission can be compelled when necessary. They should use no unnecessary force nor hesitate to use necessary force when circumstances require.

FORMULATION AND ANNUAL UPDATING OF GOALS AND OBJECTIVES

In order to accomplish Department Goals and Objectives, the Department will participate in a process of the formulation of goals and objectives for each organizational component. The goals and objectives concept will serve as a guide for all Department personnel in order to attain the highest level of service to the community in accordance with the Department's Mission Statement. Each organizational component will undergo an annual review of its goals and objectives for updating and other modifications as needed under the direction of the component's supervisory personnel. Goals and objectives for each organizational component will be made available to all Department personnel via Department SOP; bureau, division, section, unit SOP's, and by Department Special Orders and Memorandums.

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Effective: 12/20/99; Replaces: 01/17/97

STANDARD OPERATING PROCEDURES MANUALS

In order to fulfill the Department Goal, it is necessary to create and maintain a system through which the Albuquerque Police Department can be effectively directed and controlled. This does not imply a disregard for the rights or abilities of the individual, but rather a structuring of the human efforts concerned with carrying out the everyday activities of the Department. As part of the overall training process, written direction must be provided to all personnel to guide and direct them in the performance of their duties. Standard operating procedures should therefore be considered only one part of the policy of the department.

AUTHORITY OF DEPARTMENT MANUALS

The department manuals, to be hereafter referred to as General Orders, Procedural Orders, Administrative Orders, are compiled, adopted, and published on the authority of the Chief of Police and with the approval, and concurrence of the City of Albuquerque's Personnel Services Director and the Mayor of the City of Albuquerque or his designee for information, guidance, government, discipline, and administration of the Police Department and its personnel. Department policy, rules, and procedures may be updated by special orders or formal training which may not be currently reflected in these manuals. Any violations of the provisions or intent of these manuals may result in disciplinary charges against personnel responsible for such violations. The Department recognizes the fact that situations will occasionally arise which may mitigate such violations. Evidence of such mitigating circumstances may be considered on an individual basis when assessing the conduct of personnel of this Department.

These manuals are intended only to regulate the conduct of personnel of this department are not intended to create any higher standard of care than that required by State Law for purposes of establishing civil liability on the part of the City, the Department, or personnel of this Department. The above manuals are established as a result of organizational polices, together with the City Merit Ordinance and Personnel Relations are the official guides to this department's organization and operations. The SOP Detail is responsible for the publication and revision of the Department Standard Operating Procedures manuals. All personnel of the department will be issued a copy of the appropriate manual(s) that supplement the City Merit Ordinance, City Personnel Regulations, and Collective Bargaining Agreements. Whenever and wherever there is a conflict, the City Merit Ordinance, city Personnel Regulations, and Collective Bargaining Agreements take precedence over these manuals.

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 01/17/97; Replaces: 07/10/92

MANUAL FORMAT

The Standard Operating Procedures Manuals of the Albuquerque Police Department are formatted into several categories including: Policies, Definitions, Rules, and Procedures. Policies are general statements which guide the Department and its personnel in the direction of departmental goals. Definitions provide clarification of specific terms as used in these manuals. Rules are directives designed to govern those situations in which no deviation or exception is permitted. Procedures are approved methods of handling, responding, or dealing with given situations.

The General Orders contain standard operating procedures relevant to all employees of the department. The Procedural Orders contain standard operating procedures covering those situations encountered by sworn personnel of the department. The Administrative Orders contain procedural and some administrative guidelines encountered by supervisors.

MANUAL DISTRIBUTION

General Orders are issued to all department employees. Procedural Orders are issued to all sworn employees and supervisors. Administrative Orders are issued to all department supervisors and manuals containing all publications are available at key locations throughout the department. All manuals are available "on-line".

BUREAU, DIVISION, SECTION, AND UNIT OPERATIONS MANUALS

Each bureau, division, section, and unit will maintain an operations manual which will be available to all personnel assigned to these subdivisions. A copy of teach manual, as well as additions, revisions, and deletions, will be sent to the Office of the Chief of Police, the SOP Detail, and the Police Academy.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective: 07/10/92; Still In Effect 10/01/95

RESPONSIBILITY OF ALL DEPARTMENT PERSONNEL

It shall be the duty of all personnel to familiarize themselves with the contents of these manuals and conduct themselves in accordance with their precepts. Ignorance or misunderstanding of any of the provisions of the manuals will not be accepted as a defense against disciplinary charges.

The duties of each activity shall be made known to all throughout this organization. Lines of command are shown on the organizational chart and make it possible for anyone in this organization to contact the proper authority for action or decision on any problem.

LAW ENFORCEMENT CODE OF ETHICS

*My fundamental duty as a Law Enforcement Officer is to serve mankind, to safeguard lives and property, to protect the innocent against deception, to protect the weak against oppression or intimidation, to protect the peaceful against violence or disorder, and to obey the Constitutional Rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my Department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession...law enforcement.

OATH OF OFFICE

I, _____, do hereby solemnly swear to support the Constitution of the United States and the state of New Mexico, to enforce the laws of the state of New Mexico and the ordinances of the city of Albuquerque; and to perform all other duties of a police officer to the best of my ability, so help me God.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 06/11/02; Replaces: 01/01/99

ORGANIZATIONAL POLICIES

To provide a guide for action in organizational planning, it is the policy of the Albuquerque Police Department to:

- A. Fix responsibility for each function. The manner in which such responsibility has been fixed is set forth in the Standard Operating Procedures manuals of this department. Responsibility must be accompanied by commensurate authority at every level.
- B. Delegate authority for decision making and action to the lowest level possible. All personnel are held fully accountable for the use of delegated authority, as well as the failure to use it.
- C. Describe lines of authority and such functional and advisory relationships as are necessary to the conduct of good law enforcement.
- D. Practice the principle of "Unity of Command", whenever possible, in all organizational components of the department. The concept of Unity of Command states that:
 - 1. Each employee is accountable to only one supervisor at any given time.
 - 2. Only one person should be in complete command of any operation or incident.
 - 3. In cases of emergency, a supervisor is not relieved of the responsibility to act, even though a subordinate or incident is not under the supervisor's direct command.
- E. Wherever possible, minimize the number of employees under the direct control of any given supervisor (in any case, no more than 15), in order to provide for effective direction, coordination, and control of the employees.
- F. Have established lines of authority followed in all routine matters. It is not the purpose of this policy, however, to put an end to the "open door" policy of command officers. Under exceptional circumstances, and when normal lines of authority do not suffice, persons may seek advice and discuss problems with higher authority.
- G. **Make basic changes in the described organizational structures only after the full consideration of the Chief of Police and the Deputy Chiefs of Police.**

COMMAND STRUCTURE

The department is organized by components to provide a command structure. The command structure is outlined as follows:

<u>Component</u>	<u>Rank in Charge</u>
Department	Chief of Police
Bureau/Area Command	* Deputy Chief of Police
Division/Area/Command	Captain/Director
Section/Watch	Lieutenant/Manager
Unit/Squad/Sector/Team	Sergeant/Supervisor
Detail/Beat	Officer

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 07/30/97; Replaces: 03/17/97
97-GOC14

ORGANIZATIONAL CHART

The organizational chart shows in graphic form the overall structure of the department, the management positions in the structure, and the flow of authority and accountability. This chart shows supervisory relationships; areas of activities; relations with other bureaus, divisions, sections, and units; and direct lines of authority. As part of the General Orders manual, the organizational chart is reviewed and updated annually by the SOP Detail.

The organizational charts of the Albuquerque Police Department are in compliance with the accreditation standards.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective: 04/23/90; 05/28/99

DEFINITIONS

ACCR STD, OR A.S.	Abbreviation for National Accreditation Standard. This abbreviation may be found next to specific SOP texts along with applicable standard number(s).
ACTING	Serving temporarily in a higher rank or position with all the authority, responsibilities, and duties of the higher rank or position.
ADMINISTRATIVE LEAVE	Leave, other than vacation, sick, comp time, or emergency, with or without pay.
ADMINISTRATIVE ORDERS MANUAL	A component part of the Department Standard Operating Procedures. This manual provides guidance in administrative matters.
AREA	The largest geographic element into which the City is divided for the purpose of patrol and response to calls for service. Organizationally equivalent to a division.
ARREST	To seize, keep or detain in custody by authority of law.
BEAT	Geographical area within a sector. Synonymous with District.
BUREAU	The largest organizational element of the Department, usually commanded by a deputy chief of police.
CADET	Full-time probationary personnel assigned to the Police Academy for the purpose of law enforcement training prior to commissioning as a sworn officer.
CHAIN OF COMMAND	The up and down unbroken line of communication. The authority from the Chief of Police down to the lowest ranking positions.
CHARGING OFFICER	Any supervisor in the personnel's chain of command, including the Chief of Police. This does not apply to Safety Review Board proceedings.
CLASSIFIED EMPLOYEE	A full-time permanent employee of the city of Albuquerque beneath the rank of the administrative head of a department.
COMMANDING OFFICER	An officer with the rank of lieutenant or above who is assigned by the Chief of Police to a particular command.

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Effective: 04/23/90; 05/28/99

DELEGATE	A person acting for another. To assign responsibility or authority.
DEMOTION	An action which lowers the rank, grade and/or the rate of pay of personnel.
DEPARTMENT MEMORANDA	Notices containing information, advisories, or announcements of general or specific interest.
DEPARTMENT PERSONNEL ORDERS	Orders issued whenever personnel are transferred from one activity to another, or are promoted.
DEPARTMENT PROPERTY	City owned property controlled by the Albuquerque Police Department.
DEPARTMENT SPECIAL ORDERS	Written directives issued at the Department level to govern particular situations.
DETAIL	A functional designation for personnel assigned to perform a specialized task.
DISCIPLINARY ACTION	Any loss of pay or action that is applied by a supervisor to a subordinate in order to correct misbehavior as stated in: <ol style="list-style-type: none">1. Federal, State, and City laws, statutes, and ordinances.2. Merit Ordinance3. Personnel Rules and Regulations4. Department Standard Operating Procedures5. Bureau Standard Operating Procedures
DISMISSAL	Disciplinary action which terminates personnel from City service.
DISTRICT	Geographical area within a sector. Synonymous with Beat.
DIVISION	An element of a bureau, usually commanded by a captain.
DUE PROCESS	An opportunity to be heard before any adverse action is taken. Includes written notice of the reasons for the action.
DUTY	Obligatory tasks, conduct, service, or functions that arise from one's position.
EMPLOYEE EMERGENCY LEAVE	Personnel of the department both sworn and non sworn. Leave with pay granted for short periods in the case of serious illness, death, or other valid reasons in the immediate family of personnel.

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Effective: 12/06/00; Replaces: 05/28/99

FIELD TRAINING OFFICER	A Field Operations patrol officer first class who has been certified by the Operations Support Section. Is assigned a recruit officer to supervise, guide and orientate to patrol activities.
GENERAL ORDERS MANUAL	A component part of the department Standard Operating Procedures. This manual establishes policy, rules, and procedures for all Department personnel.
GENDER	The classification by which words are grouped as masculine, feminine or neuter. Use of the masculine gender in this manual also includes, where applicable, the female gender.
GRIEVANCE	A formal complaint by personnel concerning an action taken by management which results in demotion, loss of pay, seniority, or in an oral or written reprimand.
HEARING	A public review of the facts surrounding a grievance or disciplinary action.
*ILLEGAL PROFILING	A prohibited activity that consists of targeting individuals for enforcement action or other police activity based solely upon race, ethnicity, gender, sexual orientation, religious affiliation or economic status.
INCOMPETENT	Incapable of performing assigned duties satisfactorily.
INJURY IN THE LINE OF DUTY	Injury received in the course of personnel's performance of duty (ILD).
INSPECTION	Examination to ensure that appearance, uniforms, equipment, duties, and operations conform to established standards.
INSUBORDINATION	Willful disobedience of any lawful order issued by a supervisor and/or acting supervisor or treating with contempt or being disrespectful in language or conduct towards a superior.
LAWFUL ORDER	Any written or verbal directive issued by a supervisor to any subordinate or group of subordinates which is not in violation of any law, ordinance, department policy, rule, or procedure.
LEAVE OF ABSENCE	Period of time where personnel are excused from active duty with or without pay.
LEAVE WITH PAY	Authorized absence from work with pay.
LEAVE WITHOUT PAY	Absence from work without pay.

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Effective: 04/23/90; 05/28/99

MALFEASANCE	An act or instance of wrongdoing that is legally unjustified or contrary to law.
MAY	May is permissive, contrary to shall or will which is not permissive.
MISFEASANCE	The performance of a lawful action in an illegal or improper manner.
NEGLECT OF DUTY	A knowledgeable failure to perform assigned duties or to respond to a situation requiring police action.
NONFEASANCE	Omission to do that which should be done.
OFF DUTY	That period of time when not scheduled for duty.
OFF DUTY POLICE CONDUCT	That conduct off duty which involves the use of department equipment (e.g. gun, badge, police vehicle etc.), police powers, or is an action which would be a violation of law if committed by a non sworn person.
OFFICER	Personnel of the department who have police powers and have taken the oath of a police officer. (See Sworn Employee).
ON DUTY	That period of time when scheduled to perform official duties or when required to act in an official capacity while on off-duty status.
ORDER	A verbal or written instruction issued by a supervisor.
OVERTIME	Work in excess of the regularly scheduled work week (minimum of forty hours) or as provided by appropriate contract.
PATROL OFFICER FIRST CLASS	An officer who has satisfactorily completed the probationary period.
PATROL OFFICER SECOND CLASS	Personnel classification for a probationary officer who has satisfactorily completed Police Academy training. Can include an officer in recruit status.
PERSONNEL	Generic employee which includes both officers and civilians of the department.

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Effective: 04/23/90; 05/28/99

POLICE SERVICE AIDE	A uniformed civilian employee designated to assist and/or supplement police officers in non-hazardous duties for which the service of a sworn officer is not necessary. They are responsible to a sector sergeant. This is a police officer intern position.
POLICY	A general statement which guides the organization and its personnel in the direction of organizational goals.
PREDISCIPLINARY HEARING	A hearing that is held prior to any disciplinary action being taken and where personnel are given notice and advised of the charges or allegations. The nature of the charges and allegations are revealed and a reasonable opportunity to refute them is given.
PROBABLE CAUSE	The reasonable belief that the suspect or person arrested has or is committing a crime.
PROBATIONARY PERSONNEL	Full-time city personnel who have not yet completed the trial phase of employment and who may be dismissed without appeal.
PROCEDURAL ORDERS MANUAL	A component part of the Department Standard Procedures. This manual sets forth policy, rules, and procedures on police procedures used by sworn personnel.
PROCEDURE	Officially approved method of handling, responding to or dealing with any given situation.
PROPERTY	Vehicles, fixtures, office equipment, furniture, and other items of value which have been assigned inventory control numbers or are considered items of fixed assets. Accessories of any property are considered a part of that item and will not be accounted for individually. Items which are expendable are not classified as property items.
RECRUIT OFFICER	A designation for probationary personnel of the Department who have taken the oath of office. They are authorized to execute police powers and are charged with law enforcement responsibilities. They remain on training status under the supervision and guidance of a certified Field Training Officer.
REINSTATEMENT	Placing personnel who have been on leave or layoff in active duty status. Placing personnel who have resigned but have returned within 30 days in active duty status.

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Effective: 04/23/90; 05/28/99

RELIEVED OF DUTY	Not required or permitted to perform any official duty.
REPRIMAND	A formal verbal or written disciplinary action which does not result in any loss of pay or seniority.
RESERVE OFFICER	A part-time civilian volunteer who has police authority while on duty and under the supervision of a sworn full-time officer.
RESIGNATION	Voluntary termination, prior to retirement, of service to the City by personnel.
RETIREMENT	Status of personnel who are no longer on active duty and who are drawing an annuity from PERA.
RULES AND REGULATIONS	Department directives, standard operating procedures, or other orders designed to cover situations in which no deviation or exception is permitted.
SECTION	An element of a division, usually commanded by a lieutenant.
SECTOR	Geographical designation within an area composed of districts, usually supervised by a shift sergeant.
SECURITY PERSONNEL	Uniformed, non-sworn employees responsible for security at designated areas.
SENIORITY	A status attained by length of continuous service or rank.
SHALL	Used to express an order, command or to direct what is mandatory.
SHIFT	The daily designated working period of personnel.
SHOULD	Highly recommended course of action, but not mandatory.
SICK LEAVE	Leave with pay granted to personnel for personal illness or legal quarantine.
SQUAD	An element of a section, organizationally equivalent to a unit or team.
STANDARD OPERATING PROCEDURES	Written orders by the Chief of Police or a bureau, division, or section commander to define policy and direct procedures for specific situations or events. Effective permanently unless amended or rescinded.
SUPERIOR OFFICER	Personnel with the rank of sergeant or above.

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SUPERVISOR	An officer or civilian employee who has obtained supervisory classification. Personnel assigned by the Chief of Police to supervise the work of others.
SUSPENSION	Disciplinary action placing personnel in anon-pay, non-duty status for a specified period of time.
SWORN EMPLOYEE	Personnel of the department who have taken the Oath of Office and have full police powers.
*TEAM	A functional group of personnel within an Area Command or division that performs a variety of specialized tasks, usually supervised by a sergeant. Team also refers to a group of patrol officers assigned to district. Team is organizationally equivalent to a unit or a squad.
TERMINATION	The resignation, retirement, dismissal or death of personnel.
UNIT	An element of a section, organizationally equivalent to a squad or team.
UNCLASSIFIED EMPLOYEE	The administrative head of a department and all part-time, temporary or seasonal employees.
WATCH	Assignment of duty hours, Watch I, graveyard; Watch II, day; and Watch III, swing.
WILL	Used to express an order, command or to direct what is mandatory.

ALBUQUERQUE POLICE DEPARTMENT
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ALBUQUERQUE POLICE DEPARTMENT
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Effective: 03/17/97; Replaces: 06/25/92
97-GOC4

AREA SUBSTATIONS/SECTORS/DISTRICTS

A. John Carrillo Memorial Substation

*1. Sector 41

- a. District 411
- b. District 412
- c. District 413

* 2. Sector 43

- a. District 431
- b. District 432
- c. District 433
- d. District 434

* 3. Sector 42

- a. District 421
- b. District 422
- c. District 423

***B. Phil Chacon Memorial Substation**

1. Sector 32

- a. District 321
- b. District 322
- c. District 323
- d. District 324
- e. District 325

2. Sector 33

- a. District 331
- b. District 332
- c. District 333
- d. District 334
- e. District 335
- f. District 336
- g. District 337

C. Shawn McWethy Memorial Substation

* 1. Sector 11

- a. District 111
- b. District 112
- c. District 113
- d. District 114
- e. District 115
- f. District 116
- g. District 117
- h. District 118
- i. District 119

* 2. Sector 12

- a. District 121
- b. District 122
- c. District 123
- d. District 124
- e. District 125
- f. District 126
- g. District 127
- h. District 128
- i. District 129

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Effective: 03/17/97; Replaces: 06/25/92
97-GOC4

- * 3. Sector 13
 - a. District 131
 - b. District 132
 - c. District 133
 - d. District 134
 - e. District 135
 - f. District 136
 - g. District 137
 - h. District 138
 - i. District 139

- * 4. Sector 14
 - a. District 141
 - b. District 142
 - c. District 143
 - d. District 144
 - e. District 145
 - f. District 146
 - g. District 147
 - h. District 148
 - i. District 149

- * 5. Sector 15
 - a. District 151
 - b. District 152
 - c. District 153
 - d. District 154
 - e. District 155
 - f. District 156
 - g. District 157
 - h. District 158
 - i. District 159

D. Gerald E. Cline Memorial Substation

- 1. Sector 22
 - a. District 221
 - b. District 222
 - c. District 223
 - d. District 224
 - e. District 225
 - f. District 226

- 2. Sector 23
 - a. District 231
 - b. District 232
 - c. District 233
 - d. District 234
 - e. District 235
 - f. District 236

- 3. Sector 24
 - a. District 241
 - b. District 242
 - c. District 243
 - d. District 244
 - e. District 245

E. Foothills Substation

- * 1. Sector 52
 - a. District 521
 - b. District 522
 - c. District 523
 - e. District 524

- *2. Sector 53
 - a. District 531
 - b. District 532
 - c. District 533
 - e. District 534

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective:

VIV

RESERVED

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective: 12/07/05; Replaces: 12/31/01

AUTHORITY

In accordance with the introduction section of the Personnel Rules and Regulations of the City of Albuquerque dated December 1, 1990, the following constitutes the establishment, scope, and authority of the Albuquerque Police Department Standard Operating Procedures manual.

The Standard Operating Procedures manual is published and issued under the authority of the Chief of Police and with the approval, and concurrence of the City of Albuquerque's Human Resources Director and the Mayor of the City of Albuquerque or his designee.

APPROVAL

By virtue of the authority vested in me as Mayor, or his designee, of the City of Albuquerque, State of New Mexico, I hereby approve and concur with the adoption of the General Orders, Procedural Orders, and Administrative Orders manuals as the Standard Operating Procedures of the Police Department.

MARTIN CHAVEZ
Mayor

By virtue of the authority vested in me as Chief of Police of the City of Albuquerque, State of New Mexico, I hereby prescribe and adopt the General Orders, Procedural Orders, and Administrative Orders manuals as the Standard Operating Procedures of the Police Department. These manuals shall be the standing orders governing the actions of all personnel of this Police Department.

RAYMOND D. SCHULTZ
Chief of Police

By virtue of the authority vested in me as Human Resources Director of the City of Albuquerque, State of New Mexico, I hereby approve and concur with the adoption of the General Orders, Procedural Orders, and Administrative Orders manuals as the Standard Operating Procedures of the Police Department.

PATRICIA MILLER
Human Resources Director

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 06/11/02; Replaces: 03/12/97

1-01 COMMAND RESPONSIBILITIES

POLICY:

Department policy is to designate command responsibilities for those situations where personnel from different commands are engaged in the same operation with a common goal.

RULES:

1-01-1 PERSON IN COMMAND
[N/A]

- A. When the needs of an operation require personnel from different commands to function as a single unit with a common goal, the person in command of that combined force will be the on-scene ranking officer of the command with overall responsibility for the outcome of the operation, unless otherwise specifically designated elsewhere in the department Standard Operating Procedures manuals. This person will be referred to as the field commander.

- *B. **The affected deputy chief, or area commander** will resolve command responsibility conflicts during emergency operations within their area of responsibility.

PROCEDURE:

1-01-2 DELEGATION OF AUTHORITY
[7]

The (ranking officer) field commander may in turn designate a subordinate officer and vest in him/her the authority to act in the capacity of field commander. If such designation is made, the person relinquishing authority shall so notify the supervisors of the various units present in order to eliminate doubts about who has the authority to direct operations.

1-01-3 UTILIZATION OF SPECIALIZED UNITS
[N/A]

When utilizing specialized units, the field commander should strive, to the greatest extent possible, to support the specialized unit with manpower and resources sufficient to attain the specialized unit's objective.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective:

1-02

RESERVED

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 09/10/97; Replaces: 04/23/90

1-03 OFFICER'S DUTIES

POLICY:

Department policy is to establish an Officer's code of conduct for those situations where sworn personnel are required to act in an official capacity or are performing official duties. This code of conduct is oriented toward an approach to train or develop by instruction.

RULES:

1-03-1 CARRYING OF FIREARM, BADGE, AND IDENTIFICATION CARD

[5]

Officers shall carry and use weapons in a careful, prudent manner in accordance with the laws of the State of New Mexico and departmental rules and procedures.

[7]

A. On Duty:

Officers shall carry their firearm, badge, and identification card on their person except when impractical in an investigation or dangerous to their safety.

[7]

B. Off Duty:

Officers shall, if armed, carry on their person their badge and official identification card.

1-03-2 ENFORCEMENT OF LAWS, ORDINANCES, AND POLICE REGULATIONS

[5]

A. Officers shall promptly obey and support all directives and policies established by the Chief of Police.

[7]

B. Officers shall familiarize themselves with and have working knowledge of all laws of the State of New Mexico and the Ordinances of the City of Albuquerque which they are required to enforce. Officers shall:

1. Take appropriate action and render assistance in any instance coming to their attention whether on or off duty.

[6]

2. Make only those arrests, searches, and seizures which they know or should know are legal and in accordance with departmental procedures.

C. Officers shall be equally responsible for the enforcement of laws, ordinances and police regulations.

All uniformed officers shall share the responsibility for enforcement of traffic laws and regulations.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 05/10/02; Replaces: 01/24/00

1-03-2
cont'd

- D. Use of discretion by sworn personnel during the performance of their law enforcement duties.
1. When sworn employees of this department are faced with a situation where discretion can be exercised, they must evaluate the circumstances, consider the available resources, and rely on their training, department policies, department procedures, statutory law, and supervision in making the appropriate decision.
 2. In addition, within each situation, the appropriate decision should be the least restrictive that still accomplishes the intent of the law, is in accordance with department policy, and does not compromise officers' safety.

1-03-3
[7]

FURNISHING NAME AND EMPLOYEE NUMBER TO THE PUBLIC

- A. Officers shall cordially furnish their name and employee number to any person requesting such information when they are on duty or while acting in an official capacity except:
1. When the withholding of such information is necessary for the performance of police duties.
 2. When it is authorized by proper authority.
- B. Officers shall furnish APD business cards to victims and/or witnesses of crimes, unless the officer's assignment and good judgment dictates that identity should not be revealed.

1-03-4
[7]

EMERGENCY AID AND CONTACT WITH COMMUNICABLE DISEASES

Officers shall notify their supervisor at once when exposed to a contagious disease in the line of duty **and notify any other officer(s) who may have come in contact with the infected person.**

1-03-5
[7]

NEGLECT OF DUTY

Officers shall be responsible for reporting to their immediate supervisor the neglect of duty or disobedience of orders of other department personnel which may come to their attention.

1-03-6

TRANSMITTAL OF CRIME PREVENTION INFORMATION

- A. Periodically personnel attend neighborhood watch meetings, business owners meetings and other community functions where issues concerning the Police Department and the community are addressed. Additionally, through daily work activities personnel are advised of issues concerning the Police Department and the community.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 01/24/00; ADDITION TO THE MANUAL

1-03-6
cont'd

- * B. When personnel are provided with input from the community the following areas should be addressed and transmitted to the Crime Prevention Unit through the area command Crime Prevention Specialist that may include but are not limited to:**

 - 1. Descriptions of current concerns voiced by the community.**
 - 2. Descriptions of potential problems that have a bearing on law enforcement activities.**
 - 3. Any recommendations or actions that address concerns and problems and;**

- * C. Personnel will utilize Police Community Action Plan Form to record the above information.**

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
06-GOR3

1-04 PERSONNEL CODE OF CONDUCT

POLICY:

Personnel of the Albuquerque Police Department are expected to follow a prescribed code of conduct and to act responsibly while on and off-duty. The Department holds its personnel accountable for all actions which reflect adversely on the department.

RULES:

1-04-1 COMPLIANCE WITH LAWS, RULES, AND REGULATIONS

- [5] A. Personnel shall obey, and to the best of their abilities, protect the rights of the people as provided in the Constitution of the United States.

- [1] B. Personnel shall obey all felony criminal laws of the United States of America, and of any state and local jurisdiction in which they are present. Indictment, information, or other formal criminal charge for the violation of any felony law shall be prima facie evidence of a violation of this section.

- [1] - [5] C. Personnel shall obey all misdemeanor criminal laws of the United States of America, and of any state and local jurisdiction in which they are present. Indictment, information, or other formal criminal charge for the violation of any misdemeanor law shall be prima facie evidence of a violation of this section.

- [4] D. Personnel shall obey all municipal, county, state, federal civil laws, including, but not limited to Protective Orders (i.e., Restraining Orders) which may be filed against them, or filed by the employee against another person. The employee will immediately provide a copy of any Protective Order, which affects him or her, to the appropriate deputy chief/deputy director/area commander through the chain of command.

- [N/A] E. Personnel shall not commit or omit any acts which constitute a violation of any of the rules, regulations, directives, or orders of the department.

- [7] F. Personnel shall conduct themselves both on and off-duty in such a manner as to reflect most favorably on the department.

- [7] G. Conduct unbecoming an officer or employee shall include:
 - 1. That which could bring the department into disrepute; or
 - 2. That which impairs the operation or efficiency of the department.

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* GENERAL ORDERS*

Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
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1-04-1
cont'd

[3]

H. Personnel who are arrested or cited for any criminal offense or major traffic violation (i.e., Careless Driving, Reckless Driving, Driving While Intoxicated, and etc.) which occurred in any jurisdiction, must inform their immediate supervisor.

1. This will include any arrest or citation that occurred while on or off-duty.
2. Personnel will provide this information to their supervisor within 48 hours after the arrest or citation.

[1]

I. Sworn personnel shall maintain all state certification requirements and standards as set by the State Law Enforcement Academy. Loss of certification shall be prima facie evidence of a violation of this section.

1-04-2

[7]

SPECIAL CONSIDERATION, PRIVILEGE, PROFESSIONAL COURTESY

- A. Albuquerque Police Department personnel will not give special consideration, privilege, or professional courtesy to other Albuquerque Police Department personnel or to personnel from other law enforcement agencies when such personnel are alleged to be involved in a violation of any law.
- B. Albuquerque Police Department personnel who are being investigated in connection with an alleged violation of any law will not solicit special consideration, privilege, or professional courtesy from other Albuquerque Police Department personnel or from personnel of other law enforcement agencies.
- C. Supervisors shall not select personnel to work overtime based on their preference for taking compensatory time in lieu of paid overtime.

1-04-3

[7]

REPORTING FOR DUTY

- A. Personnel shall report for duty at the time and place required by assignment or order, and shall be physically and mentally fit to perform their duties.
- B. Personnel shall be properly equipped so that they may immediately assume their duties.

[6]

C. Personnel shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the Department or the City as to the condition of their health.

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Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
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1-04-4
[7] CONDUCT WHILE ON-DUTY

- A. Personnel shall constantly direct their best efforts to accomplish the functions of the department intelligently and efficiently.
- B. Personnel shall not engage in any activity or personal business that may cause them to neglect or be inattentive to duty.

[N/A] C. Personnel shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their positions.

[N/A] D. Personnel shall perform their duties in a manner that will maintain the established standard of efficiency in carrying out the functions and objectives of the department.

E. Personnel shall notify their supervisor, if possible, or someone else in authority, before leaving their duty station or post for any reason, including illness or injury.

[N/A] F. Personnel shall be permitted to suspend their assigned duties, for the purpose of having meals during their tour of duty, but only for such period of time and at such time and place as directed by their activity commander.

G. Personnel may use tobacco as long as they:

- 1. Are not in a formation; or
- 2. Do not have to leave their assignment or post for the sole purpose of doing so; or
- 3. Are not engaged in traffic direction and control; or
- 4. Are not in a designated non-smoking area.

H. When personnel are in direct contact with the public, they shall refrain from using tobacco, or should obtain permission prior to doing so from the individual with whom they are in direct contact with.

[6] I. Personnel shall promptly obey all lawful orders of a supervisor or orders given via police radio. This will include orders relayed from a supervisor by personnel of the same or lesser rank.

J. Insubordination consists of any employee who:

[4] 1. Willfully neglects or deliberately refuses any lawful order given by a superior and/or acting supervisor or:

[5] 2. Treats with contempt or is disrespectful in language or conduct towards a superior.

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1-04-4
cont'd
[N/A]

- K. Personnel who are given an otherwise proper order that is in conflict with a previous order, rule, regulation, or directive shall respectfully inform the supervisor of the previous conflicting order. If the supervisor issuing the order does not alter or retract the conflicting order, the order shall stand.
1. Under these circumstances, the responsibility for the conflict shall be upon the supervisor.
 2. Personnel shall obey the conflicting order and shall not be held responsible for disobedience of the order, rule, regulation, or directive previously issued.
 3. Personnel shall not obey any order which they know or should know would require them to commit any illegal act.
 4. If in doubt as to the legality of an order, personnel shall request the issuing supervisor to clarify the order or to confer with higher authority.
- L. Personnel shall not recommend or suggest in any manner, except in transaction of personal business, the employment or procurement of a particular product, professional service or commercial service (such as an attorney, ambulance service, towing service, bondsman, mortician, etc.).
- M. Personnel shall not, while on duty, possess business cards or other forms of advertisement relating to any personal or other business venture unless possession of such material is necessary to the performance of their duties.
- N. Personnel will not act officiously or permit personal feelings, prejudices (race, religion, politics, national origin, lifestyle or similar characteristics) animosities, or friendship to influence their decisions.
- O. In the performance of their duties, personnel shall maintain a neutral and detached attitude without indicating disinterest or that a matter is petty or insignificant.
- P. Personnel shall not use coarse, violent, profane, or insolent language or gestures.
- Q. Personnel shall obtain information in an official and courteous manner, and act upon it in a proper and judicious manner, within the scope of their duties, and consistent with established department procedures whenever any person requests assistance or advice, or makes complaints or reports, either by telephone or in person.
- R. Personnel shall wear uniforms or other clothing in accordance with established department rules and procedures.

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Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
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1-04-4
cont'd

- S. Except when acting under proper and specific orders from a supervisor, personnel on-duty shall maintain a neat, well-groomed appearance and shall style their hair according to department regulations.
- T. If personnel live in areas with telephone service, they shall have telephones in their residences, and shall report any changes of their telephone number or address to their supervisor and to the Personnel Management Division within 2 working days.
- [5] U. Personnel shall not alter, misrepresent, or otherwise make any false statement on any report or other written document which has been filled out in the course of their employment.
 - 1. Written document refers to reports, citations, public records or documents, public vouchers, overtime slips, Request for Leave or Absence form (P-30), affidavits, or any other written instrument completed by department personnel.
 - 2. A violation of this section may result in prosecution for violation of the New Mexico Statutes Annotated, including but not limited to, Paying or Receiving Public Money for Service Not Rendered (NMSA 30-23-2), Making or Permitting False Public Voucher (NMSA 30-23-3), Perjury (NMSA 30-25-1), or Tampering with Public Records (NMSA 30-26-1).
- [5] V. All initial reports will be submitted at or before the end of the shift, except at the direction of a supervisor.
- [1] W. Personnel shall truthfully answer all questions specifically directed to them, and narrowly related to the scope of employment and operations of the department.
- [7] X. Personnel shall have form PD2035, Employee Emergency Incident Information Form, on file with their section/activity commander. When an employee changes assignment, the form will be forwarded to the appropriate section/activity commander. Each employee will be responsible for updating this information as needed.
- [7] Y. Personnel may not work overtime, (other than Chief's Time) unless they receive prior approval from a supervisor.
- [7] Z. Long Distance Telephone/Cellular Phone Rules:
 - 1. All long-distance telephone calls shall be approved by a supervisor.
 - 2. Long-distance calls charged to the City shall be for city business only.
 - 3. Costly "operator assisted" calls such as person to person, third party, credit card, etc., shall not be made without the approval of the Chief of Police or his designee.

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1-04-4 Z.
cont'd

4. The practice of requesting or accepting collect official city business calls is allowable only with approval from the Chief of Police or his designee. Accepting personal collect calls is prohibited.
5. City telephones are provided for official city business use. Personal calls shall be kept to a minimum and as short as possible. Whenever possible, land lines phones should be used instead of a cellular phone. Employees must reimburse personal long distance and personal cellular telephone calls.
6. Long distance telephone calls will be logged and retained by the command.
7. Captains/Managers will receive a copy of the long distance phone and cellular phone bill that is relevant to their command from the Financial Management Division. Reimbursement for personal long distance and personal cellular telephone calls must be paid in full within 14 days after receipt by the individual of the bill reflecting such usage. Payment must be made through the Property Section by check or money order payable to the City of Albuquerque. Cash will be accepted only if the exact amount is provided. The long distance phone log will be compared to the charges on the long distance phone bill to detect any discrepancies. If any discrepancies are found, they will be investigated by the command.

1-04-5
[6]

OUTSIDE EMPLOYMENT

- A. Personnel may engage in outside employment only after written permission has been granted by the Chief of Police, in accordance with the City of Albuquerque Merit Ordinance. Such permission may be terminated at any time at the discretion of the Chief of Police.
- B. Employees engaged in outside employment must update their status on file in the Chief's Office annually or when any change occurs.
- C. If an officer owns property and acts as a landlord, that officer should not perform any law enforcement related duties. An officer who owns property does not need to submit an Outside Employment Form.
- D. Military leave shall be excluded from this policy.
- E. All employees who are enlisted or are commissioned in the Armed Forces of the United States, including National Guard and Reserves, are required to notify the Department of their membership status. These employees will submit a completed "Armed Forces Membership Notice" (PD Form #2047) to Personnel/Payroll once their membership is effective. Employees whose military status changes will submit an updated notice form to Personnel/Payroll when the status change becomes effective.

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1-04-6 CONDUCT BOTH ON AND OFF-DUTY

[6]

A. Personnel shall not lend to another person their identification card or badge, or permit them to be photographed or reproduced without the approval of the Chief of Police. Officers will not reproduce a badge for any reason.

[6]

B. Personnel shall not authorize the use of their names, photographs, or official titles in connection with testimonials or advertisements of any commodity or commercial enterprise, without the approval of the Chief of Police.

[5]

C. Personnel shall avoid regular or continuous associations or dealings with persons whom they know are under active criminal investigation or indictment, or who have a reputation in the community or the department for present involvement in felonious or criminal behavior, except as necessary in the performance of official duties, or where unavoidable because of other personal relationships.

[5]

D. Personnel shall not knowingly visit, enter, or frequent a house of prostitution, illegal gambling house, or establishment wherein the laws of the United States, the State, or the local jurisdiction are regularly violated, except in the performance of duty or while acting under proper specific orders from a supervisor.

[5]

E. Personnel shall not engage or participate in any form of illegal gambling at any time, except in the performance of duty and while acting under proper and specific orders from a supervisor.

F. Personnel shall not criticize or ridicule the department, its policies, or other personnel in a manner which:

1. Is defamatory; or
2. Is obscene; or
3. Is unlawful; or
4. Undermines the effectiveness of the department; or
5. Interferes with the maintenance of discipline; or
6. Is made with reckless disregard for the truth.

G. Personnel shall not present themselves as the official representative of the department, without prior authority.

[5]

H. Personnel shall treat the official business of the department as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in accordance with established department procedures.

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[5]

- I. Personnel shall not knowingly interfere with criminal or administrative investigations, assigned tasks, or duty assignments of another, and shall not directly or indirectly, by threat or bribe, attempt to secure the withdrawal or abandonment of a complaint or charges.

Personnel shall not, without previous authorization from the primary investigator or immediate supervisor, conduct any criminal or administrative follow-up investigation outside the scope of their assignment.

[N/A]

- J. Personnel shall be required to provide information, regarding their own Internal Affairs file, only when ordered by a court of competent authority, the Chief, or deputy chief. When in doubt, personnel should seek advice of counsel, the court, or a chief.
- K. Personnel shall, at all times, be responsible for the safeguard and proper use of all departmental issued property. All authorized equipment shall be utilized only for its intended purpose, in accordance with established departmental procedures.
- L. Personnel shall not abuse, damage, or lose department equipment.
- M. All department issued equipment shall be maintained in proper order. This will include the maintaining of issued SOP manuals and the prompt insertion of any revisions.
- N. Personnel shall operate official vehicles in a careful and prudent manner and shall obey all laws and all department orders pertaining to such operation.
- O. The loss or suspension of one's drivers license shall be reported to their immediate supervisor immediately.
- P. Parking on the east side, west side, and ramp area of the Law Enforcement Center is by assignment only, Monday through Friday from 0600 hours to 1700 hours. (See 1-19-7,B & C)
- Q. When not in uniform, personnel shall wear their APD Identification Card so that it is visible on the outer garment when in the Law Enforcement Center or a substation.
1. When in the Law Enforcement Center or a substation, personnel shall give their name, rank, and duty assignment to any person requesting it.
 2. Challenge anyone who is not wearing an I.D. badge or visitor's pass in the police facility.

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1-04-6 Q.
cont'd

3. Personnel will ensure that all police facilities are kept secure. This includes making sure doors are kept closed and locked.
4. Personnel will not allow anyone into a secure area without proper I.D.
5. Non-sworn personnel should notify Radio or Security of any unauthorized subject found in a police facility. An incident report will be written documenting the subject's information.

R. Personnel shall not attend auctions held in the Law Enforcement Center during on-duty hours, while in uniform, or while displaying an ID card and/or badge.

Personnel shall not purchase items bought by others at such auctions during business hours or within the confines of the Law Enforcement Center.

[6] S. Under normal circumstances, when it becomes necessary to officially communicate with a supervisor, personnel will use the proper chain of command.

During an emergency, personnel may bypass their immediate supervisor, but will notify their immediate supervisor as soon as possible.

[6] T. Personnel shall not photograph any crime scene or police-related investigation by videotape, motion picture, or still film process, for their personal use.

[5] U. Personnel shall not release any documents of the Albuquerque Police Department for use in any hearing or court, unless a judicial subpoena or court order has been issued, or the release has been approved by the City Attorney or the Chief of Police. Nothing in this section prohibits the release of reports provided in section 1-05 of the General Orders.

[1] V. Personnel shall not fraternize with any Police Explorer. All contact with Police Explorers will be strictly duty related and completely professional. At no time shall any personnel have contact with a Police Explorer while off duty unless it is directly related to the Police Explorer Program.

1-04-7 ALCOHOLIC BEVERAGES AND CONTROLLED SUBSTANCES

[6]

A. Personnel shall not bring into any police facility or city vehicle, alcoholic beverages, for any purpose, except in the performance of their official duties.

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- [5] B. Personnel shall not consume any intoxicating beverages on-duty, or while utilizing department property, except in actual performance of their assigned duties requiring its use.
- [5] C. Personnel shall not use intoxicating beverages off-duty to the extent that it renders them unable to report for their next scheduled tour of duty, or discredits the department.
- [5] D. Personnel shall not consume alcoholic beverages on or off-duty, after being involved in an incident that may result in a criminal or administrative investigation of their conduct, until the investigator deems the preliminary investigation complete.
- [6] E. Personnel shall notify their immediate supervisor if a prescription requires on-duty use of controlled substance.
- F. Controlled Substances
- [5] 1. Personnel shall not store or bring into any police facility or vehicle any controlled substances, narcotics, or hallucinogens, except as required in the performance of their official duties, or when so prescribed for their use by a licensed physician or dentist.
- [1] 2. No employee shall illegally possess any controlled substances per New Mexico and Federal law. Any such illegal possession will result in dismissal.
- [1] 3. No employee shall ingest any controlled substance unless prescribed by a licensed physician or dentist. Any such ingestion will result in dismissal.
- [6] a. Employees shall notify their immediate supervisor when using prescription medicine that may impair one's mental and/or physical performance. The employee shall advise the supervisor of the known side effects of such medication and the prescribed period of use.
- b. The employee may be temporarily reassigned to other duties during the time he or she is required to take the prescribed medication.
- [5] 4. No employee shall ingest any prescribed or over-the-counter medication in amounts beyond the recommended dosage.
- [6] 5. Any employee who on-duty, unintentionally ingests, or who is forced to ingest, a controlled substance shall immediately report the incident to his or her immediate supervisor so that appropriate medical steps may be taken to ensure the employee's health and safety.

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1-04-7 F.
cont'd
[5]

6. Any employee having actual knowledge that another employee is illegally using or possessing any controlled substance shall promptly report the facts and circumstances to their immediate supervisor.

1-04-8 SMOKING

Personnel will adhere to current city policy.

As per the Albuquerque Clean Indoor Air Ordinance, Section 6, Article 5, "All common work areas, conference and meeting rooms, offices, lobbies, reception areas, auditoriums, classrooms, elevators, hallways, medical facilities and restrooms shall be smokefree." Individual offices will be smokefree.

1-04-9 GRATUITIES
[7]

- A. Personnel shall not solicit or accept, either for themselves or other personnel, gifts, gratuities, or compensation for services performed in the line of duty, other than that which is paid by the city or which is allowed by the City Merit Ordinance, unless authorized by the Chief of Police.
- B. Should any establishment, through their own policy, provide food, beverages, and/or services at a lesser rate, said establishment shall not receive any official considerations, but shall be treated the same as any other establishment.
- C. The department does not endorse personnel accepting any items free of charge or at a discounted rate that is not available to the general public.
- D. Shopping on-duty or off-duty, while in uniform, is discouraged as it may invite special consideration on the part of the merchant.
- E. Personnel shall not use their official positions to gain entry into any event without paying admission, except in the line of duty. Such events include, but are not limited to:
1. Sporting events
 2. Liquor establishments; or
 3. Concerts; or
 4. Places of amusement
- F. Personnel shall not use their official position or official identification card or badge to solicit;

[6]

1. For personal or financial gain; or

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1-04-9 F.
cont'd

2. To obtain privileges not otherwise available to them except in the performance of duty; or
3. To avoid consequences of illegal acts.

G. Any officer who plans to receive reduced rent must submit a request for prior approval to the Chief of Police

1. Officers who are currently receiving reduced/free rent must have a current approval form on file and submit an annual renewal request to the Chief of Police at the beginning of each fiscal year (July).
2. Each request will be reviewed on a case-by-case basis. Officers may receive reduced rent as long as the grant of reduced rent does not violate departmental policy regarding gratuities and is not conditioned on the performance of any duty that may constitute a conflict of interest.
3. The grant will be reviewed to determine if in the public mind, it could be interpreted as capable of influencing his/her judgment in the discharge of his/her duties or that would reflect favoritism.
4. If, while acting as a landlord, a situation arises which requires law enforcement, the officer should request an officer to respond if reasonably possible and should not take action himself/herself.

1-04-10 DOCUMENTING OFFICER/EMPLOYEE CONDUCT

A. Employee Card - a permanent Employee Card will be maintained for all department personnel. Information on the card will include but not be limited to:

1. Officer/Employee of the Month - Including Department and Area Officer of the Month, and all nominations when not selected.
2. Letters of appreciation, commendations, and acknowledgements of service.
3. Any other action indicating positive performance.
4. Incidents that involve disciplinary action, corrective training, counseling, and complaints that are found to be sustained or violations not based on original complaint. The card shall indicate clearly what exact rule, regulation, or standard operating procedure section was violated.

B. Maintenance of Card Files

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Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
06-GOR3

1-04-10 B.
cont'd

1. The appropriate section/watch commander is responsible for maintaining the Employee Card and ensuring their integrity.
 2. After the review of the incident by the division/area commander, the employee and section/watch commander will initial all entries made on the card at the time the entry is made.
 3. Employees who retrieve letters of appreciation, and/or other evidence of positive performance directly from a citizen/community group, will be responsible for providing copies of this evidence of performance to their immediate supervisor for review.
 4. The Employee Card will be transferred with personnel when they transfer from one command to another.
 5. Upon termination or resignation of personnel from the Department, the Employee Card will be forwarded to the Internal Affairs Unit where they will be permanently filed.
 6. The Internal Affairs unit will audit and monitor the Employee Card. Any discrepancies or patterns of inappropriate behavior will be reported to the appropriate division/area commander.
 7. Employee card entries that involve disciplinary action, corrective training, counseling, and sustained complaints will be obliterated five years after the date of complaint notification by the section/watch commander, and after verification with the Internal Affairs Unit. All other entries will be considered as permanent entries.
- C. Employee Card Usage - Information obtained from the Employee Card will be utilized by commanding officers to:
1. Systematically identify specific personnel needs.
 2. Identify personnel who display a trend towards unacceptable behavior and to correct it.
 3. Coordinate with the Training Section on training needs which minimize undesirable practices caused by misinterpretation of procedures.
 4. Identify positive performance such as Officer/Employee of the Month, letters of appreciation, and any other action a supervisor feels should be recognized as an indication of positive performance.

1-04-11 Illegal Profiling Prohibited
[5]

- A. Illegal Profiling defined - A prohibited activity that consists of targeting individuals for enforcement action or other police activity based solely upon race, ethnicity, gender, sexual orientation, religious affiliation or economic status, age, cultural group or any other identifiable group.
- B. Members of the Albuquerque Police Department will not engage in, nor will the Department condone profiling, as defined above, in any way.

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Effective: 03/06/2006; Replaces: 02/05/04, 02/26/02, 01/30/98; 03/31/99
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1-04-11
cont'd

C. Duties of Department Personnel

1. To ensure that no employee of the Albuquerque Police Department conducts any operation or activity, i.e. traffic enforcement, tactical plan, field contacts, asset seizure, forfeiture efforts, etc., as defined above.
2. To report any person suspected of profiling immediately to the reporting person's supervisor.

D. The Operations Review Lieutenant will conduct an annual administrative review of the agency's practices to include citizen concerns. The report will be forwarded to the Accreditation Unit and the Chief of Police.

E. Identified illegal profiling incident will be handled as follows:

1. Internal Affairs will be notified to investigate the incident.
2. Training will be utilized to address needs based on the outcome of the investigation.
3. Appropriate disciplinary action will be taken.

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Effective: 3/10/00, Replaces 5/17/95

1-05 REPORTS AND RECORDS

[7]

POLICY:

Department policy is to provide an efficient and reliable reporting system and to report and record significant incidents that come to the Department's attention.

RULES:

1-05-1 **REPORTS CONSIDERED PUBLIC RECORDS**

[7]

The following reports, including but not limited to supplements and statements maintained by the Records Section of the Albuquerque Police:

- A. All incident reports.
- B. All accident and traffic offense reports.
- C. All offense reports that are ordered open to the public by a court of competent authority.
- D. Offense reports where a child has died and the case is awaiting disposition in the criminal justice system.
- E. All offense reports in which the offender(s) are currently in the criminal justice system awaiting disposition (see H. for exception).
- F. Offense reports where the case has resulted in a positive disposition for the state (see H. for exception).
- G. Offense reports that involve a child as a witness or victim of a crime and the case is awaiting disposition in the criminal justice system (see H. for exception).
- H. EXCEPTION to E, F, & G: Cases where a child is the victim of neglect and/or abuse, or in need of supervision (CHINS).

1-05-2 **RECORDS WITH LIMITED PUBLIC ACCESS**

[7]

Records maintained by the Records Section of the Albuquerque Police Department, that have limited public access are as follows:

- A. Runaway reports.
 These reports may be released only to the child's parent(s), legal guardian, or their legal representative.

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Effective: 03/10/00; Replaces: 05/17/95

1-05-2
cont'd

- B. Reports involving a child who is neglected, abused, or in need of supervision (CHINS).

These reports may be released only to the child, the child's legal representative, the parent(s), the child's legal guardian, or their legal representative, and the Human Services Department, Social Services Division; the victim(s), and/or the victim's legal representative.

1-05-3
[7]

RECORDS CLOSED TO PUBLIC ACCESS

Records maintained by the Records Section of the Albuquerque Police Department, that are considered closed to the public are as follows:

- A. All offense reports that result in a negative disposition such as "not guilty," "dismissed," "case not prosecuted," etc. This includes multiple offender cases where at least one offender receives a negative disposition.
- B. All children's cases where a child is listed as the subject of neglect, abuse, or in need of supervision (CHINS).
- C. All reports or records closed to the public by court order.
- D. All medical, psychiatric, or psychological reports.
- E. Law enforcement records that reveal confidential sources, methods, information, or individuals accused but not charged with a crime.
- F. Law enforcement records that include evidence in any form received or compiled in connection with any criminal investigation or prosecution by any law enforcement or prosecuting agency, including inactive/closed cases to the extent that they contain the information listed above.

1-05-4
[7]

ACCESS TO RECORDS BY OTHER AGENCIES

Records maintained by the Albuquerque Police Department shall be provided, when requested, to law enforcement agencies, criminal justice agencies or their representatives, or other lawfully authorized agencies.

1-05-5
[7]

RELEASE OF ARREST RECORD INFORMATION

Arrest record information may be released to employees of federal, state, or local criminal justice agencies and to the person named in the record or to a person designated by him on form PD 4139-B, or a facsimile thereof.

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Effective: 08/31/2005; Replaces: 04/30/03
05-GOR11

1-05-6
[7]

PERSONNEL OF THE DEPARTMENT WILL WRITE REPORTS ON

- A. All felonies, misdemeanors, petty misdemeanors, traffic offenses involving physical arrest, or protective custody's, and any incident or warrant service resulting in an arrest.
- B. Suicides or attempted suicides, and death calls.
- C. Traffic accidents, except those where both parties agree to settle it themselves or on private property for which parties involved are provided forms on which to submit their own reports. Refer to the Traffic SOP on Traffic Accidents, for further information. Officers will advise Radio of such prior to going 10-8.
- D. Any incident that is of great importance where the officer is at the scene, at the scene of a crime, or any incident where a citizen/victim requests a report. The calling party **WILL NOT** be referred to the Telephone Reporting Unit.
- E. When directed to do so by a superior officer.
- F. All child abuse or neglect incidents.
- G. All domestic violence incidents.
- H. All incidents involving abortion clinics and/or incidents involving any persons involved in abortion services. A copy of the report shall be forwarded to the Criminal Intelligence Unit for analysis and coordination with federal agencies.
- I. When personnel :
 - 1. discharge a firearm, other than training, recreation, and/or the destruction of an animal.
 - 2. takes an action that results in or is alleged to have resulted in injury or death of another person.
 - 3. applies force through the use of lethal or less-lethal weapons; or
 - 4. applies weaponless physical force at a level as defined by the agency.
 - 5. **Points his/her firearm directly at a subject to de-escalate a situation (this does not include the use of the "low-ready" position). A use of force form is not required.**
- J. When evidence is collected detailing the circumstances by which the property came into the agency's possession and describing each item of property obtained.

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Effective: 07/21/03; Replaces: 04/30/03
03-GOR9

1-05-7
[7] REVIEW AND REJECTION OF REPORTS

Reports will be reviewed by a supervisor before being submitted to the Report Review Unit. In cases where a report is illegible, or fails to provide adequate information, Report Review will reject the report and return it to the supervisor for corrections.

- A. All reports received by a supervisor will be logged on a Daily Report Log, PD #3084, signed and dated by the supervisor. The supervisor will indicate on the log when it is a supplemental report, re-submitted report, or any other special notations.
- B. Supervisors will insure that the Daily Report Log is reviewed and signed by Report Review Unit personnel.
 - 1. When a report is logged, it will be attached to that log.
 - 2. The log and all attached reports will be taken, by the supervisor or his/her designee, to Report Review.
 - 3. Report Review Unit personnel will ensure that all reports logged are attached and will sign the report log indicating the reports arrived in Report Review.
 - 4. If there are discrepancies in the log, the discrepancy will be noted on the log and returned to the supervisor to find the report or supplement.
- C. The original Daily Report Log will remain in Report Review, a copy will be filed at the substation and a copy will be forwarded to the Operations Review Section.

1-05-8
[7] TIMELINESS OF REPORTS

All initial reports must be submitted at or before the end of the shift, except at the direction of a supervisor, **with the exception of call-in case numbers, which must be submitted by the end of each shift.**

- A. Only original reports or documents which are intended to be part of a case file and which are not already a part of the file, will be turned in to Records for processing.
- B. The only photocopies that will be turned in to Records are those documents generated outside the Department, e.g., hospital records, bank records, etc. The only exception to this will be photo copies from the Department's Identification Unit, which are intended to be included as part of the case file.
- C. **Criteria for receiving a call-in case number are as follows:**
 - 1. **The officer intends to tag items into the Evidence Unit.**

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* GENERAL ORDERS *

Effective: 07/21/03; Replaces: 04/30/03
03-GOR9

1-05-8 C
cont'd

2. **The officer requests a case number for an auto theft, or missing person entry/cancellation.**
3. **The officer requests a case number for a Field Investigator supplement report.**
4. **Only the officer responsible for the original offense report will be permitted to obtain a call-in case number.**

D. Officers who have been issued a call-in case number will:

1. **Write the case number on the original report,**
2. **Write the case number on the supplemental report;**
3. **And on any supporting documentation that is intended as part of the case or incident.**

E. A completed face sheet and synopsis must be included in the original report. The report will be submitted to a supervisor for approval by the end of the shift. The report must include the case number.

F. Supervisors will ensure that the original report is completed and forwarded to the Report Review Unit by the end of the shift. (These reports may be hand-delivered.)

1-05-9
[7] **ALTERATION OF ORIGINAL REPORTS**

Original offense reports and accident reports cannot be altered after their acceptance by Report Review. Changes and/or corrections must be made by supplemental reports.

1-05-10
[7] **ARREST INFORMATION VIA TELEPHONE**

Telephone inquiries for arrest information will be honored only when the Department employee clearly recognizes the party calling to be a person authorized to receive arrest record information.

1-05-11 **REPORTS OF ALLEGED OFFICER MISCONDUCT IN THE LINE OF DUTY**

Department personnel will not write a police report of alleged officer misconduct in the line of duty either by citizen request or of their own initiative. Personnel will follow the proper policy/procedure outlined in section 3-43 of the Department SOP, Administrative Orders Manual. If a criminal case is required, a report will be initiated, authorized by the Internal Affairs Commander, Deputy Chief of Police or Chief of Police.

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Effective: 04/30/03; Replaces: 07/14/00
03-GORS

1-05-12 **FELONY CASE PREPARATION GUIDELINES**
[7]

All personnel responsible for submitting completed cases will refer to the felony case preparation guidelines for the District Attorney, which are included in the Procedural Orders section 2-39, to determine the proper order and content of a closeout supplementary report.

1-05-13 **HANDLING OF CITATIONS**
[7]

Upon receiving all citations at the end of shift, supervisors will:

- A. Review the citations to ensure they are filled out correctly, utilizing appropriate State Statutes and/or City Ordinance numbers and that they are printed legibly.

- B. After review, supervisors will separate the citations and attach them together by rubberband or paperclips in the following groups:
 - 1. Penalty Assessment/Warning/Voided Traffic Citations.
 - 2. Traffic Citations Issued for Metropolitan Court.
 - 3. Parking Citations, including voids.
 - 4. DWI Citations, including voids.
 - 5. Misdemeanor Citations will be stapled the original offense report.
 - 6. Voided misdemeanor Citations.

- C. The "Issuing Agency" copy of the traffic citation will be detached and kept by the Area Command for six (6) months.

- D. Voided misdemeanor citations will be sent to Operations Support.

- E. Mail Run

PSA's or whoever conducts the mail run, will then deliver the citations to the mail drop boxes on the first floor of the Law Enforcement Center, by Report Review, and place the appropriate citations in their respective boxes.

The only portions of the citations that are placed in the boxes are the original (court copy) and the abstract copy.

- F. Issuance of Citation Books

Supervisors will ensure that officers sign out for citation books by utilizing the logs provided at the substations.

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*** GENERAL ORDERS***

Effective: 04/23/90; Still In Effect 10/01/95
99--

1-06 BACKGROUND INVESTIGATIONS

POLICY:

Department policy is to conduct background investigations in a lawful manner, following rules consistent with a citizen's right to privacy and constitutional guarantees.

DEFINITIONS:

[N/A]

1-06-1 **CRIMINAL BACKGROUND INVESTIGATION**

The collection of information about individuals, businesses, or organizations based on known or suspected criminal activity.

1-06-2 **ADMINISTRATIVE BACKGROUND INVESTIGATION**

The collection of information about individuals, businesses, or organizations as necessary for licensing of businesses, organizations, or persons, when required by state law; regulations; or when the subject of the investigation has consented to a background investigation.

1-06-3 **LAWFUL MANNER**

Collection of information in such a way as to conform to all appropriate laws of the United States, laws of the state of New Mexico, as well as City ordinances and Departmental policy.

1-06-4 **STATUTORY REQUIREMENTS**

Those requirements defined by law which regulate information dealing with the collection, evaluation, and dissemination of information gathered as part of a background investigation.

1-06-5 **REGULATORY REQUIREMENTS**

Requirements defined by regulation for the completion of background investigations. This includes, but is not limited to authorized government licensing and regulatory procedures, as well as police department policy, rules, and procedures.

1-06-6 **INFORMED CONSENT**

The full knowledge and written permission of the individual being investigated.

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RULES:

1-06-7 SPECIAL INVESTIGATIONS RESPONSIBILITY
[N/A]

It is a primary responsibility of the Special Investigations Division to conduct criminal background investigations.

1-06-8 SELF INITIATED BACKGROUND INVESTIGATIONS
[6]

Personnel shall conduct background investigations on their own initiative only when the following circumstances exist:

- A. Information is received that named persons or businesses are believed to be involved, or are about to engage, in some type of criminal activity.
- B. As necessary for licensing of business or persons, when required by law or regulation.
- C. When the subject of the investigation has consented in writing to a background investigation.
- D. As necessary for Administrative Review Section investigations as directed by the Chief of Police (Refer to section 3-41-2 of the Administrative Orders).

1-06-9 CRIMINAL PREDICATE FOR INVESTIGATION--(A.S. 51.1.1)
[5]

If a background investigation is being conducted as a prerequisite to a criminal investigation, officers must have a reason to believe that the background will take the investigation toward actual or possible criminal situations. If officers do not know or believe the information is crime related, the investigation must be terminated (Refer to section 1-22 of this manual).

1-06-10 CONFIDENTIALITY OF BACKGROUND INFORMATION
[6]

Background information collected as part of a criminal investigation is considered classified due to its sensitive nature. Personnel, both sworn and non-sworn, must be extremely careful to maintain strict confidentiality.

1-06-11 REQUESTS FROM OTHER AGENCIES
[5]

Personnel shall not perform a background investigation at the request of another agency if it is clear from the request that the investigation would violate constitutional rights or would be a violation of law.

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1-06-12 **USE OF INFORMATION**
[4]

The information obtained will be used only for the intended purpose of the investigation or follow-up on identified criminal activity.

1-06-13 **COMPLIANCE WITH LAWS**
[6]

In conducting background investigations, personnel will comply in good faith with all laws and constitutional requirements.

1-06-14 **POTENTIAL SOURCES OF INFORMATION**
[N/A]

Potential sources of information include but are not limited to the following:

- | | |
|----------------------------------|-------------------------|
| A. Neighbors | B. Court Records |
| C. County Assessor, Treasurer | D. Health Department |
| E. Welfare Department | F. Utility Companies |
| G. County and City Clerk | H. Schools |

1-06-15 **PURGING BACKGROUND INFORMATION**

- A. Purging of background information will be conducted when it is determined that the INFORMATION is no longer needed to meet statutory or regulatory requirements.
- B. Background information gathered as part of a criminal investigation will become a part of the operational file of the investigation and will be subject to purge requirements established for criminal investigations.

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Effective: 03/11/97; Replaces: 04/03/96
97-GOC12

1-07 COMMUNICATIONS

POLICY:

Department policy is to coordinate the delivery of police services with requests from citizens and department personnel utilizing radio, telephone, and digital communications equipment.

RULES:

1-07-1 USE OF EQUIPMENT

[7]

Police communications equipment is to be used for official business only, as follows:

- A. The Ten Code shall be used when transmitting.
- B. All references to time shall be in military (24 hour) time.
- C. Necessary language shall be short and relevant.
- D. When feasible, lengthy messages shall be given to the Communications Center by telephone, Mobile Digital Terminal (MDT), or on a non-dispatch channel.
- E. Personnel shall be professional when using voice transmission and when using their MDT. Jokes, wisecracks, profanities, or voice inflections which reflect or indicate irritation, disrespect, or sarcasm shall not be used.
- F. Transmissions should not be acknowledged unless they are understood.
- G. Every officer in a uniformed field assignment must have access to radio communications equipment (e.g., Handi-Talkie, portable/mobile transceiver, MDT).

1-07-2 DEPARTMENT PHONE NUMBERS

[7]

- A. Personnel will provide citizens who may need to contact them with their duty telephone numbers, duty hours, and days off.
- B. The non-emergency communications telephone number (242-COPS) will not be given to citizens business or personal contacts. Substation or other office telephone numbers will be used for this purpose. No restricted Communications Division telephone numbers will not be given to citizens.

1-07-3 ASSIGNMENT OF UNIT CALL NUMBERS

[7]

The Communications Division is responsible for the assignment of all unit call numbers.

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1-07-3
cont'd
[N/A]

- A. Unit call numbers (not to be confused with vehicle designation numbers) are those numbers or combination of numbers and letters which identify a particular officer assigned to a district beat (Field Services) or unit or other individuals, by virtue of assignment, that need to be readily identified during radio contact.
- B. Commanding officers will be responsible for notifying, in writing, the Communications Division of any deletions and/or additions of subordinate officers within their particular command. This will ensure officers are assigned a unit call number at all times.
- C. Personnel who have been assigned permanent unit call numbers shall be called by, and answer to, their assigned unit call number.
- D. Personnel who call out on the air off-duty will identify themselves as their existing call sign followed by "X-ray". This will help Communications and the assisting officers understand that the officer is off-duty.

1-07-4
[7]

UNIT LOCATION RESPONSE

When any unit is called by the dispatcher, the unit will promptly respond with his/her unit number and location.

1-07-5
[7]

ALERT TONE

Units will cease transmitting when an alert tone or a 10-3 is transmitted. The alert tone will be used on in-progress crimes, officer in trouble calls, officer involved in an accident with injuries, pursuits, or other serious incidents where the safety of an officer is involved.

1-07-6

CALLS CONSIDERED OFFICIAL ORDERS

[N/A]

- A. All calls by the Communications Division shall be considered as official orders being subject to review only after the call has been responded to and handled. Supervisors may countermand a dispatch for justifiable cause.
- B. When dispatched to a call for service, the primary officer will be responsible for insuring that the calling party is contacted before returning back into service. Contact will not be necessary on calls that indicate "negative contact", or calls where the calling party's identity is not given.

1-07-7
[7]

AUTHORIZED OUT-OF-SERVICE ACTIVITIES

- A. Units with MDT's will not routinely log on the system while off duty, especially while traveling to and from work.

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1-07-7
cont'd

- B. While performing Chief's overtime duties, units will log on the system with Code 10-62 and specify their location of assignment.
- C. Off-duty officers enroute to a court appearance that will extend into the officer's normal on-duty status will log on in a 10-62 status. Upon arrival, the officer should do an Update Location Command "UL", and specify the particular court of appearance (i.e. Metro Court, District Court, MVD Hearing, etc.).
- D. Units legitimately needing to log on to the system while off-duty will remain on the system only as long as necessary and then log themselves off. Off-duty units needing the system will use the 10-62 Code while conducting necessary and appropriate matters.

1-07-8
[7]

OTHER JURISDICTIONS

- A. Unless life threatening emergencies exist, units will not be dispatched to the following locations/incidents without the permission of the appropriate on-duty area supervisor.
 - 1. University of New Mexico
 - 2. State Fairgrounds
 - 3. Kirtland Air Force Base
 - 4. Job Corps Center
 - 5. Veteran's Administration Hospital
 - 6. Major rallies or disturbances
 - 7. Locations outside the city limits
- B. In those instances where life threatening emergencies are believed to exist, immediate dispatch will occur with the earliest possible follow-up notification to the appropriate on-duty area supervisor.

1-07-9
[7]

REQUESTS BY OTHER AGENCIES

Requests for support services from outside law enforcement agencies will be handled as follows:

- A. Life threatening emergencies will be honored immediately.
- B. Non-emergency services requests will only be honored if approved by either the Communications supervisor or the Field Services supervisor in the area command.

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1-07-10
[7] **REQUIRED USE OF MDT**

A. Department personnel operating police vehicles equipped with Mobile Digital Terminals shall use the MDT for all non-emergency communication activities including, but not limited to:

1. Clearing of silent and audible alarms using C.88 for True Alarm and C.89 for False Alarm. All officers responding to an alarm will clear using C.88 or C.89.
2. All status changes.
3. Routine traffic stops (optional).
4. Self-initiated out-of-service activities is optional.
5. Routine car-to-car communications.
6. NCIC, ACTION, and MVD inquiries.
7. On-sight events (optional).
8. Community Policing Events. Anytime an officer engages in a community policing function, the officer shall log out 06.CP. When logged out 06.CP, the officer would still be available for dispatch to high priority calls.

[7] B. Supervisors and/or officers shall not enter into or attempt to enter into any agreements with Radio Dispatchers as to "call-holding" at anytime. Officers will be expected to remain in their Districts and available for calls until the end of their shifts.

[7] C. Officers will be responsible to log themselves on by using the MDT at the start of their shift and log off at the end of their shift. Radio Dispatchers will not log officers on or off unless the officer has no MDT or their MDT is out of service.

[7] D. Officers with MDTs will log themselves out on 60s, and 61s when cleared and back in service. Radio Dispatchers will not log officers on or off 60s and 61s.

[7] E. Supervisors may override dispatchers as to whom they dispatch on calls but only on a case by case basis. Supervisors will make themselves aware of calls holding before changing any dispatch orders.

1-07-11
[7] **COMMUNICATIONS CENTER**

The Communications Center is a restricted area. Limit access to the communications center to authorized personnel only.

A. Unauthorized persons shall not be permitted within the Communications Center without the permission of the Operations Supervisor.

B. Officers will not be allowed into the Communications Center with prisoners.

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Effective: 12/20/99; Replaces: 03/11/97

1-07-11
cont'd

- C. Persons requesting tapes, CAD printouts, and/or readouts will be supplied such information by authorized personnel upon approval by the appropriate supervisor. A Communications supervisor may direct requesters to their own substation terminal for a CAD printout.
- D. Reproductions from the master communications tape require that the requester supply a cassette tape to Communications. The Communications supervisor will be required to log information on a "Requester's Form."
- E. Master tapes and certain other original information will not be removed except by written order and signed receipt, due to its evidentiary and confidential nature.

1-07-12
[7]

* DISPATCH TALK GROUPS

Each area command is assigned one voice communications dispatch **talk group**. On-duty units are required to keep their voice communications equipment on the area **talk group** unless they are actively using the data channel or one of the non-dispatch **talk groups**.

1-07-13
[7]

DATA ROOM SERVICES

- A. The Data Room of the Communications Division will check and confirm wanted requests and handle all teletypes from department personnel in compliance with State and Federal regulations utilizing radio voice communication, telephone, and computer terminals.
- B. The services provided by the Data Room include access to:
 - 1. National Crime Information Center (N.C.I.C.)
 - 2. Albuquerque Computerized Tele-Communications Information Oriented Network (A.C.T.I.O.N.)
 - 3. Operation Identification
 - 4. State departments of motor vehicles
 - 5. Law Enforcement Teletype System (L.E.T.S.)
 - 6. New Mexico Motor Vehicle Division (M.V.D.)
- C. Information on motor vehicle registration can be obtained by furnishing the license plate type (commercial, R.V., etc.), state of issuance, number, and/or the Vehicle Identification Number (VIN).
- D. Drivers license information is obtained by furnishing the subject's name and date of birth and/or social security number and the name of the state where the license was issued.

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cont'd

E. Information made available by the Data Room is for use by authorized criminal justice agencies only.

[7] F. The data talk group will not be used to check on individuals or property that is not in the officer's physical presence. In such cases, officers should use their MDT or substation computer terminal. An exception is on-going-field situations requiring an immediate determination.

***G. Triple "I" Request Procedures for Authorized Police Personnel**

1. **The NCIC Unit will maintain a Triple "I" log for one year. The log will include the date, requestor's name, subject's name, numeric identifiers, and the reason for the request at the time of the transaction.**
2. **Authorized personnel may fax their Triple "I" requests to the NCIC Unit at 833-7217. The Triple "I" form must be completely filled out and signed.**
3. **The requesting officer then will telephone the NCIC Unit at 833-7203, to confirm receipt of the Triple "I" request.**
4. **The requesting officer may either stop by the NCIC Unit at the Communications Center and pick up the Triple "I" request, or call the NCIC Unit and have the Triple "I" faxed to their location. The requesting officer MUST be present at the fax machine to receive the Triple "I" data. (This is to insure that no unauthorized persons intercept the fax.)**
5. **Upon receiving the Triple "I" data via fax, the requesting officer WILL telephone the NCIC Unit and confirm receipt of the Triple "I".**
6. **The NCIC operator will then destroy the Triple "I" teletype and the faxed copy in the requesting officer's possession will become the primary document.**
7. **Lengthy Triple "I" printouts (over 7 pages) will not be faxed. The requesting officer will stop by the NCIC Unit to pick up the printout.**

1-07-14
[7]

CONFIRMATION OF INQUIRY

When an "hot hit" is obtained by data channel, the inquiring officer will be immediately advised to switch to Channel 1 of a possible 10-29 and to advise on 10-82. Communications personnel will not use the term "hot hit" or "Wanted," etc., on the air. This might endanger the officer's safety if the wanted person is in the proximity of the radio. When a "hot hit" is confirmed, the inquiring officer will be advised and a readout made available for attachment to the offense report.

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 08/18/00; Replaces: 12/20/99

1-07-15 COMMUNICATION WITH OTHER PUBLIC SAFETY AGENCIES

In order for Department personnel to communicate with other area public safety agencies utilizing APD's 800 Mhz radio system, the following procedures will be followed:

- A. Officers needing to communicate with the Bernalillo County Sheriff's Office may utilize the BCSO talkgroups, which are programmed in all APD radios.**
- B. The New Mexico State Law Enforcement network talkgroup is also programmed in all APD radios.**
- C. Officers communicating with outside agencies who utilize a 800 Mhz radio system may utilize the ITAC call groups. These are nationwide 800 Mhz public safety frequencies.**

1-07-16 CITIZEN BAND RADIO USE

[7]

Officers may use citizen band radios following these criteria: Citizens band radios will be installed in assigned vehicles only in accordance with section 1-19-2C of this manual.

1-07-17 PHONETIC ALPHABET

[7]

The phonetic alphabet shall be used for spelling out unusual names, persons, and locations, or when radio reception is poor. When spelling out a word, use only the phonetic alphabet; example: John Doe -John, Ocean, Henry, Nora, David, Ocean, Edward.

A.....Adam	G.....George	N.....Nora	T.....Tom
B.....Boy	H.....Henry	O.....Ocean	U.....Union
C.....Charles	I.....Ida	P.....Paul	V.....Victor
D.....David	J.....John	Q.....Queen	W.....William
E.....Edward	K.....King	R.....Robert	X.....X-ray
F.....Frank	M.....Mary	S.....Sam	Y.....Young
			Z.....Zebra.

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* GENERAL ORDERS*

Effective: 11/21/00; Replaces: 08/18/00

REVISION EFFECTIVE BY
SPECIAL ORDER 00-91

***1-07-18 ALL OPS DISPATCH GROUP (SIMULCASTING)**

To ensure that priority one calls are dispatched and responded to in an expeditious manner, the new 800Mhz-radio system has the capability of simulcasting on all callgroups. This feature can be useful in disseminating vital information and priority one calls to all officers efficiently.

A. Communications dispatcher duties:

Upon receiving a priority one call, i.e., hold up alarm, burglary in progress, the dispatcher will utilize the "All Ops" dispatch group and advise that this is an "All Ops" (Area Command) call. The dispatcher will give out the basic information on the call and the location. The dispatcher will then switch back to their respective dispatch callgroup.

B. Responding officer duties:

An officer who is responding to an "All Ops" priority one call outside of their area command will advise their respective dispatcher that they are responding to the call. The officer will then switch to the callgroup where the incident is occurring and advise the dispatcher that they will be responding. The officer will remain on this callgroup until the completion of the call.

C. The "All Ops" callgroup will not be utilized if one the callgroups is secure for an operation, i.e., SWAT activation.

D. The "All Ops" callgroup may be utilized to call a Citywide unit to a specific incident, i.e., "AIR I switch to SE for a call" or to issue an attempt to locate (ATL) Citywide.

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Effective: 05/24/02; Replaces: 11/21/00

1-07-19 * TEN CODE

10-1	Receiving Poorly	10-35	Prowler – 2
10-2	Receiving Well	10-36	Time of Day*
10-3	Stop Transmitting	10-37	Shoplifter – 3
10-4	O.K./Understood	10-38	Vandalism – 3
10-5	Relay Message	10-39	Disturbance – 2
10-6	On Non-Dispatch Activity	39-1	Loud Music – 3
10-7	Out of Service	39-2	Loud Party – 2
10-8	In Service	10-40	Mental Patient – 2
10-9	Repeat Transmitting	10-41	Neighbor Trouble – 3
10-10	Welfare check -3	10-42	Request Dispatch Times*
10-11	Animal Call -3	10-43	Rescue Call – 1
10-12	Check M.V.D. Revocation *	43-1	Suicide – 1
10-13	Advise Weather/Road Conditions*	10-44	Traffic Accident No Injuries – 2
10-14	Escort –3	10-45	Traffic Accident Injuries – 1
10-15	Family Fight -2	10-46	Wrecker*
15-1	Domestic Relations Escort –3	10-47	Drunk Driver – 2
10-16	Prisoner in Custody/Pick Up -2	10-48	Use Caution*
10-17	Pick Up/Deliver Items –3	10-49	Any Traffic*
10-18	Drunk –3	10-50	No Traffic*
10-19	Return To*	10-51	Message for Delivery – 3
10-20	Location*	10-52	Audible Alarm – 2
10-21	Telephone*	10-53	Silent Alarm – 1
10-22	Send Blood Technician*	53-1	Silent Alarm (Fire) – 1
10-23	Sex Offense - 2	10-54	Car Stop – 3
10-24	Direct Traffic – 3	10-55	Ambulance Call – 1
10-25	Contact – 3	10-56	Arrived at Scene*
10-26	Check Auto Registration*	10-57	Narcotics – 2
10-27	Investigation Of*	10-58	DOA – 1
27-0	Forgery Check/Credit Card – 3	10-59	Bomb Threat – 1
27-1	Homicide – 1	10-60	Coffee Break*
27-2	Criminal Sexual Penetration – 1	10-61	Lunch Break*
27-3	Robbery – 1	10-62	Logged on/Off Duty Officer
27-4	Aggravated Assault/Battery –1		
27-5	Burglary – 3	10-64	Field Investigator – 3
27-6	Theft, Fraud, Embezzlement – 3	10-65	Kidnapping, Abduction, Hostage – 1
27-7	Auto Theft – 3	10-66	Nature Call*
27-8	Shooting – 1	10-69	Sniper – 1
27-9	Stabbing – 1	10-70	Chemical Spill – 1
10-28	Missing Person – 3	10-71	Fire Inspector*
10-29	Wanted Check or Broadcast – 3	10-72	Street Blocked*
10-30	Juvenile – 3	10-73	Arson Investigation*
10-31	Suspicious Person or Car – 2	10-74	Tactical Plan
10-32	Fight In Progress – 2	10-75	Miscellaneous Out Code*
10-33	Fire*	10-76	Send S.W.A.T. Team – 1
33-1	One Truck Run – 1	10-80	Demonstration – 2
33-2	House – 1	10-81	Civil Disturbance/Riot – 1
33-3	Mercantile/Apartment – 1	10-82	Cover Assistance*
33-4	Hospital – 1	82 Code 2	Cover Assistance Immediately*
33-5	School – 1	10-83	Officer In Trouble – 1
33-6	Chemical – 1	10-88	True Alarm
33-7	2 nd Alarm*	10-89	False Alarm
33-8	3 rd Alarm*	10-90	Vehicle Maintenance*
33-9	4 th Alarm*	10-91	Vehicle Fuel*
10-34	Officer or Meet Officer*	10-92	Court*
		10-99	Officer Held Hostage - 1

ALL UNDERLINED CODES ARE EVENTS, ALL CODES WITH AN ASTERISK (*) INDICATES OUT-CODES AND CANNOT BE AN EVENT, REMAINING CODES ARE STATUS CHANGES OR INFORMATION, THE NUMBER TO THE RIGHT OF EVENTS INDICATES INITIAL PRIORITY

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 04/23/90; Still In Effect 10/01/95

1-08 EMERGENCY MEDICAL AND SHELTER SERVICES

POLICY:

Department policy is to assist citizens in need of emergency medical aid and/or emergency shelter.

RULES:

1-08-1 EMERGENCY AID

In emergency medical situations, department personnel shall normally render only that degree of care necessary to sustain life, prevent or control shock, and prevent further harm based on each officer's training and abilities. Medical aid to victims will be provided based on the following qualifiers:

- A. To administer first aid, the officer has been qualified by completing a department approved First Aid Course within the previous three years.
- B. To administer Cardiopulmonary Resuscitation (C.P.R.), the officer has been C.P.R. certified within the previous year.

1-08-2 ARTIFICIAL RESUSCITATION

If the above condition has been met, the officer shall perform artificial resuscitation, if necessary, using the issued resuscitation mask. Artificial resuscitation may be performed if the mask is unavailable.

1-08-3 SERIOUS INJURY

In cases of serious injury, illness, or suspected death, personnel shall immediately request A.F.D. rescue. Transportation of victims will be provided by department personnel only in extreme emergencies. Personnel will have Communications make every attempt to contact next of kin to advise them of the nature of the injury/illness and the location of the victim.

1-08-4 APPARENT DEATH

In cases of apparent death, in addition to requesting Albuquerque Fire Department rescue for confirmation, the Office of the Medical Investigator will be notified.

1-08-5 ESCORTING VEHICLES (A.S. 61.3.3)

- A. Officers will not escort vehicles containing ill or injured passengers to medical facilities under code two or code three conditions. Officers should request that rescue respond to the victim's location to provide medical assistance.

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Effective: 04/23/90; Still In Effect 10/01/95

1-08-5
cont'd
[7]

- B. If the citizen declines rescue response, the officer should advise the citizen to proceed and obey all traffic laws.

1-08-6

U.N.M.H. LIFEGUARD I RESCUE HELICOPTER

A. Activation

Lifeguard I from the University of New Mexico Hospital (U.N.M.H.) is available for evacuation of critically injured or ill victims when extraordinary conditions exist. Activation should be considered, but not limited to the following listed circumstances:

1. Gunshot victims.
2. Stabbing victims.
3. Critically ill patients and accident victims who have been seriously or critically injured where time is of the essence.
4. Accidents at remote locations or locations where ground transportation would be delayed, such as the Balloon Fiesta, west of the river at rush hour, etc.

B. Call Out

1. When the on scene officer or supervisor determines that Lifeguard I is necessary, they will advise Communications, who in turn will call U.N.M.H. and put Lifeguard I on stand-by.
2. Once A.F.D. rescue arrives, the paramedics will make the final on-scene decision to dispatch Lifeguard I.
3. The officer may directly request dispatch of Lifeguard I, through a field supervisor, if rescue is not available.
4. Lifeguard I has the ability to transmit and receive on all A.P.D. frequencies. The unit call sign is "Lifeguard I". Radio contact should be established in order to provide landing instructions.
5. Lifeguard I requires a clear landing space which is a minimum of a 60 foot by 60 foot square. Personnel should stand with their back to the wind and motion Lifeguard I to land in the cleared space in front of them. It is desirable to use flares or a flashlight with red cone as a hand signaling device. Personnel should never approach Lifeguard I until directed to do so by the pilot or Lifeguard I crew.
6. Whenever possible, the pilot should be advised of powerlines in the area.

1-08-7

CONTACT WITH COMMUNICABLE DISEASES

- A. It is possible that in the course of their duties, personnel will come into physical contact with individuals infected with communicable diseases.

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1-08-7 A
cont'd

These diseases include, but are not limited to, Hepatitis B, Acquired Immune Deficiency Syndrome (A.I.D.S.), Tuberculosis, Diphtheria, and certain venereal diseases.

B. Personnel contacting individuals suspected of being infected with any communicable disease should take the following precautions:

1. Wear surgical gloves if there is a possibility of contamination from body fluids, especially blood.
2. Wash hands as soon after contact as possible.
3. Clean and disinfect contaminated skin, clothing, and equipment as soon as possible with a 1 to 9 chlorine bleach solution.

C. If there is a possibility that body fluids from an infected individual have penetrated the skin of an employee, a supervisor should be notified at once and the individual should be taken to the city Employee Health Center for tests and/or treatment. During those times that the health center is closed, concerned personnel should contact A.F.D. rescue for initial treatment and referral to the appropriate health facility.

1. Include detailed information regarding the contact in the incident/accident report.
2. If the call would not normally require a report, write a special report documenting the incident.
3. Supervisors shall complete a "Supervisor's Injury Report" and forward it to the Claims Validation Unit through the chain of command.

1-08-8 ALBUQUERQUE AREA HOSPITALS

A. Level I Trauma

University of New Mexico Hospital, 2211 Lomas NE

B. Level II Trauma

Presbyterian Hospital, 1100 Central SE
St. Joseph Hospital, 400 Walter NE

C. Other Albuquerque Hospitals

1. Kaseman Presbyterian Hospital, 8300 Constitution NE
2. St. Joseph's Northeast Heights Hospital 4701 Montgomery NE
3. Lovelace Medical Center, 5400 Gibson SE
4. Kirtland Air Force Base Hospital, K.A.F.B.
5. Presbyterian Northside Hospital, 5901 Harper NE

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1-08-8 C
cont'd

6. St. Joseph's West Mesa Hospital, 10501 Golf Course Road NW
7. Veteran's Hospital, 2100 Ridgecrest SE
8. Memorial Hospital, 806 Central Avenue SE

1-08-9 RESERVED

1-08-10 EMERGENCY SHELTER SERVICES

From November 1st through March 31st of each year and at any other time when weather conditions present a threat to the health or life of citizens without shelter, officers will adhere to the following procedures:

- A. Comatose or unconscious persons; refer to Subsection 1-08-1, 1-08-2, and 1-08-3.
- B. When a citizen appears to be extremely intoxicated or clearly unable to provide for his/her own safety, the person will be placed into protective custody as provided in subsection 2-11-7 of this manual and transported to the appropriate medical or detention facility.
- C. If no medical emergency exists, the officer will contact the dispatcher and request response by an Emergency Shelter Services(E.S.S.) van. The officer will provide communications with the location, description, and if possible, the name of the person in need of shelter. The officer need not remain at the scene unless extraordinary circumstances require it.

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Effective: 03/01/95; Still In Effect 11/30/99

1-09 DISCIPLINE SYSTEM

POLICY:

Department policy is to ensure that disciplinary action be taken in a prompt, resolute, fair, and consistent manner. In order to provide a framework for the fair and consistent administration of discipline, the Department has established a Schedule of Sanctions. This will enable the department to retain its discretionary authority for the "individualized" imposition of disciplinary action while ensuring a systematic and equitable administration of discipline to all personnel of the Albuquerque Police Department.

PROCEDURES:

1-09-1 OBSERVATION OF DEPARTMENT RULES
[N/A]

The Albuquerque Police Department maintains a set of rules to encourage high professional standards. All personnel shall observe department rules. The fair and impartial enforcement of the rules serves as a cornerstone for a professional police department.

1-09-2 ADMINISTRATION RESPONSIBILITY
[N/A]

The department acknowledges the need for authority and its responsibility. Authority permits the imposition of sanctions in enforcing rules and procedures the department must impose upon itself. The Administration's responsibility is to ensure fair, impartial, consistent, and judicious enforcement of these rules.

1-09-3 KNOWLEDGE OF RULES
[N/A]

All personnel of the department are entitled to human dignity and self-respect. Knowledge of the rules is imperative to produce an ethic in which all personnel of the department follow a code of conduct.

1-09-4 RESPONSIBILITY OF MANAGEMENT
[6]

Support of the disciplinary system is a responsibility shared by all department personnel. The particular responsibility of supervision and management is to motivate, counsel, and train individuals toward self-discipline. Supervisors are charged with the responsibility of initiating corrective action when violations of this manual are committed.

1-09-5 DISCIPLINARY AND GRIEVANCE SYSTEMS
[N/A]

The disciplinary and grievance systems are designed to provide fairness in solving personnel problems. Personnel are required to familiarize themselves with the procedures as outlined in the City Merit System Ordinance. Disciplinary days off will mean working days. A day will be considered as eight hours.

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Effective: 03/01/95; Still In Effect 11/30/99

RULES:

1-09-6 SCHEDULE OF SANCTIONS
[N/A]

The Schedule of Sanctions identifies minimum levels of disciplinary action to be imposed based on:

- A. Class designation
- B. Frequency of occurrence

1-09-7 USE OF SCHEDULE OF SANCTIONS
[N/A]

A. Supervisors intending to impose disciplinary action will consult the Schedule of Sanctions. To determine the appropriate discipline, the supervisor will:

- 1. Determine the minimum disciplinary action applicable to the act or omission from the Chart of Sanctions.
- 2. Consider the seriousness of the act or omission.
- 3. Consider mitigating or aggravating circumstances.
- 4. Consider the disciplinary record of the individual involved.

B. Supervisors will identify and charge the employee with the primary sections of the SOP that cover the major violation. Lessor SOP violations that are fully included in the primary infraction should not be considered when identifying the level of sanction.

C. Once this process is completed, the supervisor will designate the appropriate disciplinary action.

D. Any deviation of the use of sanctions must be justified by the recommending supervisor/commander by listing the mitigating/aggravating circumstances.

1-09-8 UTILIZATION OF THE SCHEDULE OF SANCTIONS
[N/A]

A. Supervisors will determine the class designation of the offense(s) from the Index of Sanction Classification.

B. The supervisor will then determine whether the violation is a first, second, or third offense within the class. The sanction for the offense will be found in the box intersected by the offense column and the class row on the Chart of Sanctions.

Examples:

- 1. The sanction for the second occurrence of a Class 5 offense is suspension 5-10 days; for the third offense, Class 7, suspension 1-4 days.

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1-09-8 B
cont'd

2. Fourth and subsequent offenses within the same class will be sanctioned as third offenses of the next higher class; a fourth offense Class 7 would move up the third offense column and be sanctioned as a suspension 5-10 days; a fifth offense Class 7 would be sanctioned as a suspension 11-20 days.

C. Time Limitations on Chart of Sanctions

1. Class 1, 2, 3, and 4 offenses will adhere to the Schedule of Sanctions without limitation as to time.
2. For class 5 and 6 offenses - If two years have passed since the last offense within these classes, a subsequent offense within these classes will be considered a first offense for the purpose of disciplinary action.
3. For class 7 offenses - If one year has passed since the last offense within this class, a subsequent offense within this class will be considered a first offense for the purpose of disciplinary action.

D. Whenever additional violations of any class are still within time guidelines and a subsequent violation of any class occurs, the subsequent violation will be sanctioned as the next higher sanction.

Examples:

- a. An employee with previous offenses in Classes 6 and 7, committing a second class 7 offense would be sanctioned as a second offense Class 6 (suspension 1-4 days).
- b. If the offense was a first offense, Class 5, it would be sanctioned as a first offense Class 4 (suspension 5-10 days).

E. Multiple Offenses

1. If multiple offenses arise from the same incident or investigation, each offense will be sanctioned separately by class. Therefore, both reprimands and suspensions can be administered for separate violations involving the same incident.
2. If multiple offenses from the same incident are within the same class, each will be considered a sequential event with the sanction being that for the number of offenses committed.

Examples:

- a. Three Class 7 offenses in a single incident would be sanctioned with a suspension 1-4 days for the three offenses.
- b. Two Class 7 offenses and a Class 5 offense in the same incident (assuming no prior offenses) would require a written reprimand for the two Class 7 offenses and a suspension of 1-4 days for the Class 5 offense.

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1-09-8 E
cont'd

- c. When reviewing the disciplinary history of personnel to establish the number of offenses in the given time frame, only separate incidents will be counted and the highest class offense will be used.

1-09-9
[N/A]

CLASS DESIGNATION OF DISCIPLINARY ACTION

- A. Acts or omissions subject to disciplinary action will be identified by class and indicated by a notation located to the left of the text, under each appropriate subsection in the SOP manual.

Example:

[7] All the material within a subsection will use the same sanction classification unless otherwise noted.

- B. It is recognized that the assignment of a sanction to a particular subsection may be inadvertently omitted from time to time. In the event this occurs and disciplinary action is sought for an unsanctioned subsection of an SOP, the immediate supervisor of the employee will:

- [7] 1. Select a sanction classification from a sanctioned subsection which most closely approximates the unsanctioned procedure or rule.
[7] 2. Initiate correspondence citing the unsanctioned subsection and the sanctioned subsection used as reference. This correspondence will be forwarded up the chain of command with the charge sheet.

- C. Based on concurrence at each level of command and review by the appropriate deputy chief of police/deputy director/area commander, the SOP Detail will be notified in writing and charged with the responsibility of including the sanction classification in the unsanctioned section.

1-09-10
[N/A]

ASSIGNING SANCTION CLASSIFICATIONS

The originator of an SOP revision or addition will assign a sanction as part of the proposed document. In addition to reviewing the proposed material, the sanction classification will be reviewed as part of the overall review process, i.e., routing procedure, etc. As sanctions are proposed, the Administrative Review Division shall review the sanction classification to ensure the appropriateness of the original classification.

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Effective: 11/30/99; Replaces: 03/01/95

1-09-11 COUNSELING

The purpose of counseling is to quickly deal with inappropriate behavior by an employee at the lowest level in order to modify that employees behavior positively. All supervisors have the discretion to engage in counseling with an employee. The counseling may or may not be documented on the employee card file. If the counseling is documented in the employee's file, the employee and supervisor will initial the entry to verify the counseling took place.

1-09-12 VERBAL REPRIMANDS
[N/A]

All supervisors have the discretion to give verbal reprimands for minor infractions. A minor infraction shall mean those violations which would result in a verbal reprimand or less for the first violation. When a verbal reprimand is given to personnel, it will be explained that the action is a verbal reprimand. A notation of the verbal reprimand will be made on the employee card and will be initialed at the time of entry. Personnel will be counseled that more severe disciplinary action will be taken for repeated infractions or omissions of the same nature.

1-09-13 WRITTEN REPRIMANDS

The following steps will be taken when written reprimands are given by supervisors to their subordinates:

- A. Supervisors will complete a memo which shall contain the text of the reprimand and forward it to the APD Legal Advisor.
- B. The letter of reprimand will be drafted by the Legal Advisor and forward to the Internal Affairs Unit.
- C. Internal Affairs will forward the letter through the concerned personnel's chain of command.
- D. With input from the concerned personnel's chain of command, the Captain will validate the letter and forward a copy of the letter to the concerned personnel and to Police Payroll.

1-09-14 COMPLAINTS AGAINST SUPERVISORS
[N/A]

Personnel who initiate a complaint against a supervisor may do so to the supervisor of the person against whom they are complaining, or may initiate a complaint with Internal Affairs.

1-09-15 RESPONSIBILITY FOR COURT ATTENDANCE
[N/A]

Personnel who are relieved from duty or who are on suspension and are scheduled for court are still responsible for their appearance in court and will be paid accordingly.

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Effective: 03/01/95; Still In Effect 11/30/99

1-09-16 OFF DUTY OVERTIME

[7]

Personnel scheduled for outside off-duty overtime during their period of suspension are responsible for notifying the Chief's Overtime coordinator that they will be unable to appear for the assignment in time for a substitute to be obtained.

1-09-17 CONDUCT WHEN RELIEVED FROM DUTY

[5]

During the period of suspension, personnel will not wear any identifiable part of the official uniform. Upon being relieved from duty, personnel will surrender their badge of office, take home car, and all other departmental property. Personnel will not act in the capacity nor represent themselves as police officers in any manner nor perform any off-duty overtime work.

1-09-18 PERSONAL REPRESENTATIVE

[N/A]

Personnel may have one representative with them at all stages of any grievance proceedings in compliance with collective bargaining agreements.

1-09-19 ADVICE OF CHARGES AND DECISIONS

[5]

Personnel will be provided with copies of all proposed and final charges and all final charges and decisions.

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Effective: 03/01/95; Still In Effect 11/30/99

1-09-20 CHART OF SANCTIONS

CHART OF SANCTIONS

CLASS	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE
1	SUSPENSION/ DISMISSAL	N/A	N/A
2	SUSPENSION 21 - 30 DAYS	SUSPENSION/ DISMISSAL	N/A
3	SUSPENSION 11 - 20 DAYS	SUSPENSION 21 - 30 DAYS	SUSPENSION/ DISMISSAL
4	SUSPENSION 5 - 10 DAYS	SUSPENSION 11 - 20 DAYS	SUSPENSION 21 - 30 DAYS
5	SUSPENSION 1 - 4 DAYS	SUSPENSION 5 - 10 DAYS	SUSPENSION 11 - 20 DAYS
6	WRITTEN REPRIMAND	SUSPENSION 1 - 4 DAYS	SUSPENSION 5 - 10 DAYS
7	VERBAL REPRIMAND	WRITTEN REPRIMAND	SUSPENSION 1 - 4 DAYS

To impose appropriate disciplinary action, supervisors will, per section 1-09-7:

- A. Determine the minimum disciplinary action applicable to the act or omission from the Chart of Sanctions.
- B. Consider the seriousness of the act or omission.
- C. Consider the disciplinary record of the individual involved.

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Effective: 05/13/03; Replaces: 06/28/99
03-GOR8

1-10 MISSING PERSON AND RUNAWAY INVESTIGATIONS

POLICY:

Department policy is to investigate all missing/runaway juvenile reports and all missing adult reports.

RULES AND PROCEDURES:

1-10-1 MISSING PERSON REPORTS

This section applies to persons who are declared emancipated as defined by State Statute and does not apply to juveniles.

A. When a Missing Person report is taken, it will be the initiating officer's responsibility to obtain the proper documentation. If it is determined that the missing person should be entered into N.C.I.C., documentation supporting the stated conditions under which the person is declared missing will be submitted with the original report. The documentation must be from a source other than the investigating law enforcement agency, as follows:

1. When evidence suggests that a missing person's physical safety is in danger or that the person's disappearance is not voluntary, a written statement from a parent, legal guardian, next of kin, or other authoritative source is required. The documentation must include the circumstances relating to the person's disappearance.
2. If the missing person has a physical and/or mental disability, a written statement verifying the missing person's condition is required from a physician or other authoritative source, (e.g., parent, next of kin, etc.).

B. When Civilian Information Technicians take a report over the telephone and it is determined that the missing person should be entered into N.C.I.C., the Missing Persons Unit will make the necessary arrangements to obtain the proper documentation.

C. When a Missing Persons report is taken, the person taking the report must obtain the description and other identifiers of the missing person, and the time and place the subject was last seen. The identifiers include the following:

- * 1. **Full** name and sex of the individual
2. Ethnicity
3. Age and Date of Birth
4. Height and weight
5. Hair and eye color
6. Scars, marks, or tattoos
7. Clothing

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Effective: 05/13/03; Replaces: 08/15/02
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1-10-1
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- * D. Officers will submit any "missing person" and "runaway" reports to their supervisor by the end of the shift, along with a copy. The supervisor will then be held responsible to ensure that the copy of the report is faxed to the Missing Persons Unit **by the end of the shift.**

1-10-2

ADULT MISSING PERSON INVESTIGATION

The Missing Persons Unit is responsible for the investigating cases involving individuals who are defined as "adults" by State Statute.

- A. When an officer or C.I.T. takes an adult Missing Persons report, it will be the responsibility of the initiating officer to properly determine the circumstances (voluntarily/involuntarily, etc.) under which the person is missing and to include all pertinent facts in a complete report.
 - 1. If the report necessitates an N.C.I.C. entry or an "attempt to locate" broadcast, the guidelines set forth under Subsection 1-10-2 will be followed.
 - * 2. If the missing person or runaway is not located by the end of the officer's shift, it is critical that a copy of the report is faxed to the Missing Persons Unit **the same shift** for follow-up investigation.
- B. The Missing Persons Unit investigator will have the final responsibility for the investigation of all adult Missing Persons reports in which the missing person has not been located by the end of the initiating officer's shift.

1-10-3

JUVENILE/MISSING RUNAWAYS

- A. The Missing Persons Unit will be responsible for the follow-up on all juveniles reported as missing or runaway.
- * B. The Missing Persons Unit will be responsible for contacting the family of the missing person/runaway within 24-hours after receiving report for **follow-up** investigation.
- C. Refer to section 2-34 of this manual for guidelines on missing and runaway juveniles.

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Effective: 03/06/02; Replaces: 09/17/01

1-11 **OVERTIME, COMPENSATORY TIME AND WORK SHIFT
DESIGNATION**

POLICY:

Department policy is to compensate personnel for all overtime worked in the form of wages and/or compensatory time as provided by law.

RULES:

1-11-1 OVERTIME
[N/A]

- A. Eligible personnel shall be paid at the rate of time and one-half their regular straight time rate of pay for all time worked in excess of 40 hours in any one-work week.
- [7] B. A "Non-Scheduled Time" form (PD-4019) will be completed by personnel performing the overtime. The form must be approved by the appropriate supervisor in the chain of command.
- [7] * C. All overtime **with the exception of Court Overtime must be pre-approved by the direct supervisor of the employee working the overtime assignment** and recorded on a daily basis on weekly time sheets. Any overtime not reported on a time sheet must be approved by the appropriate deputy chief/area commander.
- [7] D. It is the responsibility of personnel working during normal business hours to schedule work related meetings/appointments during their shift, whenever possible. If there are circumstances where personnel cannot schedule a meeting/appointments during his/her shift, personnel will notify their immediate supervisor to obtain prior approval before scheduling meetings/interviews on off duty hours. This section does not apply to personnel whose entire shift occurs during non-business hours.
- [7] E. Whenever possible, it is the responsibility of personnel to consolidate appointments/meetings to reduce overtime expenditures.

1-11-2 OVERTIME FOR COURT APPEARANCE
[N/A]

- A. For overtime worked for court appearance, procedures outlined in section 2-01 of the Procedural Orders manual will be followed. On completion of their appearance in court, personnel will obtain the time and the initial of the court clerk and the signature of the Court Liaison Unit officer on the overtime slip.
- B. Personnel will indicate the case number and disposition of the case in the remarks section of the overtime slip, which includes, if the case was resolved by trial, plea agreement, dismissal or continuation.

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Effective: 09/17/01; Replaces: 08/07/01

1-11-3 CHIEF'S TIME PROGRAM
[N/A]

- A. The Chief's Time Program is open to officers on a sign-up basis. Patrolman Second Class must be off OJT to be eligible to work Chief's Time. (See letter "E" for supervisor sign-up policy).
- B. **Officers who wish to participate in the Chief's Time Program should contact the Chief's Time Coordinator indicating their desire to sign up for available assignments.** Officers are responsible for updating all necessary information, i.e., address, telephone numbers, recent transfer, etc., **by notifying the Chief's Time Coordinator.**
- C. **Restrictions** - Officers cannot sign-up for or accept an assignment for **Chief's Time if:**

[7]

1. **On "on-call status" that requires response to a scene.**
2. **On Administrative Leave.**
3. **On suspension from normal work, or from the Chief's Time program.**
4. **On Sick Leave, FMLA, or Educational Leave.**
5. **The officer has physical/medical restrictions which affect his/her ability to perform all the essential functions of a field officer.**
6. **The Chief of Police exercises his authority to deny Chief's Time to any officer.**

[N/A]

D. **Classes of compensation for working Chief's Time:**

1. **lieutenant (commanding officer) Chief's Time rate**
2. **sergeant Chief's Time rate**
3. **patrolman first class Chief's Time rate**
 - **The number/rank of personnel requested is determine by event, and/or the vendor requirements, e.g., an event may require a commanding officer (lieutenant or above) and/or a superior officer to supervise patrolmen.**

E. **Supervisors Working Chief's Time**

1. **Supervisors must adhere to 1-11-3 B of this Section to be eligible to sign up for Chief's Time assignments.**
2. **Supervisors may sign-up for any assignment requiring a supervisor, as outlined in paragraph "F" below.**
3. **Supervisors may sign-up for an assignment requiring a P 1/C officer during the open book sign-up period only.**

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1-11-3 E. 3
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[para. M]

- a. Supervisors working an assignment requiring a patrolman first class will be compensated at the P 1/C Chief's Time rate.
 - b. Supervisors must have all proper equipment to perform the duties of the assignment, i.e., helmet, flashlight, traffic vest, etc.
 - c. Supervisors will be required to perform all tasks required of an officer.
4. Supervisors working as P 1/C status with subordinate officers will not delegate assignments, nor assume command unless directed to do so by the vendor, or if a situation arises necessitating supervisory decisions.

F. An alphabetical grouping of eligible officers, (A-F, G-L, M-R, S-Z) will be prepared by the Chief's Time Coordinator in order to equitably distribute assignments. The list is rotated monthly. The list will be posted in the Chief's Time office. The list covers each month of the calendar year and is distributed to all area/division commands. Chief's Time Sign-up will be as follows:

[para. M]

1. The Chief's Time Coordinator will have assignments available for sign-up by the second week of the month. Each officer may select only 2 assignments on their designated sign-up date.
2. The third Wednesday of each month will be the "open-book" period to sign up for additional assignments. Officers may sign up for only 3 additional assignments per day as long as assignments are available.
3. Officers are authorized to sign-up for and/or accept assignments for themselves ONLY.
4. Chief's Time Hour Limitations
 - a. In cases where officers do not receive any type of overtime, excluding court overtime, officers will not accept, sign-up for, or work more than 20 hours of Chief's Time per week. An officer who exceeds 20 hours of Chief's Time in a given week will be subject to suspension of Chief's Time privileges listed in paragraph M.
 - b. Officers are limited to 20 hours of total overtime for any given week. For example, if an officer has **10** hours of grant overtime for a given week, he/she may sign up for a maximum of only 10 hours of Chief's Time.
5. Officers must personally pick up paperwork from the Chief's Time Coordinator on the last working day of the month for the next months assignments.

[N/A]

6. Vendors occasionally request officers for an event on short notice. The Chief's Time Coordinator will contact Communications to broadcast a request for officer(s) to fill the assignment. This will be done on a limited (emergency only) basis.

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[para. M]

G. Officers who are unable to work a scheduled Chief's Time assignment are responsible for finding a replacement. Any officer working as a replacement is responsible for ensuring he/she does not exceed 40 hours per pay period.

1. Officers will not ask Communications to broadcast any Chief's Time assignment for them.
2. If a replacement officer misses the assignment, both officers will be subject to suspension as listed in paragraph "M" for failing to appear for the assignment.

[N/A]

H. Officers who are not performing the assigned duties will be subject to suspension as listed in paragraph "M."

1. Vendors may request officers who have specific skills/experience to work events based on the nature of the assignment duties.
2. **Vendors may request certain officers not work their assignments if they feel the officers are not satisfactorily performing their duties.**

I. **C.O.D. Payments**

[7]

1. **C.O.D. assignment payments will be by money orders, business checks, and/or cashiers checks ONLY. Cash and/or personal checks will not be accepted.**
 - a. **C.O.D. payments** will be hand carried to the **Chief's Time** Coordinator's office along with the **Chief's Time** Work Order and Overtime Slip. Inter-office mail will not be used.
 - b. **C.O.D. payments must be turned in to the Chief's Time Coordinator by the opening of the next business day.**
2. Officers will not receive **Chief's Time** pay until the C.O.D. payment is received by the **Chief's Time** Coordinator.

J. **Approval of Chief's Time Documents**

1. An officer's **Chief's Time slip and work order** will accurately reflect the actual time worked.
 - a. Officers receive a minimum of two hours **Chief's Time** pay for any time worked under two hours.
 - b. If officers arrive at an assignment that has been canceled without the officer's knowledge, they will receive two hours pay.

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1-11-3 J.1.
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c. The vendor's signature on the **Chief's Time** work order will confirm that the officer actually worked the hours indicated at the vendor's place of business.

2. All officers who work a **Chief's Time** assignment will submit the original Chief's Time slip to their immediate supervisor. The supervisor will ensure that there is not a conflict between the regular hours worked and the **Chief's Time** hours worked. After this review, the supervisor will sign the officer's original **Chief's Time** slip.

[para. M]

3. **The officer(s) will then forward the slip and vendor work order to the Chief's Time Coordinator as outlined below. Failure to do so may result in suspension of Chief's Time privilege as outlined in paragraph "M."**

a. **All Chief's Time slips must be turned in to the Chief's Time Coordinator no later than 1200 hours on Friday of the second week of the pay period.**

b. **If a holiday falls within that pay week, the deadline is 1600 hours on Thursday of the second week of the pay period.**

K. Personnel working **Chief's Time** assignments will adhere to the following Standing Orders:

[7]

1. **While working a Chief's Time assignment, officers will adhere to all Department rules and regulations as if they were on normal duty hours.** Violations of this policy may result in disciplinary action and/or loss of **Chief's Time** as stated in this Section.

[N/A]

2. **Officers working a Chief's Time assignment requiring a supervisor will be under the command of that supervisor for the duration of the assignment.**

[7]

3. Personnel shall report for **Chief's Time** assignments on time. Should personnel be late for any reason, they will:

- a. Notify the contact person.
- b. Notify the on-duty sector supervisor.
- c. Document his/her actual arrival time on the paperwork.

4. Upon arrival at an **Chief's Time** assignment, officers will:

- a. Advise Communications of their assignment either by MDT or voice transmission. At the conclusion of the **Chief's Time** assignment, officers will advise Communications that they are out of service.
- b. **Notify the on-duty sector supervisor of the assignment, times and location, if the assignment is unsupervised.**

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1-11-3 K 4
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- c. Meet with the supervisor/contact person for specific instructions.
 - d. Be monitored by the on-duty Sector Supervisor working **Chief's Time** in their area. The on-duty sector supervisor will ensure that officers are properly equipped for their assignment, i.e., traffic vests and helmets when directing traffic, etc.
 - e. Will be corrected by the on-duty sector supervisor for any minor violations of **Department policies/procedures** at the time they are discovered. Major infractions will be reported to the officer's supervisor for investigation.
5. Civilian Ride-A-Longs will not be permitted on any **Chief's Time** assignments.
 6. Officers shall not make or accept personal phone calls or **participate in recreational reading. Exceptions to reading will be determined by the nature of the assignment and approval of the vendor.**
 7. Officers shall not leave their assignment to respond to other calls for service except in life threatening situations.
 8. Officers shall advise the assignment supervisor/contact person when leaving at the end of the assignment.

[N/A]

- L. Any complaints/disciplinary action generated during **Chief's Time** assignments will be handled in the following manner:
 1. The complaint will be sent to the supervisor assigned to the outside activity for investigation.
 2. If a supervisor was not assigned to that event, the investigative responsibility will be the officer's regular duty supervisor, at the time the incident occurred.. The findings and recommendations will be the responsibility of their assigned supervisor.
- M. Officers who violate any provision as contained in this Section, will be subject to suspension or disqualification from working **Chief's Time**. The following guidelines will be used:
 1. First offense within one **calendar** year of the date of the missed assignment - three-month suspension.
 2. Second offense within one **calendar** year of the date of the missed assignment - six-month suspension.
 3. Third offense within one **calendar** year of the date of the missed assignment - one-year suspension.
- N. Suspension from signing up or working **Chief's Time** will commence with the next scheduled sign-up period. Suspension or disqualification from **Chief's Time** will not be grievable under the City's Merit System Ordinance.

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97-GOC13

1-11-4
[N/A] COMPENSATORY TIME

A. The accumulation and use of compensatory (comp) time in lieu of paid overtime on a voluntary basis is not allowed except as authorized in Collective Bargaining Agreements and the Fair Labor Standards Act, and is subject to the following guidelines and restrictions:

1. Comp time will require the same approval process as overtime. Personnel will not be allowed to work comp time unless it is necessary in order to achieve a specific objective.
2. Compensatory time in lieu of overtime may be taken at the option of the employee on an individual basis as compensation for time worked in excess of 40 hours per workweek. All compensatory time will be computed at a rate of one and one half times the time actually worked. The maximum amount of comp time which can be accrued by any one employee is that amount stipulated in the respective current Collective Bargaining Agreement.
3. The division or section commander will provide a written report monthly to the bureau commander listing the total hours of accrued compensatory time that month, the total hours used and the gross dollar amount, which the expended compensatory time represents.
4. Employees submitting a compensatory time slip for compensatory time used will indicate the dollar amount of their hourly rate of pay times the number of hours taken on the form.

[N/A] B. Documented compensatory time will be transferable from one bureau, division or section to another up to the maximum amount of hours permitted.

[N/A] C. Supervisors shall not select personnel to work overtime based on their preference for taking compensatory time in lieu of paid overtime.

[N/A] D. Personnel who are dismissed from the department will be given credit as time worked for any compensatory time they may have accrued up to the maximum allowed by the Collective Bargaining Agreement and the Fair Labor Standards Act.

[6] E. Employees are responsible for ensuring that a "Non-Scheduled Time" form (PD-4019) has been used to document all personal compensatory time accumulated as well as compensatory time taken. These forms will be retained by division commanders for at least a 12-month period. Accumulation and use of comp time must be documented on weekly time sheets.

F. Supervisors and payroll shall not accept the old "Non-Scheduled Time" form (PD- 4019). Personnel are instructed to use the new "Non-Scheduled Time" form (PD-4019) revised May 1996.

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Effective: 09/24/97; Replaces: 06/04/96
97-GOC13

1-11-5
[N/A] **WORK SHIFT DESIGNATION**

There are three permanent work shifts designated as; Watch I (graveyard), Watch II (day shift), and Watch III (swing shift).

1-11-6
[N/A] **SHIFT CLASSIFICATIONS**

Permanent work shifts of the Albuquerque Police Department are classified into one of the following categories:

- A. Any shift which begins between 1700 hours and 0359 hours shall be considered Watch I.
- B. Any shift which begins between 0330 hours and 0959 hours shall be considered Watch II.
- C. Any shift which begins between 1000 hours and 1659 hours shall be considered Watch III.

1-11-7
[N/A] **DIFFERENTIAL PAY**

The shift times designated in 1-11-6 shall be used to compute shift differential pay.

1-11-8
[N/A] **FLEX SCHEDULING AND SPLIT SHIFTS**

Flex scheduling and split shifts may be implemented at the discretion of the Bureau Commanders to fit the needs of particular work units.

1-11-9
[N/A] **UPGRADE PROCEDURES**

- A. When a supervisor is to be away from work for a period of five days or more, a subordinate may be temporarily upgraded to the position that is graded higher. The upgrade procedure will only apply to employees that are under contractual agreements.
- B. To upgrade, an inter-office correspondence must be written by the supervisor (one rank above the upgrade) that is in charge of the activity to their deputy chief/deputy director/area commander, with a copy sent to the police payroll supervisor. The correspondence must include:
 - 1. The dates that the upgrade will be effective.
 - 2. The reason the upgrade is necessary.
 - 3. The name and employee number of the person being upgraded.
 - 4. A request that the upgraded employee's salary be adjusted.
 - 5. Approval lines for the chain of command.

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- C. Payroll upgrading should not be used when there is a temporary absence during the normal work period or where other personnel of equal or higher grade are available to provide adequate coverage.

1-11-10

SPECIAL ASSIGNMENTS

- A. This section covers situations where officers are given a special assignment reporting to a task force or joint investigation that is not led by the officers' regular supervisor.

Examples of this are wiretaps, extended surveillance operations, "TDY" assignments, and investigations controlled by other units of the department or by other law enforcement agencies. In this section, the word "overtime" is used to include compensatory or comp time.

- B. In such cases, officers will follow the operational orders of the supervisor in charge of the special assignment. Officers are responsible for notifying their regular supervisor of the work schedule for the special assignment and providing their regular supervisor with any available documentation of that schedule. Any leave taken or overtime worked must be cleared in advance with the regular supervisor, unless the situation prevents this. In such cases, officers will contact their regular supervisor the next working day to obtain approval for the leave or overtime. Case agents do not have authority to approve leave or overtime.
- C. Supervisors are responsible for monitoring leave taken, the work schedule, and overtime worked by their subordinates, even if the subordinate is working on a special assignment. The regular supervisor is also expected to coordinate with the operational supervisor in charge of the special assignment to minimize the use of overtime. The regular supervisor will attend all briefings held to organize and coordinate the special assignment.

1-11-11

*** OVERTIME/COMP TIME APPROVAL REQUIREMENTS**

- A. ***Late Call:*** Overtime generated as the result of being held over for calls for service must be pre-approved by an on-duty supervisor. The overtime slip will note the name of the supervisor authorizing the use of overtime and the call/case number or incident number of the activity requiring overtime. As soon as practical, personnel working late call overtime will go off-duty. Late call overtime must be reviewed every hour by an on-duty supervisor who will evaluate the need for the continued use of overtime.

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- B. ***Call-Out:*** Call-out overtime will only be utilized in cases requiring immediate intervention on the behalf of personnel who are off-duty. Requests for personnel who are off-duty to come into work will only be made by an on-scene supervisor. Whenever possible, the on-scene supervisor should talk with the supervisor of the person/unit being requested so that only the absolutely necessary personnel are called out. Call-out overtime must be reviewed every hour by an on-duty supervisor who will evaluate the need for the continued use of overtime.
- C. ***Investigation:*** All investigator overtime must be pre-approved by the supervisor of the investigator needing to work overtime in order to conduct/complete an investigation. Whenever possible, investigators should adjust hours or have other personnel who are on-duty assist in obtaining necessary statements and/or conduct follow-up investigations.
- D. ***Tact-Plan:*** All tactical operation plan overtime will require the pre-approval from the Chief of Police or his designee. Requests will be forwarded to the Chief of Police a minimum of three days in advance with a complete operations plan to include how much overtime is being requested and a funding source.
- E. ***Administrative:*** All administrative overtime will require the approval of the Chief of Police or his designee. Administrative overtime will be limited to emergency situations only. All administrative overtime will require a memorandum detailing the reason and use of administrative overtime. Personnel will forward the memorandum to the Chief of Police with the employee's timesheet.
- F. ***Training:*** Training overtime will require the pre-approval of the Deputy Chief from the Bureau of the employee conducting training while on an overtime status. Training will normally only be conducted while the employee is working. Whenever possible the employee should have their hours adjusted in order to avoid the use of overtime expenditures.
- G. ***Special Event:*** All special event overtime must be pre-approved by the Chief of Police. A tactical operation plan will be submitted in advance to the Chief of Police. The tactical operation plan will include all expected overtime to be encumbered as well as an identified funding source. At the conclusion of the Special Event, an after action report will be completed and forwarded to the Chief of Police with a detailed summary of all overtime worked.

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- H. *Grant Overtime:* All grant overtime must be pre-approved by the Planning Division and the Chief of Police at the beginning of the grant cycle. All grant overtime will be clearly identified as such on the overtime slip **and a copy of the overtime slip will be attached to the employee's timesheet. The grant overtime will be monitored/reviewed by the officer's chain of command.** The Planning Division of APD will be responsible for the monitoring of all grant overtime to ensure compliance with the requirements of the grant.
- I. *Holiday:* Holiday overtime will be limited to on-duty uniformed calls for service personnel who are actually working the holiday. All personnel will abide by a Department Memorandum that will delineate which units/personnel have been deemed necessary to work the holiday. Should personnel take any day off within the week of the holiday, they will be subject to being carried on a holiday (off) pay status for that day.
- J. *Community Meeting:* Whenever possible, on-duty personnel should be used to attend community meetings/functions. Any community meeting requiring overtime must be pre-approved by the Area Commander.
- K. *Reimbursable Overtime:* Any overtime that is worked and subject to reimbursement from an outside funding source will have that information noted on the overtime slip and on the corresponding timesheet. Information should include; the agency responsible for the reimbursement and a description of the specific operation (identifier) worked. A supervisor working the assignment/project must approve the reimbursement overtime.

1-11-12 Overtime/Comp Time Review Process

- A. All Overtime Slips and Timesheets must be reviewed and approved by the immediate supervisor/sergeant and manager/lieutenant that contain any overtime and/or comp time. Additionally;
 - 1. The Captain/Division Manager and/or Director must also approve any timesheet that has 8 hours or more of overtime.
 - 2. The respective Deputy Chief of Police must also approve timesheet with 12 or more hours of overtime.
 - 3. Timesheet with 16 hours or more of overtime will be forwarded to the Chief of Police for review.

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- B. The Fiscal Division of the Albuquerque Police Department will provide a breakdown of all overtime expenditures by activity number every two weeks. Copies will be provided to the Chief of Police, the respective Deputy Chief of Police for each Bureau, and the Captain/Manager for each Division that utilizes overtime as well as the lieutenants/supervisors of divisions/units that have overtime expenditures. Reimbursable overtime will be delineated by operation and reported to the appropriate commander.

- C. The Planning Division of the Albuquerque Police Department will be responsible for the monitoring and validation of all grant-funded overtime. In order to properly monitor grant overtime, it will be necessary that a summary of the grant activity be forwarded to the Planning Division along with a detailed list of personnel working the assignment, salary and hours worked. Additionally, all original overtime slips will be sent to Planning along with a copy of the employee's timesheets.

- D. The Operations Review Section shall conduct spot audits of timesheets and overtime sheets every month to ensure compliance with the above directives. Audits will review all timesheets that have eight hours or more of overtime. A report will be submitted to the Chief of Police showing the total number of officers/personnel who had eight hours or more of overtime within a one-week period by area command and shift worked.

- E. The Court Services Section shall review police reports and requests for officers to appear in court for absolute necessity. Court Services personnel will review reports, summons, arrests and citations for completeness and for a review of procedures that ensures only the minimum number of officers necessary for prosecution are requested/utilized. In cases where it is determined that personnel are attempting to abuse the system by having officers participate in arrests/citations where they are not necessary, that information will be forwarded to the Deputy Chief of Police of the employee(s) involved for a preliminary investigation.

- F. Officers who are involved in the arrest of an individual will not have other officers become involved in the incident solely for the addition of court time. In cases where more than one officer is involved in an arrest, the same officer will write the offense/incident report and citations. The last line of the report will state which officer(s) are necessary for the prosecution of the case. If other officers were only witnesses to the incident, personnel will state that in the report.

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1-12 HARASSMENT/SEXUAL HARASSMENT IN THE WORKPLACE

POLICY:

The City of Albuquerque and the Police Department are committed to providing a work environment free from all forms of harassment. Harassment is a prohibited form of discrimination under City, State, and/or federal law, and is misconduct subject to disciplinary action by the Department. All department employees, supervisors and managers are responsible for maintaining a work environment free of any form of harassment and will be held fully accountable in complying with this policy and taking appropriate measures to ensure that such conduct does not occur. Any Department employee found to have engaged in prohibited harassment will be subject to disciplinary action up to and including termination. This policy applies to all forms of harassment, including sexual harassment, and supplements, but does not replace City Administrative Instruction NO. 7-18.

DEFINITIONS:

1-12-1 HARASSMENT

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color religion, gender, national origin, ancestry, age, disability, medical condition, or sexual orientation; and that has the purpose or effect of creating an intimidating, hostile or offensive work environment; and has the purpose or effect of unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities or ability to obtain public services.

1-12-2 SEXUAL HARASSMENT

Sexual harassment is defined as any unwelcome sexual advances, requests for sexually motivated physical contact, or other verbal expression or physical conduct or communication of a sexual nature when:

- A. Submission to that conduct or communication is made a term or condition, either explicitly or implicitly, of employment or obtaining public services; or
- B. Submission to or rejection of that conduct or communication by an individual is used as a factor in decisions affecting that individual's employment or obtaining public services; or
- C. That conduct or communication has the purpose or effect of unreasonably interfering with an individual's employment or obtaining public services or creating an intimidating, hostile or offensive environment in which to work or obtain public service.
- D. Criteria for the existence of sexual harassment:
 - 1. Frequency of the conduct

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2. The severity of the conduct
 3. Whether the conduct unreasonably interferes with work performance
 4. Examples of harassment/sexual harassment are outlined in the City of Albuquerque Administrative Instruction 7-18.
- E. Unwelcome verbal or physical conduct which does not rise to the level of sexual harassment, may be in violation of other City polices and is prohibited.

RULES AND PROCEDURES:

1-12-3
[7-1] **PROHIBITED ACTIVITY**

Harassment of any kind by Department personnel will not be tolerated.

- A. Personnel shall not either explicitly or implicitly ridicule, mock, deride or belittle any person because of their race, color, sex, age, religion, ancestry, national origin, handicap, or veteran status.
- B. Personnel shall not make offensive or derogatory comments based on race, color, sex, age, religion, ancestry, national origin, physical/mental handicap or veteran status either directly or indirectly to another person.
- C. Personnel shall not sexually harass any person.

1-12-4
[N/A] **REPORTING HARASSMENT**

- A. Personnel who believe they have been subjected to sexual or other harassment are encouraged to tell the person responsible for the behavior that his/her actions are offensive and unwelcome. Personnel should report the matter promptly to their immediate supervisor, or to any supervisor, or to the Department Employee Equity Manager, within 180 days.
- B. Personnel may also pursue action through the courts, or any local (City Human Rights Office), state (New Mexico Human Rights Commission) or federal (Equal Employment Opportunity Commission) regulatory agency responsible for the enforcement of anti-discrimination laws.
- C. Any Department supervisor who observes or has knowledge of harassment must immediately bring the matter to the attention of the Department Employee Equity Manager. Failure to do so may result in disciplinary action.

- [5] D. Retaliation is prohibited against any employee for filing a harassment complaint, or assisting, testifying, or participating in the investigation of such complaint.

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- E. Complaints or employees accused of harassment may file a grievance/appeal in accordance with Department procedures when they disagree with the investigation or disposition of a harassment claim.

1-12-5
[6]

DEPARTMENT EMPLOYEE EQUITY MANAGER RESPONSIBILITIES

- A. The position responsible for coordinating employee complaints including harassment/sexual harassment is the Manager of the Personnel/Payroll Management Division. The title for the person performing this function will be Employee Equity Manager.
- B. The Employee Equity Manager will:
1. Review all complaints and designate the supervisor to investigate the complaint or will personally handle the investigation.
 2. Inform the parties involved of the result of the investigation.
 3. Inform the Internal Affairs Unit as soon as possible, if an SOP violation exists.
 4. Immediately notify the Chief of Police and the District Attorney's Office if the complaint contains evidence of criminal activity.
 5. Include a determination whether other employees are being harassed by the person, and whether other Department members participated in, or encouraged the harassment.
 6. Maintain a file of harassment complaints in a secure area and provide the Chief of Police with an annual summary of these complaints.

1-12-6
[7]

SUPERVISOR'S DUTIES AND RESPONSIBILITIES

- A. Each supervisor shall be responsible for preventing acts of harassment. These responsibilities include:
1. Monitoring the unit work environment for evidence that harassment may be occurring.
 2. Counseling all employees on the types of behavior prohibited, and the Department procedures for reporting and resolving complaints of harassment.
 3. Stopping any observed acts that may be considered harassment and taking appropriated steps to intervene whether or not the involved employees are within his/her line of supervision.
 4. Taking immediate and appropriate action to limit the work contact between two employees where there has been a complaint of harassment.
- B. Supervisors shall assist any employee who has a complaint of harassment in documenting and filing a complaint with the Employee Equity Manager.

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1-12-6 B
cont'd

1. The supervisor to whom a complaint is given, shall meet with the employee and document the incidents, the person(s) doing or participating in the harassment, and the dates in which it occurred.
 2. The supervisor taking the complaint shall immediately deliver the complaint to the Employee Equity Manager.
 3. Failure to take action to stop known harassment shall be grounds for discipline.
 4. Ensure that new employees are properly trained and receive a copy of this policy.
- C. Supervisors of the complaining employee shall assist the Employee Equity Manager in the investigation of the complaint.
- D. Supervisors shall be familiar with City Administrative Instruction NO. 7-18 in its entirety.

1-12-7
[7-5]

EMPLOYEE RESPONSIBILITIES

Each employee of the Department is responsible for assisting in the prevention of harassment through the following acts:

- A. Refraining from participation in, or encouragement of, actions that are or could be perceived as harassment
- B. Reporting acts of harassment to a supervisor
- C. Assisting any employee who confides that they are being harassed by encouraging them to report it to a supervisor
- D. All employees are required to cooperate with any investigation in response to any allegation of harassment. Refusal to cooperate in an investigation may result in disciplinary action, up to and including termination.

1-12-8
[7-5]

CONFIDENTIALITY

The complaint file, including the name of the complainant as well as the names of all personnel providing statements, will be kept confidential to the extent possible, consistent with the Departments obligation to investigate promptly and thoroughly.

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*** GENERAL ORDERS***

Effective: 07/10/95; Still In Effect 10/01/95

1-13 POLICE PRESS RELATIONS/RELEASE OF POLICE IDENTIFICATION PHOTOGRAPHS

POLICY:

Department policy is to support the fundamental principles of the First Amendment to the Constitution of the United States, as it pertains to the rights of the news media and the public. The police department is committed to informing the community and the news media of events within the public domain that are handled by or involve the department.

PROCEDURE:

1-13-1 DEPARTMENT/PUBLIC LIAISON
[N/A]

The department public information officer (PIO) is to provide an information liaison between the department and the general public. Information disseminated from this department is to be accurate, and timely. Every effort will be made to release information to the news media with impartiality.

RULES:

1-13-2 SUPERVISOR RESPONSIBILITIES
[7]

A. Initial news media contacts will be handled by the highest ranking supervisor/investigator at the scene of an incident, when possible. The highest ranking supervisor may request that the PIO handle the news media when the incident requires an immediate spokesperson.

B. The supervisor will furnish statements to the PIO and news media to inform them of factual information about the incident.

[N/A] C. Supervisors will immediately notify the PIO or Assistant PIO on all newsworthy events, with a follow-up through the chain of command.

[N/A] D. Routine news media information such as traffic accidents, simple assaults, batteries, statistics, or follow-up information regarding on-going cases, can be handled by command personnel, the PIO, or their designee.

E. Procedures involving pre-arranged law enforcement activities and the media/photographers:

1. A Department Ride Along Request form must be completed.
2. An APD-Media/Photographer Agreement form (PD Form 1010) must be completed.

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1-13-2 E 2
cont'd

This form explains that the reporter/photographer must acquire written consent from the victim(s), alleged perpetrator(s), or persons occupying private areas prior to allowing them onto private property or filming on private property. It is the responsibility of the reporter/photographer to obtain permission, not the officers.

3. If the reporter/photographer does not obtain consent, then the media should be prohibited from participation in law enforcement activities that occur in private areas.

1-13-3
[N/A]

PUBLIC INFORMATION OFFICER RESPONSIBILITIES

- A. The PIO is available for information between the hours of 0600 and 2400 hours when the Assistant PIO is off duty.
 1. During department PIO off-duty hours, the Assistant PIO can be contacted through Radio Control.
 2. The department PIO will be available during off-duty hours on an emergency basis as determined by Radio Control.
- B. The PIO is available, if requested, to handle the news media for comment, once the PIO has been thoroughly briefed by the supervisor who is/was at the scene.
- C. Follow-up information will be handled by the PIO. This requires that supervisors or their designees brief and update the PIO as the incident develops. Records or Communications supervisory personnel can disseminate routine follow up information when briefed by the incident supervisor or the PIO.

1-13-4
[7]

OFFICERS AND CIVILIAN PERSONNEL DUTIES

- A. Personnel will not discuss or disseminate information to the media on incidents that they have no direct knowledge of or if not directly involved in the investigation. If the incident is of a serious nature, or involves APD policy, the matter will be referred to their area/division commander or the appropriate deputy chief.
- B. All civilian supervisors will refer news media contacts to their division commander.

1-13-5
[N/A]

RELEASE OF POLICE IDENTIFICATION PHOTOGRAPHS

- A. All news media and non-police personnel requesting a police identification photograph (mug shot) must fill out an Identification Photograph Release Form (PD-4150). These forms are available at:

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1-13-5 A
cont'd

1. The APD Identification Records Unit (ID).
2. The APD District Attorney Liaison Unit.

[7] B. The form will be forwarded to the District Attorney Liaison Unit. Unit staff will review the status of any cases involving the individual in the photograph with the investigating officer and the Assistant District Attorney assigned to the case. If it is determined that releasing the photograph would serve a legal purpose and not compromise any existing cases, a District Attorney Liaison officer may authorize the release of the photograph.

C. Other options of releasing a photograph are:

1. Official court order directing the department to release the photograph.
2. In the event of an emergency situation i.e., aid in locating a missing person, fugitive, escapee, dangerous suspect, etc. a commander may approve the release, if District Attorney Liaison personnel are not available.
3. The ID supervisor may release a mug to an attorney on behalf of his/her client when a notarized release form from his/her client is presented. ID Unit personnel will charge \$5.00 (cash only) per photograph requested.

[7] D. ID Records Unit personnel will ensure that the APD number is obliterated before releasing the photograph.

E. The ID Records Unit will maintain a file of approved and disapproved authorization forms.

[7] F. If a request is made for a photograph of department personnel, the person making the request will be referred to the Administrative Review Section.

G. **Requests for mug releases of cases investigated under the jurisdiction of law enforcement agencies other than APD will require approval from that specific agency's Chief of Police or designee. Approval from other agencies is necessary to avoid jeopardizing an ongoing investigation that APD will not have knowledge of.**

1. **Will require a Photograph Release Form (PD 4150). These forms are available at:**

- a. **The APD Identification Records Unit ID.**
- b. **The APD District Attorney Liaison Unit.**

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**1-13-5 G
cont'd**

- 2. The form will be forwarded to the District Attorney Liaison Unit. Unit staff will contact the Public Information Officer (PIO), or designee with that law enforcement agency.**
 - a. Unit staff will inform the Public Information Officer (PIO), of the request.**
 - b. DAL staff members will only approve or disapprove request for other agency cases at the instruction of their PIO or designee.**

- H. Pending other agencies approval, a three (3) day delay may result in the approving or disapproving of mug releases.**

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Effective: 07/13/99; 12/20/96; Replaces: 09/30/93
97-GOC3

1-14 BEHAVIORAL SCIENCES DIVISION

POLICY:

Department policy is to provide confidential psychological counseling when an employee voluntarily requests such service.

When it becomes necessary to establish a waiting list due to the volume of service requested, Behavioral Sciences Division (BSD) personnel will assist the requesting employee in locating outside counseling services.

The BSD will also be responsible for psychologically evaluating all police applicants, providing on-site consultation at SWAT activations involving barricaded individuals, psychological support for employees involved in duty-related shootings, crisis intervention and critical incident debriefings in non-shooting incidents, Academy and on-going Advanced Training in the behavioral sciences, supervisory and special unit consultation, and counseling mandated by supervisors.

RULES:

1-14-1 REFERRALS AND CONFIDENTIALITY

- A. Self-referrals: When an employee self-refers to the Behavioral Sciences Division, a psychologist/client privilege exists. Information about the employee will not be released without a signed release from the employee. The following are exceptions to rule if the employee:
 - 1. Reveals criminal activity or other violations of their oath of office.
 - 2. Presents a clear and present danger to self or others, or;
 - 3. Presents any reason to believe that they have committed child abuse.

- B. Mandated Referrals: Supervisors may mandate an employee to BSD for counseling if problems of the employee are impacting the employee's ability to perform their job. At no time will private/personal issues discussed in counseling be revealed; the same exceptions to confidentiality apply as in self-referral. The chain of command will be informed when the following occurs:
 - 1. When the employee contacts the BSD for an appointment as ordered.
 - 2. When the employee keeps the appointment as ordered.
 - 3. Whether or not the employee will continue to meet the BSD staff member for counseling, and if the employee does continue counseling, the supervisor will be advised of the goals of that counseling.
 - 4. When the employee terminates counseling and the status of the progress that was made in those sessions.

- C. BSD staff and BSD contracted psychologists will not perform fitness-for-duty evaluations. Only licensed psychologists contracted to the *Department* (not BSD contracted psychologists) will perform fitness-for-duty evaluations.

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1-14-1
cont'd

- D. Referrals or counseling services for family members will be accommodated as the BSD counseling schedule allows. Family members may be referred to outside resources.

1-14-2 **OFFICER-INVOLVED SHOOTINGS**

In the event of an officer-involved shooting, the on-call BSD psychologist will be contacted by Communications to respond to the scene. BSD will provide support for the officer(s) before the officer(s) are transported from the scene. BSD will conduct a one-on-one interview with the officer(s), after the officer(s) is interviewed by a Police Shooting Team Detective. BSD will:

- A. Provide the appropriate level of support/assistance to the officer(s) before the officer(s) is released from the investigation.
- B. Advise the officer(s) chain of command regarding the minimum mandatory three days of paid Administrative Leave.
- C. Meet with the officer(s) family members or significant other upon request; and,
- D. Interview the officer(s) following Administrative Leave to determine additional needs before they return to regular duty status.

1-14-3 **BSD RESPONSE TO SWAT ACTIVATIONS**

In the event of a SWAT activation, the on-call BSD psychologist will be contacted by SWAT supervisors to respond to the scene.

BSD provides on-scene Crisis Negotiations Team (CNT) consultation during the SWAT activation. BSD does not have tactical decision-making responsibility. Consultation includes, but is not limited to, strategies for negotiations, interviewing of involved persons, liaison with mental health/medical resources, debriefing of CNT personnel at the conclusion of an incident, and follow-up contact with involved persons as appropriate.

1-14-4 **CRITICAL INCIDENT RESPONSE OTHER THAN OFFICER-INVOLVED SHOOTINGS**

- A. Responses to stressful events involving significant emotional trauma, serious injury, or death to employees of the Department will be handled by BSD personnel. BSD personnel will respond to the affected employee's location, as appropriate, in a timely manner. Following contact with on-scene investigative personnel, BSD will provide the following services:

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1. Assessment of affected employee's emotional need.
2. Provide emotional support, especially in the areas of the self esteem and self-reliance of the affected employee.
3. Attempt to establish rapport and trust with the affected employee.
4. Offer Division services as noted in the policy section above.
5. Activate the affected employee's social support network.
6. Activate established administrative or other leave, as appropriate.
7. Carry out a critical incident debriefing with appropriate notification to command staff and employee's chain of command.
8. Follow up with notification to employee's chain of command regarding return to duty or a request for extended leave.
9. Remain available for follow-up services to the employee and/or family members during the readjustment period.

*** B. If deemed necessary for the psychological well-being of an employee, it will be the prerogative of the staff psychologist(s) to place an employee on administrative leave with pay, following involvement in a traumatic event. The traumatic event shall not be limited to the death or serious injury of another employee or citizen. In such cases it will be necessary for the employee to meet with the psychologist for a return to duty interview.**

C. All Department supervisors are strongly encouraged to activate these critical incident services whenever a significantly stressful event occurs for one of their employees. It is the supervisor's and/or command staff's responsibility to be aware of critical incidents involving supervisors and their units.

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Effective: 04/23/90; Still In Effect 10/01/95

1-15 REQUESTS FOR LEGAL OPINIONS FROM THE CITY
ATTORNEY/DEPARTMENT LEGAL ADVISOR

POLICY:

Department policy is to provide its employees with a means of obtaining legal opinions regarding police related matters from the City Attorney's office and the department's Legal Advisor.

RULES:

1-15-1 FORMAL REQUESTS FOR LEGAL OPINIONS

[7]

All requests for legal opinions from the City Attorney's Office or the department's Legal Advisor will be directed, in writing, through the chain of command.

- A. The Chief of Police must approve requests made to the City Attorney, prior to the letter being sent to the Chief Administration Officer. Upon approval by the Chief Administration Officer, the letter will be forwarded to the Risk Management Division, which will be responsible for ensuring a timely response.

- B. Requests directed to the department's Legal Advisor, following approval by the Chief, will be forwarded to the Legal Advisor by the Chief's office.

1-15-2 UNOFFICIAL REQUESTS FOR LEGAL OPINIONS

[7]

Unofficial or informal requests for legal opinions may not be made unless the City Attorney or the department Legal advisor is acting in an advisory capacity on a task force or committee. If the request ultimately involves rendering a formal opinion, the task force or committee must use the procedures outlined in 1-15-1.

1-15-3 REQUESTS FOR LEGAL OPINIONS FROM THE DEPARTMENT LEGAL ADVISOR

[7]

Employees may request a police related legal opinion from the department's Legal Advisor, however, all such requests will be submitted through the requesting person's chain of command to the Chief of Police.

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Effective: 04/02/98; Replaces: 04/23/90
98-GOC3

1-16 GROOMING STANDARDS

[7]

POLICY:

Department policy establishes that all active duty personnel meet appropriate grooming standards as prescribed by the Chief of Police. All employees, while on active duty, unless otherwise directed by their commanding officer, shall be well groomed and clean. Clothes and shoes shall be clean and properly cared for. Attire shall conform to department rules and regulations.

RULES:

1-16-1 MALE PERSONNEL (SWORN)

- A. Hair on the side may extend to the ears but will not protrude over the ears. Hair at the nape of the neck may be rounded or blocked but it shall not touch or extend beyond the top of the collar when the head is held in the position of attention. Hair in front will not fall below the eyebrows. The bulk or length of hair shall be groomed so that it does not bush out or curl up while wearing the standard police hat or helmet.
- B. Sideburns shall not extend in length below the bottom of the ear. They shall be neatly trimmed, not bushed nor flared. Sideburns shall be cut level when the head is held in the position of attention. The width of the sideburns shall not be more than 1-1/4 inch.
- C. Mustaches will be neatly trimmed and shall not extend in length below the top border of the upper lip nor extend more than 1/4 inch upward, downward, or to the side from the corner of the mouth.
- D. Facial hair other than mustaches, will not be accepted.
- * E. Designs will not be allowed to be cut/shaved into short hair styles.
- F. Employees excused from the above regulations because of special assignment, shall be in compliance with the above regulations when wearing the official uniform.

1-16-2 FEMALE PERSONNEL (SWORN)

- * When in uniform, females (Sworn and PSA's) shall wear their hair in compliance with the following:
 - A. In no case will the length of the hair extend beyond the seam connecting the shirt yoke with the back of the uniform shirt.
 - 1. Hair may be cut short to conform, or;

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cont'd

2. Longer hair may be secured and styled so it will not extend beyond the length mentioned (i.e., bun, looped braid, etc.).
 - B. The sides of the hair will be styled close to the face in such a way as to prevent it from being blown into the face. This may be achieved by a short feathered back cut or securing the hair tightly in the back or with conservative barrettes/clips on the sides.
 - C. Pigtails, double braids, and bouffant styles will not be permitted.
 - D. The hair shall not be styled so that it hangs below the eyebrows.
 - E. The hair will be neat and clean.
 - F. The hairstyle shall be conducive to the wearing of the uniform hat and shall reflect favorably on the department.

1-16-3 WIGS AND HAIR PIECES

Wigs and hair pieces are permitted, but they must conform with the above and with natural hair standards.

1-16-4 MAKE-UP

Make-up shall be conservative in nature, and shall be decided by area commanders.

1-16-5 CADET STANDARDS

Cadets shall conform to the published regulations prescribed by the Director of Training.

1-16-6 PERSONAL JEWELRY AND ORNAMENTATION

- A. Sworn male employees may wear jewelry, only if it is in good taste. Generally, this is limited to wristwatches, wedding bands, or other conservative type rings. Specifically prohibited are earrings or other items of jewelry that detract from the department's image or constitute a potential safety hazard. Neck jewelry or ornamentation shall not be visible.
- B. Sworn female employees may wear jewelry only if it is in good taste. Generally, this is limited to wristwatches, wedding rings, or other tasteful rings. Female personnel may wear only one set of stud earrings at a time. Dangling earrings are prohibited while in uniform, and neck jewelry or ornamentation shall not be visible.

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- C. Sworn female personnel wearing civilian clothes may wear conservative styled necklaces and chains. Only one necklace or chain and one set of stud earrings may be worn at any one time.
- D. Nose, eyebrow and/or tongue rings will not be worn while in uniform. Dangling fingernail rings are not allowed.

1-16-7 CIVILIAN GROOMING STANDARDS

- A. Civilian employees are expected to dress appropriately for the work place. Management will determine appropriate and reasonable dress standards on a person by person basis.
- B. All civilian employees will keep their hair trimmed and styled and maintain good personal hygiene. Males will keep any facial hair neat and trimmed.
- C. Jewelry worn will be in good taste and not constitute a potential safety hazard.

1-16-8 GLASSES

- A. Personnel shall wear glasses which are conservative in design.
- B. Sunglasses should be removed when addressing the public.

1-16-9 SUPERVISOR RESPONSIBILITY

[6] All department supervisors shall be responsible for enforcing grooming standards upon all department personnel, while on duty and/or attending court.

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Effective: 02/14/05 Addition to the Manual
05-GOR3

1-17 DIGITAL PHOTOGRAPHY/IMAGING

POLICY:

This policy is to establish guidelines and procedures for the capture, storage, processing, and transmission of digital images by personnel when using digital imaging technologies to document items of evidentiary value during the course of their duties. The important thing to remember is that a digital image used in a legal context is evidence and must be treated as such. The goal of any effective image-tracking procedure should be to eliminate the opportunity for unauthorized persons to access images, thus avoiding the argument that someone could have altered or substituted any image.

For the purpose of this policy, “digital imaging technologies” includes, but is not limited to, digital cameras and video devices or any system and/or method used to capture, store, process, transmit, or produce a digital image.

Personnel will utilize photo equipment issued to them by the Forensic Photography Laboratory. The issuance of a different camera and or any other digital imaging equipment and software by the MFSC Photography Unit denotes implied authorization for field use. No other digital camera shall be used without prior approval of the Forensic Photo Lab Supervisor or designee.

DEFINITIONS:

- | | |
|---------------------------|--|
| <u>Archive Image</u> | Either the primary or the original image stored on media suitable for long-term storage. This may include original and duplicate images. |
| <u>Artifact</u> | Any image or information not present in the primary or original image which is inadvertently introduced by image processing. |
| <u>CD</u> | (Compact Disc) An electronic encoded computer disc used for the digital recording of data. |
| <u>CD-R</u> | A write once only compact disk that cannot be over-written |
| <u>CD-RW</u> | A write/rewrite compact disk that can be over-written |
| <u>Digital Camera</u> | A device that captures and stores images utilizing a computer disc or other storage media. |
| <u>Digital Image File</u> | A record that includes image data and related data objects. |
| <u>Digital Images</u> | Any visual data stored in a format that may be accessed/used by a computer, generally in numerical form or binary code. By definition, all digital photographs are digital images. |

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Digital Photography The process of capturing and recording a visual image which is stored in a digital (numerical or binary) form.

Duplicate Image An accurate and complete replica of an original image, irrespective of the media.

Flash Cards An intermediary storage device used by some digital cameras for the capture of primary images.

Floppy Disk An intermediary storage device used by some digital cameras for the capture of primary images. The typical size utilized is 3.5 inches.

Image Analysis The extraction of information of an image beyond which is readily apparent through visual examination, i.e. un-sharp masking, multi-imaging averaging or integration, and Fourier analysis.

Image Enhancement Any process intended to improve the visual appearance of an image, including, but not limited to, cropping, dodging, burning, color balancing, and contrast adjustment.

Image Processing Log A log that is maintained to document any processing to which a duplicate image is subjected. The log will be such that another comparably trained individual can repeat the steps and produce the same output when the image is subjected to processing. The log will simply represent the steps taken by the individual in the process.

Image Transmission The act of moving images from one location to another electronically. An example would be e-mail.

Image Verification A process by which the individual who captured the original image or was present at the time the original was captured identifies an image as a true and accurate representation without alteration.

Item of Evidentiary Value Any piece of evidence, visual documentation, or other item with intrinsic value intended for use as evidence in a criminal investigation or intended to be viewed within context of the criminal justice system.

JPEG Joint Photographic Experts Group. JPEG is a lossy compression technique for color images. Although it can reduce files sizes to about 5% of their normal size, some detail is lost in the compression.

Native File Format The file format of the primary image.

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Original Image An accurate and complete replica of the primary image, irrespective of the media the image is stored on. For those cameras using CD technology, the original and primary image will be the same. For those cameras using flash card technology, those primary images transferred directly from the flash card to permanent media will be considered original images.

Permanent Media A long-term storage media designed to contain digital information, such as a DVD, CD-R, computer server, etc.

Primary Image The first instance in which an image is recorded onto any media.

Processing The means by which an image is subjected to (including but not limited to) image enhancement and or analysis.

RAW Is not an abbreviation but literally means “raw” as in “unprocessed.” RAW file contains the original image information. It is an image output option available on some digital cameras. It is a factor of three or four smaller than TIFF files of the same image.

Temporary Media A digital image storage device that is designed for repetitive use by allowing information to be removed from the media. Examples are 3.5-inch floppy disks, flash cards, or CD-RW disks

TIFF Tagged Image File Format. It is graphics file format created in the 1980’s to be the standard image format across multiple computer platforms. The TIFF format can handle color depths ranging from 1-bit to 24-bit. It is a file format used for still -image bitmaps, stored in tagged fields.

Working Copies Those duplicates of the original images made for investigative use or analysis.

PROCEDURE:

1-17-1 IMAGE ACQUISITION

- A. Images will be captured via digital cameras authorized by the MFSC Photography Unit.
- B. All images of evidentiary value will be captured using a JPEG or TIFF format.

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- C. Evidence requiring possible future analysis, i.e. fingerprints, blood spatter, or tire and shoe impressions, will be captured using a small TIFF image. The photographer will use discretion to determine if a TIFF image is required.

1-17-2

IMAGE STORAGE

- A. Digital images recorded onto a temporary media will not be deleted or viewed (other than by the camera's built in monitor) until all of the images have been transferred to a permanent media.
- B. Field Investigators/Field Evidence Technicians may submit primary images stored on a temporary media to the Photography Unit. The Photography Unit will transfer digital images from the temporary media to permanent media.
- C. Images captured directly onto a CD-R will not need to be transferred to another type of media.
- D. The images copied from the compact flash cards will be left in their native file format, and unaltered.
- E. The Forensic Photography Unit will have the responsibility of duplication and distribution of all digital images. Any other MFSC or APD personnel will not make copies of digital images for distribution.
- F. Digital images captured on temporary media shall be transferred to a permanent media prior to viewing (other than the camera's built-in monitor). If deemed necessary, the detective may connect the camera to an output monitor for on-going investigative purposes.
- G. Major Crime Scene Detectives will assume responsibility for transferring all images captured on a temporary media directly to the Digital Crime Scene server, or CD-R, at the completion of their call. The images shall not be copied, altered, or viewed (other than the camera's built-in monitor) until all images have been transferred to, and saved on, the server or another form of permanent media.
- H. To establish the Chain of Custody for the digital images, the photographer will complete a film envelope, log all items turned into the photo lab, and maintain that log. The temporary media or permanent media containing the images will be placed in that envelope and turning it into the Photography Unit. Major Crime Scene Detectives that have transferred the digital images to the Digital Crime Scene server will submit an empty film envelope to the Photography Unit.

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1-17-3 IMAGE PROCESSING

- A. Images on a temporary storage media shall not be subjected to processing of any kinds until it is written to a permanent media.
- B. An Imaging Processing Log will contain, but is not limited to, the following information: Case number, examiner's name, date of enhancement, enhancement software and version, original image file name, enhancement processes, and enhancement image file name. The Imaging Processing Log will be printed and maintained with the case file.

1-17-4 PRESERVATION OF THE ORIGINAL IMAGE

- A. The important element of visually recorded evidence is to ensure that the original image is preserved, so that the integrity of that image is maintained.
- B. An image captured by either conventional film or digital images should be archived and maintained in an original state.
- C. The original image shall not be subjected to processes that cause permanent alteration. Where processing and/or analysis are required, a working image must be made.

1-17-5 VERIFICATION OF ORIGINAL AND ENHANCED IMAGES

A. Verify an Original

The person who captures the original image, or was present at the time the original image was captured, can state that the image is a true and accurate representation of the scene or evidence.

B. Verify an Enhanced Image

- 1. All electronic enhancements of images shall be documented.
- 2. The documentation should record all the steps taken in the enhancement process so another operator can validate the original enhancement process if required.
- 3. The continuity of the original image must be maintained at all times in accordance with evidence handling procedures.

**ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS**

Effective: 03/03/2005 Addition to the Manual
05-GOR4

**1-17-6 FIELD SERVICES SERGEANTS DIGITAL CAMERA
RESPONSIBILITIES/PROCEDURES**

[N/A]

In the event that an on-duty Field Investigator (FI) or Field Evidence Technician (FET) is not available, Sergeants who have been issued a departmental Digital point and shoot camera and have received the appropriate training, will be required to take photographs for Field Services Bureau (FSB) personnel in the following situations:

- A. In all cases where a prisoner reports injury or an officer believes a prisoner has been injured due to police actions, whether such injuries are visible or not.**
- B. All persons charged with resisting arrest.**
- C. All persons charged with battery or aggravated battery on a police officer.**
- D. Damage to civilian property – when it becomes necessary to damage civilian property during the course of official police action.**
- E. All minor traffic crashed involving APD vehicles.**
- F. The sergeant may take photos of any scene or individual for evidentiary reasons, that they believe is within the scope of their approved departmental training, while maintaining compliance with SOP section 1-17.**
- G. The FSB sergeant will ensure that the digital disk is tagged into evidence.**

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 02/13/01; Replaces: 09/18/97

1-18 ACCIDENTS INVOLVING POLICE VEHICLES

POLICY:

Department policy is to investigate and document all accidents involving police vehicles.

RULES:

1-18-1 REPORT REQUIREMENTS
[5]

- A. Police vehicles involved in accidents, no matter how minor, shall be recorded on the State of New Mexico Uniform Accident Report and the City of Albuquerque Automobile Accident Report Form *(**PD3085**).
- B. All accident/incident report involving police vehicles shall be faxed to the APD Fleet Manager, at 768-2136, as soon as completed and prior to turning them into the Records Section. This is necessary to expedite the repair of the damaged vehicles.
- C. The APD Fleet Manager will insure that the report will be hand carried to Risk Management, even though it does not have a case number.

1-18-2 TRAFFIC SECTION ACCIDENT INVESTIGATORS SHALL
[7]

- A. While on duty, be dispatched to all police vehicle accidents and accidents that are the result of a high speed pursuit.
- B. While on call, respond to an accident when directed by the on-duty supervisor at the scene.

1-18-3 DUTIES OF PERSONNEL INVOLVED IN AN ACCIDENT
[7]

- A. Render aid to the injured.
- B. Secure the scene from further damage, and preserve evidence.
- C. Call an on-duty supervisor to the scene of the accident.
- D. Request a unit to be dispatched to investigate the accident.
- E. Complete all but the supervisor's section and signatures section of the City of Albuquerque's Automobile Accident Report Form (PD3085). The original is submitted through the chain of command to Risk Management, along with a copy of the State of New Mexico Uniform Accident Report.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 04/14/00; Replaces: 09/18/97
97-GOC15

1-18-3
cont'd

- * F. The supervisor or investigating officer on scene is encouraged to use discretion and allow the vehicles involved to be moved, if they are impeding the safe flow of traffic. This should only be done in the case of non-injury accidents and at those scenes when the investigation will not be greatly affected by the vehicles being displaced.

1-18-4

DUTIES OF THE INVESTIGATING OFFICER

[7]

- A. Inform the on-scene supervisor of the facts surrounding the accident.
- B. A sketch or scale diagram shall be done at the discretion of the on-scene supervisor.
- C. Attempt to obtain written statements from drivers, passengers, and witnesses on accidents involving injuries.
- D. If the drivers, passengers, or witnesses are non residents, the investigating officer should request a written statement on all police vehicle accidents.

1-18-5

DUTIES OF THE ON-SCENE SUPERVISOR

[7]

- A. Respond to the scene of the accident when called.
- B. Determine if the accident involves serious personal injury, death, or substantial damage to the claimant, or the city vehicle, before the scene of the accident is cleared.
 - 1. Call Crawford & Co., Risk Management's contract adjuster by beeper 766-0935, available 24 hours.
 - 2. After calling Crawford, call Risk Management at 768-3080 during business hours, or 848-6941 after business hours.
- C. Examine damage to vehicles and physical evidence present to ensure consistency with reported circumstances.
- D. Determine if the vehicle is safe enough to remain in service or should be transported to Vehicle Maintenance.
- E. Determine, based on damage to the police vehicle and extent of injuries, whether the on-call Traffic Accident Team should investigate the accident.
- F. Gather sufficient information concerning the cause of the accident in order to testify at the Safety Review Board Hearing, if necessary.

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* GENERAL ORDERS*

Effective: 04//20/2006; Replaces: 11/01/00
GOR06-04

1-18-5
cont'd

G. Complete the supervisor's section of the City of Albuquerque Automobile Accident Report form (p 100250).

[5] H. Post-Accident Drug/Alcohol Testing (Per Administrative Instruction 7-1)

1. Post-accident testing will be conducted in accordance with the City of Albuquerque Substance Abuse Policy - Administrative Instruction 7-1 in addition to standard DWI testing, if applicable. Officers will submit to a post-accident drug/alcohol test when they are involved in a traffic accident **and one or more of the following exits:**

a. A fatality occurs.

b. **The on-scene supervisor, based upon the best information available, at the time of the accident, concludes the officer's performance could have contributed to the accident, and**

1) There are injuries that causes any person to receive emergency medical treatment away from the scene of the accident, or

2) **One or more vehicles incur disabling damage as a result of the accident and are transported from the scene by a tow truck or other vehicle.**

c. The on-scene supervisor has reasonable suspicion to believe the officer was under the influence of drugs and/or alcohol at the time of the accident.

2. **Post-accident testing requirements:**

a. The on-scene supervisor will ensure the officer is tested for alcohol/drugs preferably within 2 hours of the accident. **If this is unable to be accomplished, the on-scene supervisor will document this fact, and the officer should be tested within 8 hours of the accident.**

- **Drug testing may be accomplished up to 32 hours of the accident, after which time, a post accident drug/alcohol test is no longer feasible.**

b. The officer must be readily available for testing, and notify the on-scene supervisor of his/her location if he/she leaves the scene prior to submitting to the test.

[1]

* If this is not done, the officer may be deemed to have refused to submit to the test.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 04//20/2006; Replaces: 11/01/00
GOR06-04

1-18-5 H. 2.
cont'd

* **Nothing in this section shall be construed to prohibit or delay an officer from receiving emergency care.**

- [6] c. Internal Affairs will be called out if an accident results in serious injuries requiring medical attention and/or a fatality.
- [7] d. The employee will be placed on administrative leave with pay until the test result is available (results will be available within 24 hours).
- [1] e. Refusal to submit to a drug/alcohol test shall be considered both a positive test result and a direct act of insubordination and shall result in termination.
- f. If an officer submits a sample for a post-accident drug/ alcohol test that is determined to be a verified positive test result, the officer will be terminated from City employment.
- [7] g. Administrative test results are confidential and cannot be used against an officer if criminal charges are filed.

3. Locations and times for post-accident drug/alcohol testing:

- a. City of Albuquerque Employee Health Center, City Hall, Room B06; Monday - Friday 0700 - 1700 hours.
- b. SED Midtown, 5601 Office Blvd. NE; Monday - Friday 1700 - 2200 hours; Saturday 0700 - 1500 hours.
- c. SED St. Joseph's Hospital, 601 Dr. Martin Luther King Jr. Ave. NE, for all remaining hours not covered by the above facilities.

1-18-6 DISPOSITION OF POLICE VEHICLE
[7]

The vehicle shall be taken to Vehicle Maintenance for inspection area commanders shall take proper steps to see that this is done as soon as practical following the incident or accident.

- A. Should it be necessary to hold the vehicle for an extended period of time, all personal property shall be removed and personnel shall be assigned another vehicle.
- [6] B. Personnel shall not remove any vehicle from the "down line" without the permission of Motor Transport Section personnel.
- C. Wreckers shall be used to tow police vehicles only when necessary and in accordance with Subsection 2-48-9 of the Procedural Orders manual.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 11/01/00; Replaces: 09/18/97

1-18-7
[6] ACCIDENTS INVOLVING POSSIBLE VEHICLE MALFUNCTION

When a police department vehicle is involved in an accident or incident where any mechanical malfunction is alleged as contributing to the cause of the accident or incident, the vehicle shall be removed from service until it can be examined by Motor Transport Section personnel.

1-18-8
[N/A] MINOR ACCIDENTS WITH FIXED OBJECTS

If a police vehicle is involved in an accident with a fixed object (telephone pole, concrete parking barrier, etc.), and there is no damage to the fixed object and only minor damage to the police vehicle, which does not require repair, or if a police vehicle is involved in a minor accident with another vehicle where resulting damage to either vehicle is of such a minor nature as not to require repair the following procedures should be used in addition to Subsections 1-18-1 through 1-18-4.

- A. The driver's supervisor shall contact the Motor Transport Section to determine if repairs shall be effected.
- B. The Chairman of the Safety Review Board shall review all available information and make a decision as to whether the accident may be chargeable or non-chargeable.
 - 1. If the accident appears chargeable, the case will be scheduled for review by the Safety Review Board and the individual, on his own initiative may volunteer to appear before the board.
 - 2. If the accident is non-chargeable, no review by the Safety Review Board is necessary.

1-18-9
[7] DUTIES OF THE TRAFFIC ACCIDENT ANALYST

- A. Maintain a file on all accidents involving police vehicles.
- B. Upon the direction of the Safety Review Board Chairman, notify personnel and their supervisor to either appear or not to appear before the Safety Review Board.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective 05/20/02; Replaces: 07/20/00

1-19 **POLICE VEHICLES**

POLICY:

Department policy is to provide for the maintenance, inspection, and issuance of all Department vehicles, and to control the parking of vehicles at the Law Enforcement Center.

RULES:

1-19-1 FUELING
[N/A]

A. Personnel shall use vehicle card and employee number when fueling police vehicles at city facilities. When fueling a pool car, use the vehicle computer card for the pool car. Exceptions may be approved by section commanders.

[7]B. B. Personnel who are authorized to use Department gasoline credit cards for vehicle fueling will ensure that only regular grade unleaded gasoline is placed in APD vehicles. Personnel will not purchase any other item(s) with APD gasoline credit cards.

1-19-2 PERSONNEL RESPONSIBILITIES
[APOA CONTRACT]

A. Maintenance Regulations

1. The employee assigned an APD take-home vehicle shall be fully responsible for seeing that the general maintenance and proper care of the vehicle is performed (the City shall perform and pay for the maintenance), and shall be prohibited from:

- * a. Altering the body, general design, appearance, markings, mechanical, or electrical system. The addition of equipment, i.e. headlight wig-wags, dash mounted emergency lights, rear deck mounted emergency lights, CB radios, radio scanners, or other equipment, to a vehicle will require a prior approval from the **APD Fleet Manager or the Operations Review Lieutenant**. Bumper stickers and ad/placard plates are prohibited unless authorized by the Chief of Police
- b. Making any repairs, or having any repairs made to the vehicle other than those made at an authorized city service facility garage.
- c. Using oil, lubricant, or other liquid additives in the vehicle other than those supplied by authorized City of Albuquerque Fueling Depots.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective 04/07/00; Replaces: 02/11/98

1-19-2 A
cont'd

2. During duty hours, if a repair cannot be fixed immediately, employees will leave the vehicle and go back into service. If the employees have their vehicle serviced while off duty, they will not be compensated for the time they spent waiting for their vehicle.
3. Employees will be responsible for the appearance and cleanliness of their vehicle, both interior and exterior.
4. Employees will wash the vehicle at their own expense and wax it at least once every six months.
5. Employees will change flats, when on-duty or off-duty. Repairs to the tire will be made by the Department authorized service facility when the tire is delivered to the garage.
6. Employees are responsible for having scheduled preventative maintenance performed on their vehicles.
7. If it becomes necessary for a permanently assigned APD vehicle to be out of service for extended repairs, the employee may be assigned a pool vehicle for his/her use. If there are a sufficient number of pool vehicles available, then the employee normally assigned a vehicle, may be assigned a pool vehicle for exclusive use during the time their regular vehicle is out of service. Marked pool vehicles shall be checked out at substations.

[N/A]

- B. If personnel fail to comply with the requirements contained herein, it can be used as a basis for appropriate disciplinary action. Disciplinary action can include denial of issuance of a new car.
- C. Vehicle numbers will be placed on the front fenders, the top of the vehicle, and the trunk of each marked unit. Personnel will not remove these numbers. If a number comes off for any reason, the vehicle will be taken to Motor Transport for replacement of the number.

1-19-3
[7]

POLICE VEHICLES IN NEED OF REPAIR

- A. When a vehicle breaks down or is in need of repair during the shift, the employee will take the vehicle to the police garage at 1801 Fourth Street NW if it is safe to drive. Under no circumstances shall a vehicle requiring only minor repair be parked near the Law Enforcement Center or substations.
- B. In all cases, a Repair Work Order Form must be prepared by the employee or shop foreman, giving a clear comprehensive description of the problem. When the police garage is open, employees will park their vehicles in the caged parking lot on Fourth Street. Employees will not park vehicles in the parking lot on the West side of the garage

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective 04/07/00; Replaces: 02/11/98

1-19-3
cont'd

- C. When a vehicle is taken to the police garage when the garage is closed, the Repair Work Order Form can be obtained from the mailbox located on the door, on the West side of the building. After completing the form, the employee will place it on the dashboard and will park the vehicle in the police parking area on the West side of the police garage.
- D. Personnel will ensure that a vehicle, if driveable, has a full tank of gasoline prior to taking the vehicle in for repair or for preventative maintenance (P.M.).
- E. If maintenance shop personnel determine that a vehicle is unsafe or red-lined, the vehicle shall be left at the shop or storage lot. Personnel shall not remove the vehicle from the maintenance shop, or storage area without authorization from the fleet supervisor or designee.

[6]

1-19-4
[7]

SECURING DEPARTMENT ISSUED PROPERTY

- A. Personnel will remove all Department issued property, including hand-talkies, shotguns, handguns, etc., from their assigned vehicle/motorcycle when the vehicle is left at the police garage.
- B. Personnel will be held responsible for the loss of any issued property left unattended in the vehicle.
- C. Personal property left unattended by personnel in their vehicle will be their sole responsibility.
- D. If personnel are incapacitated and are unable to secure their Department issued property or personal property, it will be the on-scene supervisor's responsibility to ensure that the property is properly secured.
- E. Personnel shall secure their Department issued vehicles when left unattended or when the vehicle is out of their sight or immediate control. This will include both on-duty and off-duty.
- F. Personnel should remove the keys from the ignition during a critical incident.

1-19-5
[7]

INSPECTION OF DEPARTMENT VEHICLES

- A. Each vehicle will be formally inspected each month by the employee's supervisor to include cleanliness, preventive maintenance schedule, and equipment. A formal inspection will be conducted by the employee's supervisor when the employee is turning in a vehicle which will be reissued.
- B. The Department Monthly Police Vehicle Inspection Form (PD4415) will be used for inspection and maintained by the police garage.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective 04/07/00; Replaces: 02/11/98

1-19-5
cont'd

- C. During scheduled maintenance, the shift supervisor at the police garage will inspect vehicles, and, through the fleet manager, will notify an employee's supervisor of failure to comply with the requirements contained herein.

1-19-6

ISSUANCE OF DEPARTMENT VEHICLES

[N/A]

- A. Any employee whose vehicle becomes unserviceable as a result of a chargeable traffic accident can be denied issuance of another vehicle.
- B. The denial of issuance of another vehicle will be determined by a consensus of the employee's immediate supervisor, the area/division commander, and a representative of the Albuquerque Police Employees Association, if applicable.
- C. Vehicles will be issued, turned in, and exchanged through the Fleet Manager. The Special Investigations Division is exempt from this provision.
- D. Personnel will sign a Take-home Car Agreement every time a vehicle is assigned or re-assigned.
- E. Area/division commanders will provide the Fleet Manager's office with current line-ups, which include vehicle assignments, upon completion of each bid, or when there has been any change in assignment status.

1-19-7

PARKING OF POLICE VEHICLES AT THE LAW ENFORCEMENT CENTER

[APOA CONTRACT]

- A. Personnel will park police vehicles in compliance with parking laws. The only exception will be when responding to a public safety emergency.
- *B. Due to operational units being on a 4-10 hour work schedule, parking is restricted to Law Enforcement Center parking slots and ramp area only between 0600 hours and 1700 hours, if the slot has been designated for their assignment. Personal arrangements can be made with personnel who are on a 5-8 hour work schedule. Parking in unmetered curb areas is allowable.
PARKING IS NOT ALLOWED:
 - 1. At entrance or exit areas.
 - 2. To block the parking area of other vehicles.
 - 3. In prohibited areas such as yellow, red, loading or handicap zones.
- C. Personnel will not park Department issued vehicles at the metered spaces near or around the Law Enforcement Center between 0800 hours and 1800 hours, Monday through Friday.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective 04/07/00; Replaces: 02/11/98

1-19-7
cont'd

- D. Personnel who violate this Section will lose their take-home car privileges based on the current APOA collective bargaining agreement. If the existing APOA contract has expired, the most current prior contract will prevail. It is the responsibility of each employee who is issued a take-home car to review the current contract for sanctions.
- E. When a decision is made to suspend the employee's take-home car privileges, the suspension will not take effect for two weeks. The supervisor's decision to remove take-home car privileges will be documented in a memo to the employee, and a copy will be forwarded to the appropriate division commander/manager and to the Chief's Office. During this two-week period, the employee has the opportunity to go through his/her chain of command up to the Chief of Police to request that the decision be reversed or modified.
- F. Supervisors will ensure that police vehicles which have been withdrawn from the take-home car plan under this section are parked at a police facility during the driver's off duty hours.

1-19-8
[7]

USE OF SEAT BELTS

All Department personnel will utilize seat belts when operating Department vehicles unless exempted by a supervisor when specific situations override safety considerations.

1-19-9

VEHICLE REGISTRATION

- A. Registration and license plates for all Department vehicles (except Special Investigations Division vehicles) are valid for the life of the vehicle, or until such time the State of New Mexico requires the Department to renew vehicle registrations and obtain new plates.
- B. All Department vehicles (except SID vehicles) must have a "G" government license plate. If a Department Vehicle does not have a "G" plate, the person to whom the vehicle is issued must report to the Fleet Services Manager to obtain a "G" plate.

1-19-10

ASSIGNED TAKE-HOME VEHICLE PROGRAM

[APOA CONTRACT]

- A. No one other than an authorized APD employee will be permitted to drive the issued police take-home vehicle. Employees will not presume any special privileges with an APD vehicle while off-duty. As an example, an employee living in an apartment complex will park the vehicle in the designated area at all times, not in a reserved or no parking area.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS ***

Effective 04/07/00; Replaces: 02/11/98

1-19-10
cont'd

- B. Department employees may drive unmarked Department vehicles for official purposes only, providing they hold a valid city drivers license for that class of vehicle.
- C. Employees will not operate an assigned vehicle within eight hours after consuming any alcoholic beverages.
- D. Employees participating in the Assigned Take-home Vehicle Program will not be authorized to transport any passengers except under the following conditions:
 - 1. Approved ride-along.
 - 2. Children for day care purposes, only while the employee is en- route to and from work.
 - 3. When the employee is on an on-call status.
- E. The APD Vehicle will not be utilized for carrying heavy or excessive loads, and will not have objects protruding from the trunk or window.
- F. Employees will not use the APD vehicle for any commercial enterprise; however, the vehicle may be driven to and from a part-time job subject to the approval of the appropriate Bureau/Division/Area Commander.
- G. During vacations of five days or more when the employee will be out of the City, or when an employee is on sick leave, or injury time for five days or more, the APD vehicle will be properly secured and parked to prevent damage to the vehicle and theft of its contents.
- H. If an employee is on ILD and allowed to perform light duty or is on light duty for other than ILD, and is in uniform services and drives a marked police unit, they:
 - 1. May be allowed to drive a marked unit.
 - 2. May be required to turn in the marked unit.
 - 3. May be issued an unmarked unit until such time he/she is back to full duty, subject to availability of an unmarked unit.
- I. Vehicle Operation Regulations:
 - 1. All employees assigned an APD vehicle will exercise good judgement in utilizing it, and will not drive or use the vehicle so as to cause unfavorable comment, or reflect discredit on the Department.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective 01/18/02; Replaces: 04/07/00

1-19-10 I
cont'd

2. Employees, while off-duty and operating a marked APD vehicle, will be appropriately attired: Trousers (slacks or jeans) and a shirt are considered appropriate for male employees. For female employees, trousers, (slacks or jeans) shirtdresses or skirt. Cut-offs, shorts, and tank tops will be considered inappropriate attire. All employees will have in their possession their badge, ID, and sidearm to effectively perform a police function while at the same time, presenting a favorable image. Employees will not utilize vehicles outside Bernalillo County except on official business.
3. An employee using the APD vehicle while off-duty, will not be required to go in and out of service, but if he/she is near a priority one call, he/she must advise the dispatcher. Employees shall have their police radio on while operating their vehicle. The radio will be tuned to the proper frequency for their location.
4. The safety of passengers rests solely with the employee operating the APD vehicle.
5. When responding to a felony call with non-sworn personnel as passenger(s), except for approved ride-alongs, employees will first deposit the passenger(s) at a convenient location, and will then respond to the call consistent with Department regulations.
6. Emergency runs will not be made while the vehicle is occupied by non-sworn passengers, except for APD approved ride-a-longs.
7. When responding to calls involving a felony, while off-duty, the employee may be required to handle the call in order to best preserve and handle evidence, and maintain continuity. In such cases, the employee shall be compensated with overtime pay consistent with Department regulations and the APOA contract.
8. All employees assigned a marked patrol unit will have with them and wear a uniform jacket and/or a navy blue windbreaker, with appropriate APD shoulder patch and cloth badge of office when enforcing traffic laws or responding to other calls for service while off duty. Employees should use discretion in enforcing traffic laws while operating a marked police vehicle while off duty.

[7] *J. **Commanders/Supervisors will ensure that all personnel adhere to the provisions of the assigned take home vehicle program and all memorandums/special orders that apply to the take home vehicle agreement.**

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS *

Effective 04/07/00; Replaces: 02/11/98

1-19-11 SANCTIONS FOR VIOLATION OF THE ASSIGNED TAKE-HOME VEHICLE PROGRAM

Sanctions for violation of any part of this Take-home Car Program are contained in the current Albuquerque Police Employees Association Collective Bargaining Contract. All employees having a take-home car will be subject to these sanctions.

If the existing APOA contract has expired, the most current prior contract will prevail.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 07/13/2005 ADDITION TO THE MANUAL
05-GOR9

1-20 USE OF IN CAR VIDEO SYSTEM

POLICY:

It is the policy of the Albuquerque Police Department to videotape record contacts in which certain arrests have been made, or those contacts with the public that could result in complaints against department personnel. Officers are directed to use in car video systems for their protection to guard against claims of improper conduct. They are an effective tool that will be used in all the instances listed below, and other instances at the officers' discretion.

RULES:

1-20-1 USE OF IN CAR VIDEO SYSTEM

- A. Personnel are recommended to use videotape recording system to document the following:
 - 1. High Risk or Felony Car Stops
 - 2. Pursuits
 - 3. Refusing to Obey an Officer Arrests
 - 4. Emergency Response (Code 1, 2, or 3 Calls)
 - 5. Those contacts where there is reason to believe a complaint could result.
 - 6. Physical Arrests
 - 7. All calls involving suspected suicidal and/or suicidal individuals.
 - 8. When a citizen refuses to sign a traffic citation.
 - 9. Any situation involving citizen contact where as the officer feels that video documentation is appropriate and pertains to the call.
 - 10. FTO training and evaluation.
 - 11. Suspected DWI Contacts.

- [4] B. Under no circumstances except those instances involving criminal investigations of department personnel will a conversation between another member or employee be videotape recorded without all parties to the conversation being aware of the fact that it will be tape recorded.

1-20-2 DISPOSITION OF VIDEOTAPED CONTACTS

[6]

- A. All recordings both video and audio listed above, and/or contacts where an arrest was made will be tagged into Evidence, and will be listed on the report as being tagged.
- B. In situations where no arrest was made, but there is reason to believe that a complaint may be made, the videotape shall be retained by the officer for no less than 90 days after the incident.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 07/13/2005 ADDITION TO THE MANUAL
05-GOR9

1-20-2
cont'd

- C. Personnel will contact a supervisor to receive a replacement videotape, before recording other contacts. Other contacts may be recorded on the same videotape, but care should be made not to record over other previously recorded contacts.

1-20-3

RESPONSIBILITIES OF OFFICER

- A. Officers will ensure that the in car video system is functioning properly, has adequate videotapes for the entire shift.
- B. Personnel will bring to the attention of their immediate supervisor any malfunction of the in car video system, or the need for replacement videotapes at the beginning of each watch. Arrangements will be made to repair/replace the in car video system.

1-20-4

RESPONSIBILITIES OF SUPERVISOR

- A. Supervisors will include the in car video system in monthly inspections of vehicle equipment to ensure proper function.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 02/15/94; Still In Effect 10/01/95

1-21 GATHERING OF CRIMINAL ACTIVITY INFORMATION

POLICY:

Department policy is to maintain a balance between the rights of individuals, and the duty of government to maintain public safety by the control of criminal activity, and to provide for a system that controls the collection, maintenance and dissemination of criminal intelligence.

DEFINITIONS:

1-21-1 **CRIMINAL INTELLIGENCE INVESTIGATIONS**
[N/A]

The information on identifiable subjects compiled in an effort to anticipate, prevent, or monitor criminal activity. This includes a coordinated series of interrelated functions to collect, evaluate, collate, analyze, disseminate, and re-evaluate criminal information.

1-21-2 **CRIMINAL INVESTIGATIONS**
[N/A]

The information on identifiable subjects compiled in an effort to collect evidence for the purpose of prosecution. Crimestoppers tips, because they identify a specific person, persons, or group, and because they identify a specific crime or allegation of a crime, are considered informational elements of a criminal investigation.

1-21-3 **RIGHT TO KNOW**
[N/A]

The requesting law enforcement agency representative has an official capacity, and statutory authority to receive the information being requested.

1-21-4 **NEED TO KNOW**
[N/A]

The requested information is pertinent and necessary to the requesting law enforcement representative in initiating, furthering, or completing an official investigation.

RULES AND PROCEDURES:

1-21-5 **UNITS TO INVESTIGATE**
[6]

Criminal Intelligence Investigations will be conducted by the Criminal Intelligence Unit which can maintain objectivity without a perception of conflict of interest or when a conflict of interest is possible, the assistance of an appropriate outside agency will be sought.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 02/15/94; Still In Effect 10/01/95

1-21-6 **COLLECTION OF INFORMATION TO BE LEGAL, RELEVANT**

- [7] A. Information may be gathered to identify members or associates of groups suspected of organized criminal activity, or to provide evidence of suspected criminal activity.
- [6] B. Information will be collected on a subject only when there is reasonable suspicion that the subject is engaged in criminal activity, and the information is relevant to that criminal activity.
- [2] C. Criminal activity information will not be collected by illegal means or methods, or directed to be collected by illegal methods.
- [5] D. Unless the information is necessary and relevant to the investigation of criminal wrongdoing, information will not be collected on any individual or organization based on any of the following:
 - 1. Ethnic background or race;
 - 2. Support of unpopular causes;
 - 3. Religious or political affiliations; or
 - 4. Personal habits or lifestyles.
- [1] E. No Department personnel shall use any criminal activity information for economic gain or political purpose.

1-21-7 **OBJECTIVITY**

- [7] A. When conducting criminal intelligence investigations, personnel will report all findings in a clear, concise, and objective manner.
- B. Personnel should make every attempt to report fully and accurately all information and findings in incident reports that are forwarded to the Criminal Intelligence Unit.
- C. It is the responsibility of all department sworn personnel to investigate any actual or potential criminal activity when it is brought to their attention.

1-21-8 **CLASSIFICATION OF INFORMATION**

[N/A]

Criminal intelligence information will carry one of four classifications; Sensitive, Confidential, Restricted, and Unclassified.

- A. Sensitive

The "eyes only" or highly limited dissemination category. This classification level is assigned to a document only with the approval of the unit supervisor and section commander.

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cont'd

It is shared only with person(s) directly involved in the specific collection and analysis activity. This document is rarely released from the direct control of the unit and it does not carry this classification for longer than the time period representing the project at hand. While sensitive documents may vary, they often represent crime activity involving government corruption, or identify crime suspects within law enforcement. Information of sensitive classification, if disseminated, could significantly affect an ongoing investigation or personal safety of officers or informants.

B. Confidential

This classification is used for documents intended for limited circulation in the intelligence community where recipients have a right and a need to know. Confidential documents describe law enforcement strategy, guarded collection efforts, the names of information contributors, and other details requiring limited use and protection of right to privacy.

C. Restricted

This classification level is meant to allow for the flow of criminal intelligence from the Criminal Intelligence Unit to the general police population in the form of flyers, alerts, and bulletins. Restricted documents may contain information on individuals that pose a threat to law enforcement personnel or have a tendency towards a specific criminal activity or criminal group. This restricted classification is a classification given to documents that are intended for law enforcement personnel only and should not fall into non-law enforcement hands. Inter-Department correspondence/bulletins should bear the restricted classification.

[N/A]

D. Unclassified

This classification is used for all public, open source documents, or mass media sources, and may be disseminated broadly and the documents will be released without argument in response to a court order to do so.

1-21-9
[7]

PROFESSIONAL REFERENCE LIBRARY

- A. The professional reference library is maintained by the Criminal Intelligence Unit and contains information extracted from mass media sources, public reports of other agencies, and other public record sources, which are relevant to the mission of the Department.
- B. Information in this library may be indexed only by broad topic, subject, or crime category, and not by individual names.
- C. Access to the library is limited to those with a right to know. (Refer to Special Investigations Division SOP.)

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[3]

INFORMANTS NOT TO CIRCUMVENT THE LAW

Information supplied by informants will be utilized only if the information relates to allegations of a criminal act and in accordance with the Rules of Criminal Procedure and constitutional guarantees.

1-21-11

FIELD CONTACT CARDS

- A. Field Contact Cards contain information on suspected or actual criminal activity and are used to document their activity.
- B. Completed Field Contact Cards will be sent to the Criminal Intelligence Unit and those meeting the requirements will be entered into the Department's computer system for retrieval by all Police Department sworn personnel.
- C. The original copy (top sheet) will be filed by C.I.U. personnel and maintained in the Criminal Intelligence Unit's controlled spaces.
- D. The hard copy is the originating officer's copy and will be retained by the officer for a period of no longer than two (2) years.

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Effective:

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RESERVED

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Effective: 04/23/90; Still In Effect 10/01/95

1-24 CRIME STOPPERS INVESTIGATIONS

POLICY:

Department policy is to support the crime fighting capabilities of the Crime Stoppers Program by providing a Crime Stoppers Unit that coordinates a department wide information system. The Crime Stoppers Unit safeguards the confidentiality of crime stoppers informants as well as other individual rights as protected by the Intelligence System process.

DEFINITIONS:

1-24-1 OPERATIONAL USE OF TIPS/INFORMATION
[N/A]

- A. Any use of tips or information that assists in the clearance of known crime or reported crime.
- B. Use of information where the investigating unit has an immediate focus on enforcement. An example would include a tip that immediately leads to the identity of an offender on a crime that has been reported.

1-24-2 INFORMATION SUBMITTED TO THE INTELLIGENCE ANALYSIS CENTER
[N/A]

- A. In this case, a specific reported crime is not being worked and the information is not being immediately followed up for enforcement.
- B. The information submitted does not have an immediate focus on enforcement nor does it necessarily clear a specific reported crime.

An example would include an individual whose activities are believed to be related to a class of crimes such as burglaries, narcotics dealing, or organized crime.

RULES AND PROCEDURES:

1-24-3 SEPARATE INDEXED CRIME STOPPERS TIP FILE
[3]

Under no circumstances will an operational unit, detective, or officer maintain a separate indexed crime stoppers tip file intended for use as an intelligence repository.

1-24-4 INFORMANT ANONYMITY
[6]

Informants to the Crime Stoppers Program often request anonymity. This request to remain anonymous should be respected unless the informant waives the request.

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1-24-5
[6]

CRIME STOPPERS UNIT FILES

- A. The Crime Stoppers Unit will be responsible for recording, documenting, and forwarding information to the operational units for investigative purposes.
- B. The Crime Stoppers Unit files will be maintained by Crime Stoppers Unit personnel in agreement with the Albuquerque Metropolitan CrimeStoppers Board of Directors.
- C. All Crime Stoppers Unit files, computer program information, log books, and tip information are the property of the Albuquerque Metropolitan Crime Stoppers Program.
- D. The Crime Stoppers Unit will forward copies of tip information forms to the suitable operational unit supervisor for their investigative evaluation. The supervisor will then determine how the information will be utilized using the following guidelines.
 1. Operational use
 - a. All crime stoppers tip information should be put into operational use within six months from the date of receipt by an operational unit.
 - b. Crime stoppers information forms that have not been put into operational use within the six month period must be returned to the CrimeStoppers Unit.
 - c. Information that has been kept six months from the time the tip was received by the Crime Stoppers Unit must meet the ten point criteria for the intelligence permanent file in order to remain in the Criminal Intelligence Unit.
 2. Intelligence Use
 - a. If a supervisor or other person receiving the information decides the information will not be used operationally, they shall submit that information to the Criminal Intelligence Unit or return it to the Crime Stoppers Unit.
 - b. Crime stoppers information will not be incorporated into the files of the Criminal Intelligence Unit unless the information meets the requirements as stated in sections 1-21 of the General Orders Manual regarding the Intelligence System.

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1-24-6 NOTIFICATION OF TIP USE TO THE CRIME STOPPERS UNIT

[6]

Operational units, detectives, or officers receiving crime stoppers information must notify the Crime Stoppers Unit of the dispositions and/or findings of their investigation.

1-24-7 FINANCING CONFIDENTIAL INFORMANTS

[6]

All operational units, detectives, and officers wishing to utilize the Crime Stoppers program for the purposes of financing a confidential informant must observe the following guidelines.

- A. Notify the Crime Stoppers Unit of the proposed investigation.
- B. Have the confidential informant contact the Crime Stoppers Unit and obtain a Crime Stoppers Program number.
- C. Notify the Crime Stoppers Unit of the disposition of the investigation and evaluation of the confidential informant information.
- D. Have the confidential informant contact the Crime Stoppers Unit for a payment schedule.

1-24-8 INCORPORATING TIP INFORMATION INTO CASE FILES

[6]

The crime stoppers tip information form is not to be incorporated into any case file without permission from the Crime Stoppers Unit supervisor.

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Effective: 01/01/99; Replaces: 04/11/95
99-GOC2

1-28 BOMB THREATS AND BOMB EMERGENCIES

POLICY:

Department policy is to provide for the safety of Department personnel and citizens in the response, deployment, and handling of bomb threat/emergency situations.

RULES:

1-28-1 BOMB THREAT
[N/A]

A bomb threat condition will exist when a suspected bomb/explosive device has been reported but not located.

1-28-2 BOMB EMERGENCY
[N/A]

A bomb emergency will exist when a suspected or actual bomb/explosive device has been located or when an explosion occurs.

1-28-3 BOMB THREAT RULES
[7]

A. Communications responsibilities

1. Keep the reporting party on the line and determine, if possible, the reason for suspicion that an explosive device may be present.
2. Dispatch a field unit immediately.
3. Notify the field supervisor of the situation.
4. As directed by the dispatched officer or field supervisor, will notify the Albuquerque Fire Department and provide deployment instructions for responding apparatus.

B. Dispatched officer's responsibilities

1. All responding units will cease voice and MDT radio transmissions within at least a four block radius of the suspected device.
2. Make contact with the person in charge of the premises and the person who reported the threat. Make inquires quietly and avoid reference to a "bomb threat" until actually dealing with parties who can provide direct evidence of the case.
3. The responding officer should ask, but not be limited to the following questions:

[N/A]

- a. Have previous threats been received and the outcome of those threats.
- b. Possible motives.
- c. Vulnerability's of equipment and/or Unit.

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- d. Any other questions which might assist the officer in determining the probability of an explosive device being on site.
4. When the probability of an explosive device has been established, telephone contact will be established with Communications and subsequent notification of the field supervisor will be made. Advise the dispatcher regarding deployment of fire/rescue equipment.
5. The decision to search a public building or area rests with the officer in charge. Permission is required to search a private residence or business.
6. The dispatched officer will be responsible for preparing the offense/incident report.

1-28-4
[7]

SEARCH PROCEDURE

- A. A plan should be developed before a search is initiated. The areas to be searched and the extent of the search will depend on:
 1. The type of establishment.
 2. The motivation of the bomber.
 3. The accessibility of the building.
- B. A floor plan should be obtained and search areas assigned. A floor plan should be drafted if one is not available.
- C. An attempt should be made to utilize personnel familiar with the areas to be searched when assigning searchers.
 1. Persons involved in the search will be advised not to pick up, touch, or move any object found which is not familiar to them.
 2. Upon finding a suspect item which may be or may contain an explosive device, confirm that it does not belong in the area.
- D. Where a search fails to turn up any explosive devices, officers will state only that a device was not found. They will not make statements to the effect that there are no devices present, or that the area is "all clear."
- E. The search will be discontinued when:
 1. Requested to do so by the owner of the premises or the owner's designee.
 2. Directed by a supervisor.
 3. Directed by Explosive Ordnance Disposal (EOD) Unit.
 4. The officer is satisfied that the probability of finding a device by further search is minimal.

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cont'd

- F. Officers will not discourage the person in charge of the premises from continuing with a search after the officers' departure.

1-28-5
[7]

BOMB EMERGENCY RULES

- A. When a call is received by personnel of the department regarding a suspected bomb/explosive device or military ordnance which has been found, the person receiving the call will attempt to obtain information regarding:

1. Description or type of device.
2. Location of device.
3. Quantity and characteristics of device.

- B. The person receiving the call will then notify Communications regarding the call and information obtained.

- C. Communications responsibilities:

1. Advise the reporting person to evacuate the concerned area immediately and take all available precautions.
2. Dispatch units as necessary for evacuation and establishing a perimeter.
3. Notify the Albuquerque Fire Department for dispatch of appropriate emergency equipment.
4. Advise the field supervisor of existing circumstances.

- D. Dispatched officer's/supervisor's responsibilities:

1. All responding units will cease voice and MDT radio transmissions within at least a four (4) block radius of the suspected or known device. All communication will be conducted by telephone.
2. The dispatched officer will ensure evacuation of all occupants from the immediate area (300 feet or more) and attempt to view the area of the explosive device from a location that provides maximum protection.
 - a. Field officers will be responsible for perimeter security in the immediate area surrounding a known or suspect device.
 - b. The field supervisor shall take appropriate action for call out of the EOD Unit.

[5]

3. Under no circumstances will an officer other than EOD Unit personnel push, touch, pick up, or in any way handle a suspected or known explosive device.

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4. When a suspected device is located, the dispatched officer will be responsible for obtaining complete preliminary information (witness, calling party, and persons present, information, etc.), and relaying this information to the EOD Unit as soon as possible.
5. In all cases where the EOD Unit respond to the scene of a known or suspected explosive device and have been briefed, the responsibility for containment, control, and/or removal of the device from the area is fully with the EOD Unit.
6. Fire Department personnel will not be permitted within the cordoned off area unless the device detonates and causes fire or injury to personnel.
7. If the detonation causes a fire or injury, Fire Department personnel shall be allowed to enter the area. The officer or supervisor at the scene will advise the dispatcher of the desired route Fire Department personnel and equipment should use. Fire Department personnel will be advised that the possibility exists of a secondary explosive device, and caution should be used when entering the area.
8. The Fire Department will have primary responsibility in the event a fire occurs or emergency medical treatment is required. Bomb disposal and investigation remain the primary responsibility of the police department.

[N/A]

1-28-6
[7]

DELIVERED EXPLOSIVES/ORDNANCE

When an explosive device, or military ordnance is delivered to the police station, any substation, or other police facility, personnel will:

- A. Attempt to detain the person who delivered the item.
- B. Notify the field supervisor of the situation and location of the device.
- C. Await instructions from the field supervisor concerning action to be taken.

1-28-7
[7]

DETONATED DEVICES

When a bomb/explosive device has exploded;

- A. Communications will:
 1. Dispatch a field unit to the location. An attempt will be made to keep the reporting party on the phone while officers are responding. Dispatched units will be constantly updated on incoming information.
 2. Notify the field supervisor of the call and situation.
 3. Attempt to obtain as much information as possible from the reporting party concerning the location of the explosion, injuries, and/or fire.
 4. Notify ambulance and the Fire Department for response.
 5. Notify the EOD Unit.

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cont'd

B. Dispatched officer(s) will:

Be responsible for establishing a security perimeter in the immediate area surrounding the explosion.

1-28-8
[7]

CALL OUT CRITERIA FOR THE EOD UNIT

The EOD Unit will respond:

- A. When a suspected or actual explosive device has been located or when assistance is needed in conducting a search with a high probability of a device existing.
- B. When detonation of an explosive device has occurred (post blast).
- C. When explosives have been found or are reported to the department as an amnesty call.
- D. When military ordnance has been found.
- E. When out-of-town requests have been approved by the EOD commander.

1-28-9
[7]

EOD ADMINISTRATIVE RESPONSIBILITIES

The EOD Unit will:

- A. Be on-call for a seven day period on a rotating basis.
- B. Be released from current duties to assist on any EOD call whether on-call or not.
- C. Be released immediately from current duties when requested by the EOD Supervisor to respond to an EOD call-out, regardless of the location.
- D. Be released from regularly assigned duties to attend one 10 hour training session per month. Two weeks advance notice will be given to Field Services supervisors.
- E. Be released to attend a 40 hour EOD M.O.E. training session twice a year. During this training, technical proficiency evaluations will be conducted.
- F. Be tested quarterly to ensure that FBI/Hazardous Devices School physical fitness levels are being maintained. Failure to pass the EOD Physical assessment will result in the technician being placed on a remedial training program.

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1-28-10
[7]

EOD ON-SCENE RESPONSIBILITIES

Responsibilities and procedures of the EOD Unit upon arrival at the scene of a suspected or actual explosive device.

- A. Ensure that a safe perimeter has been established and maintained away from the explosive device.
- B. Allow only the EOD Unit within the perimeter area.
- C. Ensure that Albuquerque Fire Department personnel are standing by at the scene.
- D. Ensure that only the EOD Unit approach, handle or render safe any explosive device or material.
- E. Process the scene for possible evidence and prepare an EOD Supplemental Report.
- F. Forward all reports and incident information to the appropriate Area Command Criminal Investigation Violent Crimes.
- G. Utilize Field Services personnel in support of the operation for:
 - 1. Perimeter security
 - 2. Traffic control
 - 3. Escort for bomb disposal trailer
 - 4. Scene canvass interviews
- H. The EOD Unit will ensure that all personnel involved in an EOD operation will be kept apprised of all developments in as timely manner as possible.

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Effective: 04/23/90; Still In Effect 10/01/95

1-29 LAW ENFORCEMENT CENTER EVAUATION PLAN

[N/A]

POLICY:

Department policy is to provide protection and safety for department employees. An emergency evacuation plan is therefore established for such protection and safety should an evacuation of the Law Enforcement Center become necessary.

RULES:

1-29-1 DECISION TO EVACUATE

In the event that an emergency situation occurs in which evacuation of the Law Enforcement Center is required, the Chief of Police the will confer with the duty chief of the Bernalillo County Sheriff's Department to determine to what degree the Law Enforcement Center will be evacuated.

- A. If an after hours evacuation is required, the on-duty Communications supervisors of each department will confer to determine if a total or partial evacuation is necessary.
- B. If it is decided to evacuate the building, the Communications supervisor will notify the Chief of Police or designee as to the circumstances.

1-29-2 EVACUATION

The Chief of Police or designee will direct the communication of warnings within the building.

- A. This will be accomplished by notifying the chief floor wardens of the Bernalillo County Sheriff's Department and the Albuquerque Police Department who will implement the Emergency Building Evacuation Plan.
- B. The Chief of Police or designee will advise the floor wardens whether a complete or partial evacuation is required. In the event of a partial evacuation, the Chief or designee will specify the extent of the evacuation.
- C. Evacuation of the building will be made at the direction of the floor wardens, utilizing the guidelines contained in the "Emergency Building Evacuation Plan".
- D. Personnel evacuating from the basement will avoid using the elevators or the tunnel to City Hall unless instructed to do otherwise.

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1-29-2
cont'd

- E. Each supervisor or senior officer will ensure that all files and doors in their areas are locked, if possible.

1-29-3

PERSONNEL DUTIES AFTER EVACUATION

After evacuation, all sworn personnel will report to the Chief of Police or designee on the south side of the building for assignments.

- A. The Chief will assign sworn personnel to building security or other duties as he/she may deem necessary.
- B. All other personnel will proceed to the Civic Plaza located east of City Hall and will remain there until advised by the Chief of Police or designated representative to do otherwise.

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Effective : 10 / 19 / 98; Replaces: 4 / 30 / 92
98--GOC9

1-30 EMERGENCY COMMAND POST

POLICY:

It is the policy of this Department to maintain an Emergency Command Post (ECP) that can be deployed at the scene of a large scale emergency or during an unusual occurrence.

RULES:

1-30-1 MAINTAINING THE EMERGENCY COMMAND POST

- A. The Metro Division, Metro Section will be responsible for maintaining the ECP.
- B. The Metro Section will maintain a current on call roster with the Communications Section for the delivery of the ECP when requested.

1-30-2 ACTIVATING THE EMERGENCY COMMAND POST

Any supervisor can activate the ECP for an emergency or unusual occurrence, where a remote command or communication center is needed.

- A. The requesting supervisor will contact the Communication Division for activation of the ECP.
- B. When requested to do so, the Communications Division will contact the Tactical Section officer on call to deliver the ECP and to provide the delivery location.
- C. Due to the complex equipment and systems in the ECP, it will be delivered to the requested location and set up by the Metro Section officer prior to being turned over to the requesting supervisor, who will then assume responsibility for the ECP.
 - 1. Any person utilizing the ECP will maintain it in the same condition it was received.
 - 2. Defects, damages, or missing items will be reported to the delivering/retrieving officer.
- D. The ECP contains a cellular telephone, a FAX machine, and a copier. Use of these items will be for official business only and kept to a minimum. The ECP is also set up for land line phones which should be used in place of the cellular phone whenever possible.

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1-30-3

RETRIEVAL OF THE EMERGENCY COMMAND POST

- A. When the ECP is no longer needed, the Metro Section officer will promptly retrieve the ECP.
- B. The requesting supervisor and the Metro Section officer will inspect the ECP to insure that it is in proper condition. If discrepancies are found, they will be noted and reported to the Metro Section Commander.
- C. After the inspection, the Metro Section officer will resume responsibility of the ECP.

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Effective: 10/22/96; Addition to the Manual
96-R&RC10

1-31 RIGHTS OF ONLOOKERS

POLICY:

It is the policy of this department to establish policies regarding when persons are permitted to remain as onlookers, their right to overhear conversations between the officer and suspect, and their right to act as a witness.

RULES:

1-31-1 WITNESSING STOPS, DETENTIONS, ARRESTS
[7]

Persons that are not involved in an incident may be allowed to remain in the immediate vicinity to witness stops, detentions and arrests of suspects occurring in public areas, except under the following circumstances:

- A. When the safety of the officer or the suspect is jeopardized.
- B. When persons interfere or violate law.
- C. When persons threaten by words or actions, or attempt to incite others to violate the law.

1-31-2 OVERHEARING CONVERSATION
[7]

If the conditions at the scene are peaceful and sufficiently quiet, and the officer has stabilized the situation, persons shall be allowed to approach close enough to overhear the conversation between the suspect and the officer, except when:

- [7]
- A. The suspect objects to persons overhearing the conversation.
 - B. There is a specific and articulable need for confidential conversation for the purpose of police interrogation.

1-31-3 INQUIRIES
[7]

- A. Persons shall be permitted to make a short, direct inquiry as to the suspect's name and whether the officer or the suspect wishes a witness. The suspect shall be allowed to respond to the inquiry.
- B. If a citizen is a witness to the activity for which the suspect was detained or arrested, the officer may request his/her name; however, the citizen is not compelled to disclose such information.

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96-R&RC10

1-31-4 **BYSTANDER FILMING OF OFFICER-SUSPECT CONTACTS**
[7]

It is increasingly common for bystanders, who are not involved in any criminal activity, to record contacts between officers and citizens, during which officers are detaining, citing or arresting a suspect or engaging in crowd control at a demonstration. Bystanders have the right to record police officer enforcement activities by camera, video recorder, or other means (except under certain narrow circumstances as set forth in Section 1-31-1 and 1-31-2 above).

A. An officer shall not seize, compel or otherwise coerce production of these bystander recordings by any means without first obtaining a warrant. Without a warrant, an officer may only request, in a non-coercive manner, that a bystander voluntarily provide the film or other recording.

[7] B. These requests should be made only if the officer has probable cause to believe that a recording has captured evidence of a crime and that the evidence will be important to prosecution of that crime.

C. If a bystander refuses to voluntarily provide the recording, an officer may request the person's identity as provided in Section 1-31-3 B., above.

D. If a bystander voluntarily provides his or her recording and/or equipment, the officer shall provide the bystander with a receipt PD-1354. The receipt shall contain a written statement verifying that the recording and/or equipment has been voluntarily provided to the Department and shall be signed by the bystander.

1-31-5 **VIOLATIONS/COMPLIANCE**

As an alternative to arresting an onlooker who is in violation of City Ordinance Section 12-2-19 or other related offenses (State Statute 30-22-1) officers may order onlookers to "move on"; however, the person shall not be ordered to move any farther distance than is necessary to end a violation. Persons who believe that an officer did not comply with the provisions of this order shall be referred to an appropriate supervisor.

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Effective:

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Effective:

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Effective: 10/05/99

1-36 SERVICES DIRECTORY

POLICY:

Department policy is to provide the community with alternate resources when law enforcement action is not required. Officers should refer to the Services Directory prior to referring citizens to a particular service. These services include but are not limited to the agencies listed in this directory. Officers should not hesitate to make referrals to other resources should the need be identified. Also included in this directory is a listing of frequently requested telephone numbers.

PROBLEM: ABANDONED AUTOS also see "AUTO"

PROBLEM: ABUSE also see "CHILD ABUSE, CRISIS and SENIORS"

Resource: SENIOR ADULT PROTECTIVE SERVICES
Phone: 841-9500

PROBLEM: AGING also see "SENIOR SERVICES"

PROBLEM: AIDS also see "HEALTH"

PROBLEM: ALARMS

Resource: ALARM ORDINANCE UNIT - ALBUQUERQUE POLICE DEPARTMENT
Hours: M-F - 8 a.m. to 4:30 p.m.
Phone #: 768-2059 (voice) 768-1980 (TTY)
Service: Register permits for alarms. Monitor false alarms and bill for excessive false alarms. Keeps list of responsible person.

PROBLEM: ALCOHOL also see "DRUGS"

Resource: AAA
Phone #: 291-6600
Service: Free transportation for intoxicated persons during the Memorial Day, Fourth of July, Thanksgiving, Christmas, and New Year's Holidays.

Resource: ABC ALCOHOLIC BEVERAGE CONTROL - STATE OF NEW MEXICO ALCOHOL AND GAMING DIVISION
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 827-7066
Service: Information on Liquor Licenses.

Resource: ALCOHOLICS ANONYMOUS
Hours: M-F - 8 a.m. to 10 p.m., Sa-Su - 9 a.m. to 9 p.m.
Phone #: 266-1900 - 24 hour answering machine.
Service: Alcoholism recovery program.
Alcoholic Meetings:
Desert Club Inc. 265-5526
Heights Club 266-8952

Resource: ALL INDIAN PUEBLO COUNCIL, INC. THE "TWO WORLDS" PROJECT
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 884-3820
Service: Alcoholism out-patient counseling, referral and prevention education.

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Effective: 10/05/99

Resource: CASSA CENTER ON ALCOHOLISM SUBSTANCE ABUSE AND ADDICTION - TARGET CITIES DRUG TREATMENT IMPROVEMENT CENTER IN-TAKE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 768-0130

Service: Treatment improvement and information.

Resource: CITIZENS COUNCIL ON ALCOHOL AND DRUG ABUSE

Hours: M,W,F - 8 a.m. to 5:30 p.m., T,Th - 8 a.m. - 8:30 p.m., Sa - 9 a.m. to 12 p.m.

Phone #: 265-6811

Service: Substance abuse prevention and treatment.

Resource: DWI UNIT - ALBUQUERQUE POLICE DEPARTMENT

Hours: M-Su - 24 hours

Phone #: 761-8800 (voice) 768-1980 (TTY)

Service: Intervention Program.

Resource: INVESTIGATIONS BUREAU - DEPARTMENT OF PUBLIC SAFETY

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 841-4660

Service: Investigations of complaints regarding liquor licenses.

Resource: MOTHERS AGAINST DRUNK DRIVING (MADD)

Hours: M-F - 8 a.m. to 4 p.m., 24 hour answering machine

Phone #: 255-2955

Service: DWI victim advocate and support group.

Resource: NATIONAL COUNCIL ON ALCOHOLISM AND DRUG DEPENDENCE - ALBUQUERQUE AREA INC.

Hours: M-F - 8:30 a.m. to 5 p.m.

Phone #: 256-8300

Service: Combats alcohol abuse and alcoholism through public education and prevention efforts, information and referral, family and individual intervention.

Resource: SAFE RIDE

Phone #: 242-7433

Service: Free transportation for intoxicated persons from a liquor establishment to the home between 7 p.m. to 3 a.m.

Resource: TASA - TEAM ACTION - ALBUQUERQUE PUBLIC SCHOOLS

Hours: School days and hours

Phone #: 256-4241 or 256-4253

Service: Counseling of students with alcohol problems.

Resource: URBAN INDIAN HEALTH AND HUMAN SERVICES

Hours: M-Su - 24 hours

Phone #: 262-2481

Service: Treatment program outpatient, information and referral.

PROBLEM: ALLEYS

Resource: STREET MAINTENANCE OFFICE, CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 857-8025 (voice) - 24 hour - 857-8250 (voice) 857-8228 (TTY)

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 10/05/99

PROBLEM: ANIMALS

Resource: ANIMAL CONTROL DIVISION , BERNALILLO COUNTY

Hours: M-Su - 10 a.m. to 4 p.m., Tu - 10 a.m. to 7 p.m.

Phone #:873-6706

Service: Taped information on hours, brining an animal to the shelter, lost animals, pet adoption, etc.

Resource: ANIMAL CONTROL DIVISION - CITY OF ALBUQUERQUE

Hours: Tu-Sa - 8:30 a.m. to 5:30 p.m., 24 hour - 768-1975 764-1146 (TTY)

Phone #: Westside - 768-1935, Eastside - 768-1975

Services: Westside animal drop off from 12:30 p.m. to 5:30 p.m., 24 hour animal drop off at Eastside location.

Resource: ANIMAL HUMANE ASSOCIATION

Phone #:255-5523

Service: Lost and found pets.

Resource: U.S. FISH AND WILDLIFE

Hours: M-F - 7:30 a.m. to 4 p.m.

Phone #:766-3940

Service: Will give information and refer to proper resource.

PROBLEM: AUTOS

Resource: ABANDONED AUTO HOTLINE

Hours: M-Su - 24 hours

Phone #:768-2277 (voice) 768-1980 (TTY)

Service: Vehicles abandoned on public streets. Leave information on tape, will be responded to.

Resource: ZONING ENFORCEMENT DIVISION, CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:924-5850 (voice) 924- (TTY)

Service: Disabled Autos on private property, citation authority.

PROBLEM: AWOL also see "MILITARY"

Resource: MILITARY POLICE (Kirtland Air Force Base)

Hours: M-Su - 24 hours

Phone #:846-7926

PROBLEM: BAIL also see "JAIL"

PROBLEM: BUSINESS

Resource: ALBUQUERQUE CONVENTION AND VISITORS BUREAU

Phone #:842-9918

Resource: ALBUQUERQUE HISPANO CHAMBER OF COMMERCE

Phone #:842-900

Resource: BETTER BUSINESS BUREAU

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:884-0500 (telephone hours - M-Th - 8 a.m.-Noon & 1- 5 p.m.

F - 8 a.m. to Noon & 1-3 p.m.)

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 10/05/99

Resource: DUKE CITY BUSINESS & PROFESSIONAL ASSOCIATION
Phone #: 897-1443
Service: Gay and Lesbian Supportive Business.

Resource: GREATER ALBUQUERQUE CHAMBER OF COMMERCE
Phone #: 764-3700
PROBLEM: BUSINESS

Resource: NEW MEXICO ATTORNEY GENERAL - CONSUMER PROTECTION DIVISION
Hours: M-F - 8 a.m. to 5 p.m. - 24 hour Alert Line
Phone #: Charitable Organizations 827-6060
Consumer Alert Line 1-800-399-2929
Information on Charities 843-6265 ext. 4400
Consumer Division Line 1-800-678-1508

Resource: STATE CORPORATION COMMISSION
Phone #: 827-4504

PROBLEM: CAR SEATS

Resource: UNM CLINIC
Phone #: 277-2156
Service: Car seats for low income parents.

PROBLEM CHILD ABUSE

Resource: ALL FAITH'S RECEIVING HOME, INC.
Hours: M-Su - 24 hours
Phone #: 345-8938
Service: Emergency shelter care. Protection of children from abuse and neglect.

Resource: CHILD ABUSE HOTLINE
Hours: M-Su - 24 hours
Phone #: 841-7960
Service: Report child abuse, talk to counselors regarding possible child abuse situations. Can be anonymous. Referrals from Law Enforcement.

Resource: CHILDREN YOUTH AND FAMILIES - SPECIAL SERVICES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-9500
Service: Assessment center for children who may have been abused or neglected.

Resource: FATHER AND FAMILY CENTER
Hours: M-Su - 24 hour answering machine.
Phone #: 266-9233
Service: Prevention intervention program dedicated to the promotion of healthy father/child relationships.

Resource: PARENTS ANONYMOUS
Hours: M-Su - 24 hours
Phone #: 266-3506
Service: Information and referral on parenting issues, support groups, help for abusive parents.

Resource: PEANUT BUTTER AND JELLY THERAPEUTIC PRE-SCHOOL
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 877-7060
Service: Partners in Parenting Program.

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 10/05/99

PROBLEM: CHILD CARE

Resource: CARINO - CHILD CARE RESOURCE AND REFERRAL
Hours: M-F - 8:30 a.m. to Noon, 1-5 p.m., answering machine - leave number, you will be called back.
Phone #: 821-1448
Service: Referrals to child care in the metro area.

Resource: CHILDREN'S LICENSING BUREAU
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-4885
Service: Report all unsafe daycare centers, homes.

Resource: NEW MEXICO DEPARTMENT OF CHILDREN, YOUTH AND FAMILIES - CHILD CARE ASSISTANCE OFFICE
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-4876

Resource: RENT-A-GRANNY OR GRANDPA
Phone: 266-8102
Service: Child Care and Elder Care.

Resource: YMCA
Hours: M-F - 7 a.m. to 6 p.m.
Phone #: 247-9424 (Edith) or 899-8417 (Montano)
Service: Daycare.

PROBLEM: CIVIL RIGHTS also see "DISCRIMINATION"

Resource: ALBUQUERQUE HUMAN RIGHTS OFFICE, ALBUQUERQUE HUMAN RIGHTS BOARD
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 924-3380 (voice) 924-3398 (TTY)
Service: Enforces the Albuquerque Human Rights Ordinance dealing with discrimination in employment, housing and public accommodation on the basis of race, color, religion, sex, national origin or ancestry, age or disability status. Also provides information and referral to other civil rights enforcement agencies and mediation of discrimination issues/human rights disputes in the areas of race, ethnicity, etc.

Resource: AMERICAN GI FORUM - ALBUQUERQUE CHAPTER
Phone #: 247-4910
Service: Hispanic civil rights organization which assists individuals with discrimination complaints.

Resource: COMMON BOND
Hours: M-F - 7-10 p.m.
Phone #: 266-8041
Service: Assists individuals with discrimination complaints on the basis of sexual orientation.

Resource: HUMAN RIGHTS DIVISION - NEW MEXICO DEPARTMENT OF LABOR
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-8730
Service: Enforces the New Mexico Human Rights Act dealing with discrimination in employment, housing and public accommodation on the basis of race, color, religion, sex, national origin or ancestry, age, disability status or medical condition.

Resource: NAACP - ALBUQUERQUE BRANCH
Phone #: 292-2029
Service: Black civil rights organization which assists individuals with discrimination complaints.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

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Resource: NATIONAL INDIAN YOUTH COUNCIL (NIYC)
Phone #:247-2251
Service: Native American organization which provides advocacy to American Indians in employment and education.

Resource: NATIONAL ORGANIZATION FOR NATIVE AMERICAN WOMEN (NONAW)
Phone #:265-7193
Service: Native American women's organization which assists Native American women with discrimination complaints.

Resource: NEW MEXICO ANTI-DEFAMATION LEAGUE (ADL)
Phone #:823-2712
Service: Jewish civil rights organization which assists individuals with discrimination complaints (in Albuquerque and throughout the state).

Resource: NEW MEXICO GAY/LESBIAN POLITICAL ALLIANCE
Hours: M-Su - 24 hours
Phone #:242-6781 (answering machine)
Service: Assists individuals with discrimination complaints on the basis of sexual orientation.

Resource: U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
Hours: M-F - 7:45 a.m. to 4:30 p.m.
Phone #:262-6272
Service: Enforces U.S. Fair Housing Law dealing with discrimination in housing on the basis of race, color, religion, sex, national origin, disability status or familial status (families with children).

Resource: U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
Hours: M-F - 8 a.m. to 5 p.m. (8 a.m. to 3 p.m. for walk-ins)
Phone #:766-2061
Service: Enforces federal civil rights laws which prohibit discrimination in employment on the basis of race, color, religion, sex, national origin, age or disability status.

PROBLEM: CLOTHING

Resource: BAPTIST NEIGHBORHOOD CENTER
Hours: M-F - 9 a.m. to 5 p.m.
Phone #:247-2552
Service: Emergency assistance, free food distribution, latchkey program. Provide clothing and household goods as available, advocacy and referral.

Resource: CLOTHING BANK, BERNALILLO COUNTY PTA
Hours: M-F- 8:30 a.m. to 1 p.m.
Phone #:344-7481
Service: Clothing bank for school age children.

Resource: THE STOREHOUSE
Hours: M-W-Sa - 9 a.m. to 11:30 a.m.
Phone #:842-6491
Service: Apparel, household goods and furnishings, emergency food distribution. Interview clothing, drug/alcohol work, rehabilitation program.

Resource: ST. MARTIN'S HOSPITALITY CENTER
Hours: M-F - 8 a.m. to 2 p.m., Sa - 1-3 p.m. (winter only), Su - 7:30-10 a.m.
Phone #:843-9405
Service: Clothing exchange, blankets, warm winter wear.

ALBUQUERQUE POLICE DEPARTMENT
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PROBLEM: COMPLAINTS also see "CIVIL RIGHTS"

Resource: INTERNAL AFFAIRS UNIT, ALBUQUERQUE POLICE DEPARTMENT

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 768-2880 (voice) 768-1980 (TTY)

Service: Citizen complaints involving police officers.

Resource: U.S. DEPARTMENT OF JUSTICE, COMMUNITY RELATIONS SERVICE

Phone #: (214) 655-8175 (Southwest Regional Office)

Service: Citizen complaints involving police officers.

PROBLEM: CONFLICT RESOLUTION

Resource: THE MEDIATION ALLIANCE

Hours: M-Th - 9 a.m. to 4:30 p.m., F - 9 a.m. to Noon

Phone #: 843-9410

Service: Appointments evenings and weekends. Dispute resolution/training.

Resource: NEW MEXICO CENTER FOR DISPUTE RESOLUTION

Hours: M-Th - 9 a.m. to 7:30 p.m., F - 9 a.m. to 6 p.m., Sa - by appt.

Phone #: 247-0571

Service: Resolution of disputes and training in conflict resolution.

PROBLEM: COUNSELING also see 'DRUGS', 'MENTAL HEALTH' 'VICTIMS' AND "YOUTH"

Resource: CHRISTIAN COUNSELING, INC.

Phone #: 237-1830

Service: Counseling for all ages, both sexes, families, individuals, couples, etc. Seminars, workshops, crisis counseling (domestic violence, incest, rape, suicide). Specialization in substance abuse treatment. Co-dependency, chemical dependency, survivors of incest, family process and children of alcoholics.

Resource: ALBUQUERQUE POLICE DEPARTMENT - COMMUNITY AWARENESS SECTION - NEIGHBORHOOD WATCH

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 924-3600 (voice) 768-1980 (TTY)

Service: To schedule Neighborhood Watch Programs call number listed above. Established Neighborhood Watch's can contact Substation in their area to contact Crime Prevention Specialist.

Crime Prevention Specialists

Northeast 823-4455 Southeast 256-2050

Valley 761-8800 Westside 831-4705

PROBLEM: CRISIS INTERVENTION also see "DOMESTIC VIOLENCE", "HEALTH", "HOMELESS", "MEDICAL", "MENTAL HEALTH" AND "SUICIDE PREVENTION"

PROBLEM: COURTS

Resource: NEW MEXICO COURTS DISTRICT COURT, SECOND JUDICIAL DISTRICT

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 841-7430

Service: Trial of criminal felony cases with general civil jurisdiction in State Court matters.

District Court Offices

Children's Court Division 841-7366

Civil Division 841-7437

Clerk of the Court 841-7437

Court Administrator's Office 841-7425

Court Clinic (referrals from court only) 841-7409

ALBUQUERQUE POLICE DEPARTMENT
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Criminal Division 841-7459
Domestic Relations Division 841-7420
Youth and Family Counseling 841-7430

Resource: NEW MEXICO COURTS - METROPOLITAN COURT

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:841-8100

Service: Trial of criminal felony cases with general civil jurisdiction in Metro Court matters.

Metropolitan Court Offices:

Case Setting/Court Dates 841-8140
Civil Division (Small Claims) 841-8150
Community Services 841-8169
Court Information 841-8100
Court Accounting841-8121
Criminal Division 841-8188
Educational Services (Schools) 841-8130
Pre-Trial Services 841-8138
Probation 841-8170
Violations (Tickets/Fines) 841-8151
Wedding Information 841-8104

Resource: U.S. FEDERAL COURTS - DISTRICT OF NEW MEXICO - PROBATION OFFICE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:766-2337

Service: Probation/parole/supervised release, Counseling, Federal referrals.

PROBLEM: DEATH

Resource: OFFICE OF MEDICAL INVESTIGATOR

Hours: M-Su - 24 hours

Phone #:277-3053

Resource: UNITED WAY INFORMATION AND REFERRAL

Phone #:247-3671 (V/TTY)

Service: Will refer to support groups.

Resource: VOLUNTEER CHAPLAINS - ALBUQUERQUE POLICE DEPARTMENT

Phone #:764-1660

Service: Support for bereaved, referral to self help groups.

**PROBLEM: DISABILITY (INDIVIDUALS WITH A) also see "CIVIL RIGHTS", "DISCRIMINATION",
HEALTH" AND "MEDICAL"**

Resource: ADA OFFICE - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:768-3552 (voice) 768-3730 (TTY)

Service: Ensures that City related services are accessible to people with disabilities.

Resource: ADELANTE DEVELOPMENT CENTER

Hours: M-F - 8:15 a.m. to 4:30 p.m.

Phone #:883-1102

Service: Vocational training and employment for adults with developmental disabilities and/or mental illness.

Resource: ALBUQUERQUE CONVENTION & VISITORS BUREAU

Phone #:842-9918

Service: The Art of Accessibility - a brochure listing facilities in Albuquerque with wheelchair accessibility.

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Resource **AMIGO MOBILITY CENTER**
Phone #:344-6424
Service: Rental of wheelchairs

Resource: **ARC OF NEW MEXICO**
Hours: M-F - 8:30 a.m. to 5 p.m.
Phone #:883-4630
Service: Advocacy for persons with developmental disabilities of all ages, education, information and referral. Group homes and guardianship.

Resource: **ASSOCIATION FOR RETARDED CITIZENS OF ALBUQUERQUE (ARCA)**
Hours: M-F - 8 a.m. to 4:30 p.m.
Phone #:247-0321
Service: Residential support and vocational services to persons with developmental disabilities.

Resource: **DISABILITY LIAISON FOR THE CITY OF ALBUQUERQUE**
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:768-3000 (voice) 768-3734 (TTY)
Service: Handles private sector ADA issues and some city related disability matters.

Resource: **NATIONAL ASSOCIATION OF POST POLIO SUPPORTERS (NAPPS)**
Phone #:242-4048
Service: Assistance in accessing services and resolutions of problems and complaints related to disability issues.
Resource for information pertaining to ADA guidelines.

Resource: **NEW MEXICO COMMISSION FOR THE BLIND**
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:841-8862
Service: Vocational rehabilitation.

Resource: **NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF HEARING**
Phone #:827-7584 (voice) 827-7588 (TTY)
Service: A state-wide Interpreter Referral Service. If a sign language interpreter is requested, you can schedule on e by calling Referral Service at 1-800-489-8536 (voice/TTY).

Resource: **NEW MEXICO DEPARTMENT OF EDUCATION DIVISION OF VOCATIONAL REHABILITATION**
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:827-3511
Service: Provides service to individuals with physical or mental disabilities who require vocational rehabilitation services in order to obtain employment.
Albuquerque Locations:
Menaul Office 841-4560
Services for the Deaf 841-6450
Candelaria Office841-8800
Coors Office 841-8752

Resource: **NEW MEXICO INDUSTRIES FOR THE BLIND**
Phone #:841-8844
Service: Provides assistance, machinery usage, and job opportunities for the blind.

Resource: **NEW MEXICO RELAY NETWORK**
Hours: M-Su - 24 hours
Phone #:889-0420
Service: TTY users may call offices which do not have a TTY by dialing toll-free - 1-800-659-8331. Non-TTY users (callers from regular voice phones) may call TTY users by dialing toll-free - 1-800-659-1779.

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Resource: PARALYZED VETERANS OF AMERICA, INC. - ZIA CHAPTER
Phone #:247-4381
Service: Information and referral, advocacy with Division of Vocational Rehabilitation, veterans' benefits, housing, job placement, peer and professional counseling, information clearinghouse and educational seminars.

Resource: THE PROTECTION AND ADDVOCACY SYSTEM, INC.
Phone #:256-3100
Service: Advocacy for people with disabilities.

Resource: SUN VAN - CITY OF ALBUQUERQUE
Hours: M-
Phone #:764-6165 (voice) 764-8920 (TTY)
Service: Curb to curb van transportation. For persons with mobility impairments. Certification signed by physician is required. Reservations must be made at least 24 hours in advance and may be made up to 14 days in advance.

Resource: WHEELCHAIR GETAWAYS OF NEW MEXICO
Phone #:247-2626
Service: Rental of wheelchair accessible vans.

PROBLEM: DISCRIMINATION also see 'CIVIL RIGHTS"

PROBLEM: DOMESTIC VIOLENCE also see 'VICTIMS"

Resource: NEW MEXICO COALITION AGAINST DOMESTIC VIOLENCE, INC.
Phone #:246-9240
Service: Serves as a network of statewide organizations and individuals which serve the interests of victims of domestic violence; promotes the interests of organizations serving these purposes.

Resource: WOMEN'S COMMUNITY ASSOCIATION - DOMESTIC VIOLENCE FAMILY PROGRAM
Hours: M-Su - 24 hours
Phone #:247-8066
Service: Psychoeducational counseling for abusers in domestic violence and their partners.

Resource: WOMEN'S COMMUNITY ASSOCIATION SHELTER FOR VICTIMS OF DOMESTIC VIOLENCE
Hours: M-Su - 24 hours
Phone #:247-4219
Service: Emergency shelter for victims of domestic violence and their children. Counseling, advocacy.

PROBLEM: DRUGS also see 'ALCOHOL", "COUNSELING" AND "YOUTH"

Resource: DRUG UNIT - ALBUQUERQUE POLICE DEPARTMENT
Phone #:Narcotics and Vice: 875-3500 (voice) 768-1980 (TTY)

Resource: NATIONAL CONCIL ON ALCOHOLISM AND DRUG DEPENDENCE
Hours: M-F - 8:30 a.m. to 5 p.m.
Phone #:256-8300
Service: Information and referral, assessment, education, prevention and intervention.

Resource: NEW MEXICO DEPARTMENT OF HEALTH - CHEMICAL DEPENDENCY UNIT
Hours: M-Su - 24 hours, Office Hours: M-F - 8:30 a.m. to 4:30 p.m.
Phone #:347-5491
Service: Provides short-term inpatient treatment program for alcohol and drug problems for adults. Program consists of detoxification and 21 days rehabilitation. Call for pre-admission interview and bed availability.

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Resource: NEW MEXICO DEPARTMENT OF HEALTH - TURQUIOSE LODGE
Hours: M-Su - 24 hours
Phone #: 841-8978
Service: Alcoholism/drug medical detoxification and treatment.

Resource: RELEVANCY, INC.
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 247-1962 (24 hour service)
Service: Intensive outpatient drug and alcohol abuse services.

Resource: UNIVERSITY OF NEW MEXICO MENTAL HEALTH CENTER - CASA PROGRAM
Phone #: 768-0130
Service: Alcoholism and drug abuse services.

PROBLEM: ELDERLY also see "SENIOR"

PROBLEM: EMPLOYMENT

Resource: HEALTHNET NEW MEXICO FOUNDATION
Phone #: 291-2095
Service: Nonprofit public health education organization focusing on worksite health promotion.

Resource: NATIONAL INDIAN YOUTH COUNCIL (NIYC)
Phone #: 247-2251
Service: Provides employment-related services which include classroom training, career pathing, job search skills, job search, job referral and job placement.

Resource: NEW MEXICO COMMISSION OF THE STATUS OF WOMEN
Hours: M-F - 7:30 a.m. to 5 p.m.
Phone #: 841-4662
Service: Information and referral for women regarding employment, education, sexual harassment and other issues relating to services/assistance for women.

Resource: NEW MEXICO DEPARTMENT OF LABOR - ALBUQUERQUE LABOR SERVICE CENTER
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-9300
Service: Employment and training services.

Resource: NEW MEXICO DEPARTMENT OF LABOR
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 841-8618
Service: Information and marketing unit. Employment, training services.

Resource: RENT-A-GRANNY OR GRANDPA
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 266-8102
Service: Employment assistance for 50+ year old. Eligibility - ages 50+.

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PROBLEM: ENERGY ASSISTANCE

Resource: THE SALVATION ARMY

Hours: M-Tu-F - 9 a.m. to 3 p.m. - W - 1 p.m. to 3 p.m. Th - 9 a.m. - Noon

Phone #: 881-4292

Service: Thrift store, residential care. Emergency rental assistance for persons with eviction notices. Emergency utility assistance for persons with shut off notices (Project Unite). Grocery orders for families who are in need. Casework services to local transient persons, emergency shelter and meals to homeless, assistance in locating missing persons. Food to needy families through year and at Christmas - 881-4292. Project Unite - 247-4230.

PROBLEM: ENVIRONMENTAL

Resource: AIR CARE HOTLINE

Phone #: 247-2273

Service: Information and vehicle pollution and testing.

Resource: ENVIRONMENTAL HEALTH - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 768-2600 (voice) 768-2482 (TTY)

Service: Restaurant complaints, licensing, dog manure complaints.

Resource: SOLID WASTE - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 761-8100 (voice) 761-8119 (TTY)

Service: Garbage pick-up problems.

Resource: WEED AND LITTER - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 924-3850 (voice)

Service: Tall grass, trash in yard, unsanitary living conditions.

Resource: WOOD BURNING ADVISORY

Phone #: 768-2876 (voice) 768-2482 (TTY)

Service: Information on "No Burn" nights.

PROBLEM: FAMILY COUNSELING also see "COUNSELING"

PROBLEM: FIREARMS

Resource: ALCOHOL, TOBACCO AND FIREARMS

Phone #: 766-1984

Service: Answers questions on the federal laws of firearms.

Resource: BRADY LAW

Phone #: 768-2165

Service: Answers questions on the purchasing of firearms and the background check needed when purchasing firearms.

PROBLEM: FIRE

Resource: FIRE DEPARTMENT - BERNALILLO COUNTY

Phone #: 911 761-4225 (Business)

Resource: FIRE DEPARTMENT - CITY OF ALBUQUERQUE

Phone #: 911 (V/TTY) 764-6300 (voice) 764-6334 (TTY)

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PROBLEM: FOOD also see "HOMELESS" AND "MEALS" for people with no means to prepare food they are given

Resource: BAPTIST NEIGHBORHOOD CENTER
Hours: M-F - 9 a.m. to 5 p.m.
Phone #: 247-2552
Service: Emergency assistance, free food distribution, latchkey program.

Resource: ROADRUNNER FOOD BANK OF NEW MEXICO
Hours: M-F - 8 a.m. to 4 p.m.
Phone #: 247-2052
Service: Central collection for food donations from the food industry and the community. Redistributes this food to non-profit agencies serving low income, ill, infants, elderly and homeless population. Commodity food program for postpartum women and for children ages 1-6.

Resource: ST. VICENT DE PAUL SOCIETY
Hours: M-F - 9 a.m. to 5 p.m.; **Services:** M-F - 9 a.m. to 2:30 p.m.
Phone #: 242-2989
Service: Provides financial assistance for food, utilities, rent and other needs on an emergency basis. Visit to the person's home required to determine need for assistance.

PROBLEM: FOREIGN CURRENCY EXCHANGE

Resource: NORWEST BANK
Phone #: 765-5000
Service: Exchanges foreign currency.

PROBLEM: GANGS also see 'CRIME PREVENTION for help with neighborhood problems

Resource: NAACP - NEW DIRECTIONS PROGRAM
Hours: M-F - 8 a.m. to 8 p.m.
Phone #: 224-9742
Service: Gang Intervention Program, prevention, mentoring.

Resource: POUNDERS - YOUTH AGAINST CRIME, DRUGS AND GANGS
Hours: M-F - 9 a.m. to 5 p.m. (by appointment)
Phone #: 275-2202
Service: Youth education, drug and gang intervention.

Resource: YOUTH DEVELOPMENT, INC.
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 831-6038
Service: Gang Intervention Offices:
North Fourth, 5005 4th St. NW, Ste. 106 343-1918
Juan Tabo, 1016 Juan Tabo NE 271-2066

Resource: YOUTH OPPORTUNITY PROJECT - GANG PREVENTION PROJECT
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 247-3671
Service: Youth Opportunity Project a coalition of government
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 857-8055 (voice) 761-8119 (TTY)
Service: Graffiti Removal Program.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 10/05/99

PROBLEM: HATE CRIMES also see "CIVIL RIGHTS" AND "DISCRIMINATION"

Resource: ALBUQUERQUE HUMAN RIGHTS COMMISSION

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 924-3380 (voice) 924-3398 (TTY)

Resource: ALBUQUERQUE POLICE DEPARTMENT

Hours: M-Su - 24 hours

Phone #: 242-2677 (non-emergency/voice) 768-1980 (TTY)

911 (emergency hate crime problems voice/TTY)

Resource: NEW MEXICO HUMAN RIGHTS COMMISSION

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 827-6838

PROBLEM: HANDICAPPED also see "DISABILITY INDIVIDUALS WITH A"

PROBLEM: HEALTH also see "CRISIS INTERVENTION", "DISABILITY (individuals with a)", "HEALTH" AND "MEDICAL"

Resource: AMERICAN RED CROSS

Hours: M-F - 8:30 a.m. to 4:30 p.m.

Phone #: 265-8514, 24 hour emergency service

Service: Emergency services for victims of house fire and/or natural disasters. Emergency communication service to military and their families. Health education.

Resource: BERNALILLO COUNTY HEALTH OFFICES

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 841-4100

Service: Disease prevention and control, well baby clinics, STD clinic, HIV testing, WIC, Children's Medical Services, immunizations. Community clinics vital records.

Northeast Office, 111 Stanford NE 841-4100

Northeast Heights Health Office

10601 Lomas NE, Suite 111 841-4888

Northwest Valley Health Office

7704 Second St. NW 841-8229

Southwest Valley Health Office

2001 North Centro Familiar SW 873-7400

Southeast Heights Health Office

7525 Zuni SE 841-4635

Resource: COMMUNITY DENTAL SERVICES, INC.

Hours: M-Th - 7 a.m. to 4 p.m., F - 7 a.m. to Noon

Phone #: 843-7493

Service: Community dental care.

North Valley Dental Care 345-8309

South Valley Dental Care 765-5683

Resource: INDIAN HEALTH SERVICES

Hours: M-F - 8 a.m. to 4:30 p.m.

Phone #: 766-2151

Service: Health services for Native Americans and their families.

Resource: NEW MEXICO ASSOC. FOR PEOPLE LIVING WITH AIDS

Hours: M-F - 9 a.m. to 5 p.m.

Phone #: 266-0342

Service: HIV information and referral. HIV Health advocacy, education.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 10/05/99

Resource: NEW MEXICO AIDS SERVICE, INC.
Hours: M-F - 9 a.m. to 5 p.m.
Phone #:266-0911
Service: Education, client service, emotional support.

Resources: NEW MEXICO DEPARTMENT OF HEALTH
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:827-2613
Services: Health problems conducted at satellite clinics.
STATE OFFICES RELATED TO HEALTH MATTERS:
AIDS Hotline 1-800-545-2437
Communicable Disease 1-800-432-4404
HIV/AIDS Program 841-4780
Immunization 841-4100
Sexually Transmitted Diseases 841-4161
WIC Program 841-4803

Resource: UNITED WAY INFORMATION AND REFERRAL
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:247-3671 (V/TTY)
Services: Referral to support groups and community health organizations.

PROBLEM: HOMELESS also see "CLOTHING", "HOUSING" AND "MEALS"

Resource: ALBUQUERQUE ALLIANCE ETO END HOMELESSNESS
Phone #:246-0066 - leave message
Service: Homeless or advocates for the homeless. Advocacy, coordination of service organizations and interested individuals. Referral to agencies to help homeless persons.

Resource: ALBUQUERQUE HEALTH CARE FOR THE HOMELESS
Phone #:254-0320
Service: Medical and dental care, substance abuse recovery program. Substance abuse counseling, mental health case management, social work assistance, eye, ear and dermatology clinics. AIDS education and outreach.

Resource: ALBUQUERQUEU HELP FOR THE HOMELESS, INC.
Hours: M-F - 9 a.m. to 5 p.m., Sa - 9 a.m. to Noon
Phone #:842-8314
Service: Job referrals, advocacy, alcohol abuse prevention.

Resource: ALBUQUERQUE RESCUE MISSION
Hours: M-Su -24 hours
Phone #:889-6359
Service: Homeless emergency shelter/spiritual rehabilitation.

Resource: BARRETT HOUSE (Presentation Inc.)
Hours: M-Su - 9 a.m. to 6 p.m. (office), M-Su - 4 p.m. to 9 p.m.
Phone #:243-4887
Service: Homeless emergency shelter for women and children.

Resource: CUIDANDO LOS NINOS DAY CARE
Hours: M-F - 7 a.m. to 5:30 p.m.
Phone #:843-6899
Service: Children's day care for the homeless and local neighborhood.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

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Resource: GOOD SHEPARD CENTER
Hours: M-Su - 24 hours
Phone #:243-2527
Service: Emergency shelter for the homeless.

PROBLEM: HOMELESS also see "CLOTHING", "HOUSING" AND "MEALS"

Resource: JOY JUNCTION
Hours: M-Su - 24 hours
Phone #:877-6967 or 1-800-924-0569

Service: Emergency shelter for homeless and transients. Transportation to and from shelter. Provides emergency and longer term shelter for single women and married couples with/out children and single men with children. Program includes shelter, meals, clothing and referrals as needed.

Resource: NEWLIFE HOMES, INC.
Phone #:344-4637
Service: Develops housing for homeless persons with mental illness.

Resource: PRESENTATION HOUSE
Hours: M-Su - 24 hours
Phone #:883-8870
Service: Transitional home. Case management. Homeless, mentally ill females ages 45-75.

Resource: ST. MARTIN'S HOSPITALITY CENTER
Hours: M-F - 8 a.m. to 2 p.m.
Phone #:843-9405
Service: Day shelter for homeless people and also provides assistance to stranded travelers. Provides mail boxes, clothing exchange, counseling and other services.

Resource: ST. VINCENT DE PAUL SOCIETY
Hours: M-F - 9 a.m. to 5 p.m. (offices), M-F - 9 a.m. to 2:30 p.m.
Phone #:242-2989
Service: Emergency assistance. Thrift Store. Food Co-op. Distribution center for furniture, appliances and clothing. Provides financial assistance for food, utilities, rent and other needs on an emergency basis. Visit to the person's home required to determine need for assistance. Walk-ins accepted at 714 Fourth St. SW.

Resource: THE SALVATION ARMY
Hours: M-F - 9 a.m. to 3 p.m.
Phone #:881-4292
Service: Emergency assistance. Thrift store, residential care. Emergency rental assistance for persons with eviction notices. Emergency utility assistance for persons with shut off notices (Project Unite). Grocery orders for families who are in need. Casework services to local transient persons, emergency shelter and meals to homeless, assistance in locating missing persons. Food to needy families through year and at Christmas - 881-4292. Project Unite - 247-4230.

PROBLEM: HOSPITALS also see "MEDICAL"

PROBLEM: HOUSING also see "CIVIL RIGHTS" AND "DISCRIMINATION"

Resource: HOME EDUCATION AND LIVELIHOOD PROGRAM
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:265-3717
Service: Claims filing assistance, counseling, family preservation, assistance with transitional housing.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

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Resource: HOUSING AUTHORITY - BERNALILLO COUNTY

Hours: M-F - 8 a.m. to 4:30 p.m.

Phone #: 764-6800

Service: Rent supplement. Low income.

Resource: HOUSING DIVISION - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 764-3920 (voice) 764-3994 (TTY)

Service: Public Housing. Section 8 housing assistance and housing rehabilitation.

Resource: LANDLORD/TENANT HOTLINE

Hours: M-F - 9 a.m. to 5 p.m. - Sa - 9 a.m. to 1 p.m.

Phone #: 256-9442

Service: Landlord/tenant services and housing rights/referrals. Publishes Renters Guide.

Resource: TRANSITIONAL LIVING SERVICES

Hours: M-F - 8:30 a.m. to 5 p.m.

Phone #: 268-5295

Service: Psycho-social residential treatment program. Apartment living program, semi-independent apartment program. Psychiatric disability.

Resource: UNITED SOUTH BROADWAY, INC.

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 764-8867

Service: Provides assistance in the completion of paperwork for application for financing for home purchase for low to moderate income families. Provide credit and home owner education and some down payment grants.

Resource: U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT SUBSIDIZED HOUSING

Hours: M-F - 7:45 a.m. to 4:30 p.m.

Phone #: 262-6272 or 262-6303

Service: Section 8 Rent Supplement.

Resource: WOMEN'S HOUSING COALITION

Phone #: 247-8643

Service: Provides affordable housing and basic property maintenance job training.

Resource: YOUTH DEVELOPMENT, INC.

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 831-6038

Service: Provides housing opportunities for teen mothers and some low to moderate income families.

PROBLEM: IMMIGRATION also see "REFUGEE"

Resource: ALBUQUERQUE BORDER CITY PROJECT

Hours: M-F - 9 a.m. to 5 p.m.

Phone #: 766-5404

Service: Immigration services, i.e., legal representation in immigration proceeding, immigration related employment discrimination and social service assistance to immigrants.

Resource: CATHOLIC SOCIAL SERVICES

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 247-9521

Service: Assists persons with immigration problems and/or citizenship.

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Effective: 10/05/99

Resource: CONSULADO DE MEXICO

Hours: M-F - 8 a.m. to 2 p.m.

Phone #: 247-2139 or 247-2147

Service: Assists Mexican nationals with immigration related problems. Other services provided include: passports and ID's to Mexican nationals, locates relatives of Mexican nationals in the U.S. and Mexico, provides visas and tourist cards to other citizens and provides language interpretation help to Mexican nationals in court and crisis related situations.

Resource: U.S. IMMIGRATION AND NATURALIZATION SERVICE

Hours: M-F - 8 a.m. to 3:30 p.m.

Phone #: 248-7351

Service: Immigration. Naturalization services. Work visas.

PROBLEM: INCOME SUPPORT

Resource: INCOME SUPPORT DIVISION

Phone #: 1-800-432-6217

Service: Food Stamps and W.I.C. Programs.

PROBLEM: INDIAN SERVICES

Resource: ALBUQUERQUE INDIAN CENTER

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 268-4418 - 24 hour hotline

Service: Referral and emergency assistance.

Resource: INDIAN HEALTH SERVICES - ALBUQUERQUE AREA OFFICE, U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Hours: M-F - 8 a.m. to 4:30 p.m.

Phone #: 256-4000

Service: Inpatient and outpatient medical care.

PROBLEM: INDIAN SERVICES

Resource: SOCIAL SERVICES BRANCH - BUREAU OF INDIAN AFFAIRS - DEPARTMENT OF THE INTERIOR

Hours: M-F - 7:45 a.m. to 4:30 p.m.

Phone #: 766-3321

Service: Planning, consultation, technical assistance.

Resource: SOUTHERN PUEBLO AGENCY - BUREAU OF INDIAN AFFAIRS - DEPARTMENT OF THE INTERIOR

Hours: M-F - 8 a.m. to 4:30 p.m.

Phone #: 766-3036

Service: Social services for Native American individuals and families.

Resource: URBAN INDIAN HEALTH AND HUMAN SERVICES

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 262-2481

Service: Community health care. Emergency assistance.

PROBLEM: INFORMATION SERVICES

Resource: INFORMATION - CITY OF ALBUQUERQUE OFFICES

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 768-2000

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Resource INFORMATION - COUNTY OF BERNALILLO OFFICES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:768-4000

Resource: INFORMATION - FEDERAL GOVERNMENT OFFICES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:1-800-359-3997

Resource: INFORMATION - STATE OF NEW MEXICO OFFICES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:1-800-825-6639

Resource: UNITED WAY INFORMATION AND REFERRAL
Phone #:247-3671 (V/TTY)
Service: Information on health and human service organizations in Central New Mexico.

PROBLEM: INTERPRETERS also see "DISABILITY (individuals with a)", "IMMIGRATION" AND
"REFUGEE"

Resource: NEW MEXICO COMMISSION FOR THE DEAF AND HARD OF HEARING
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:1-800-489-8536 (voice) 827-7588 (TTY)
Service: Information and referral and statewide interpreter referral service.

Resource: NEW MEXICO TRANSLATORS AND INTERPRETERS ASSOCIATION (Spoken Languages)
Phone #:255-0812
Service: Translation and interpreter (spoken/written languages) service. For foreign languages i.e., Spanish, Korean, Japanese, Vietnamese, etc.

PROBLEM: JAIL

Resource: JAIL INFORMATION
Phone #:842-8008 (voice) 764-3531 (TTY)

PROBLEM: JUVENILES also see "MISSING PERSONS" AND "YOUTH"

PROBLEM: LEGAL ADVISE

Resource: LAWYER REFERRAL SERVICE - ALBUQUERQUE BAR ASSOCIATION
Hours: M-F - 9 a.m. to 3:30 p.m.
Phone #:243-2615
Service: Lawyer referral service.

Resource: LEGAL AID SOCIETY OF ALBUQUERQUE
Hours: M-F - 8:30 a.m. to 5 p.m.
Phone #:243-7871
Service: Legal assistance for civil cases only.

Resource: SENIOR CITIZEN'S LAW OFFICE, INC.
Hours: M-F - 9 a.m. to 5 p.m.
Phone #:265-2300
Service: Legal assistance.

Resource: STATE BAR OF NEW MEXICO - LAWYER REFERRAL
Hours: M-F - 8:30 a.m. to 4:30 p.m.
Phone #:842-6132 Service: Legal referral and information

ALBUQUERQUE POLICE DEPARTMENT
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Resource: VOLUNTEER LAWYERS - ALBUQUERQUE BAR ASSOCIATION
Hours: M-F - 9 a.m. to 4 p.m.
Phone #:256-0417
Service: Legal services in civil matters.

PROBLEM: LICENSES

Resource: ABC ALCOHOLIC BEVERAGE CONTROL - STATE OF NEW MEXICO ALCOHOL AND GAMING DIVISION
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:827-7066
Service: Information on Liquor Licenses.

Resource: BERNALILLO COUNTY MARRIAGE LICENSE OFFICE
Phone #:768-4314
Service: Marriage Licenses.

Resource: BUSINESS LICENSES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:768-4611
Service: Business Licenses.

Resource: INVESTIGATION BUREAU - DEPARTMENT OF PUBLIC SAFETY
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:841-4660
Service: Investigations of complaints regarding liquor licenses.

Resource: MOTOR VEHICLE DEPARTMENT
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:872-0504
Service: Auto and driver's license information. No police information.

Resource: POST OFFICE - DOWNTOWN STATION
Phone #:245-9579
Service: Passports.

Resource: STATE GAME AND FISH
Phone #:841-8881
Service: State hunting and fishing licenses. For Indian land usage call the individual tribe or pueblo.

PROBLEM: MAIL

Resource: POSTAL INSPECTORS
Hours: M-Su- 24 hours
Phone #:245-9780

Resource: POST OFFICE INFORMATION
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:245-9750

PROBLEM: MEALS also see "FOOD" AND "HOMELESS"

Resource: ALBUQUERQUE RESCUE MISSION
Hours: M-Su - 24 hours
Phone #:242-3171 or 889-6359
Service: Congregate meal site.

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Resource: NOON DAY MINISTRY - FIRST BAPTIST CHURCH
Hours: Tu-F - Noon
Phone #:247-3611
Service: Congregate meal site.

Resource: FIRST UNITED METHODIST CHURCH
Hours: Monday only - Noon
Phone #:243-5646
Service: Congregate meal site.

Resource: GOOD SHEPARD CENTER
Hours: M-Su - 6:30 a.m. (breakfast); Sa-Su - 11:30 a.m. (lunch); M-W-F-Su - 4 p.m. (dinner)
Phone #:243-2527
Service: Emergency day shelter. Congregate meals.

Resource: PROJECT SHARE, INC.
Hours: M-F - 10 a.m. to 4 p.m. (office); M-Su - 5 p.m. (dinner)
Phone #:242-5677
Service: Congregate meal site.

PROBLEM: MEDICAL also see "CRISIS INTERVENTION" AND "HEALTH"

Resource: ALBUQUERQUE FAMILY HEALTH CENTER
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:873-7400
Service: Branches:
Alameda Clinic 768-5475
Los Lunas Clinic 865-4618
Los Padillas Clinic 768-5480
North Valley Clinic 768-5465
South Broadway Clinic 768-5450
South Valley Clinic 873-7400

Resource: CARRIE TINGLEY HOSPITAL
Hours: M-Su - 24 hours
Phone #:272-5200
Service: Pediatric orthopedic surgery and chronic pediatric medicine. Physical, occupational and speech therapy and orthopedic/prosthetic services. Patients from birth to 21 years.

Resource: CHILDREN'S HOSPITAL OF NEW MEXICO
Hours: M-Su - 24 hours
Phone #:272-5437
Service: Children's hospital, referrals, general and specialized medical services. Infancy to age 18.

Resource: DENTAL CLINIC - UNIVERSITY OF NEW MEXICO
Hours: Varies each semester
Phone #:277-4106
Service: Dental hygiene services.

Resource: INDIAN HOSPITAL (PUBLIC HEALTH SERVICES)
Hours: M-Tu-W-F 8 a.m. to 4 p.m., Th - 1-4 p.m.
Phone #:256-4000
Service: Outpatient and inpatient medical care for Native Americans. Urgent Care - Weekend and Holidays.

ALBUQUERQUE POLICE DEPARTMENT
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Resource: LOVELACE MEDICAL CENTER
Hours: M-Su - 24 hours
Phone #:262-7000
Service: Medical Services.
 Outpatient Satellites and Urgent Care Centers:
 F = Family Medical Care; U = Urgent Care
 Main Hospital Address: 5400 Gibson Blvd. SE
 (F,U) - 2121 Juan Tabo NE 237-8800
 (F,U) - 7801-2 Academy NE 821-3878
 (F,U) - 3901 Carlisle NE 888-8500
 (F,U) - 200 Rio Bravo SE 837-6400
 (F,U) - 13701 Encantado Dr. NE 237-8700
 (F,U) - 9101 Montgomery NE 275-4288
 (F,U) - 2929 Coors NW 839-4120

Resource: MATERNITY AND INFANT CARE PROGRAM - UNIVERSITY OF NEW MEXICO
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:277-5856
Service: Pregnancy services, high risk infant care, WIC program, family planning, health education, childbirth classes.
 Satellite Clinics:
 New Futures School 277-2220
 North Valley Community Center 277-2158
 South Broadway Community Center 277-2156
 Southeast Heights Clinic 277-2283
 Southwest Valley Clinic 277-2154
 Northeast Heights Clinic 277-3761

Resource: NEW MEXICO POISON AND DRUG INFORMATION CENTER - UNIVERSITY OF NEW MEXICO
Hours: M-Su - 24 hours
Phone #:272-2222
Service: Poison information and prevention.

Resource: PRESBYTERIAN HEALTHCARE SERVICES
Hours: M-Su - 24 hours
Phone #:260-6300
Service: Medical Services
 Full Service General Hospitals:
 Presbyterian Hospital, 1100 Central SE 260-6300
 Presbyterian Kaseman Hospital 291-2000
 8300 Constitution NE
 Skilled Nursing Facility:
 Presbyterian Pickard Convalescent Center 822-6000

Resource: ST. JOSEPH HEALTHCARE SYSTEM, INC.
Hours: M-Su - 24 hours
Phone #:244-8000
Service: Medical Services.
 Full Service General Hospitals:
 St. Joseph Medical Center 244-8000
 601 Martin Luther King Dr. NE
 St. Joseph Northeast Heights Hospital 888-7800
 4701 Montgomery Blvd. NE
 St. Joseph West Mesa Hospital 893-2000
 10501 Golf Course Rd. NW
 St. Joseph Rehabilitation Hospital and 766-4700; Outpatient Center, 505 Elm NE

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 10/05/99

Resource: UNIVERSITY HOSPITAL

Hours: M-Su - 24 hours

Phone #: 843-2111

Service: Medical and Surgical Services.

Full Service General Hospital: Level I Trauma Center, Regional Burn Center, limb reimplantation/microsurgery, kidney transplants, Sleep Disorder Center, and Senior Health Center.

General and Specialty Clinics: Pediatrics, Women's Health Care, General Medicine, Ear, Nose and Throat, Eye, Plastic Surgery, Surgery/Orthopedics, Neurology, Dermatology and Geriatric Evaluation.

Lifeguard Air Services: Helicopter and fixed wing aircraft emergency service - 843-2798 or 1-800-633-54383.

Hospital Address: 2211 Lomas Blvd. NE

Resource: U.S. DEPARTMENT OF VETERANS AFFAIRS - MEDICAL CENTER

Hours: M-Su - 24 hours

Phone #: 265-1711

Service: Honorably discharged veterans with priority to those whose injuries or disease occurred during active duty: non service-connected disabilities are treated on a resource available basis. Hospital Address: 2100 Ridgecrest Dr. SE

Resource: YOUNG CHILDREN'S HEALTH CENTER

Hours: M-Tu 9 a.m. to 4:30 p.m., W - 10:30 a.m. to 4:30 p.m.,

Th - 1-4:30 p.m.

Phone #: 277-6594

Service: Primary care - pediatric service.

PROBLEM: MENTAL HEALTH also see "COUNSELING", "CRISIS INTERVENTION", "VICTIMS" AND "YOUTH"

Resource: ALBUQUERQUE ALLIANCE FOR THE MENTALLY ILL

Hours: M-W-F - 9:30 a.m. to Noon

Phone #: 256-0288

Service: Education and information. Support and advocacy. Support group available to families and friends. Consumer council provides support to persons with mental illness.

Resource: ALBUQUERQUE FAMILY AND CHILD GUIDANCE CENTER, INC.

Hours: M-T-Th - 8 a.m. to 5 p.m., W - 8 a.m. to 6 p.m.

Phone #: 265-8774

Service: Mental health services for children, teenagers and families.

Resource: CHARTER HOSPITAL

Hours: M-Su - 24 hours

Phone #: 1-800-874-2476 24 hour hotline - 265-8800

Service: Adults and children for alcohol, mental health treatment.

Resource: CHILDREN'S PSYCHIATRIC HOSPITAL - UNIVERSITY OF NEW MEXICO

Hours: M-Su - 24 hours

Phone #: 843-2945

Service: Inpatient psychiatric treatment.

Resource: DEPARTMENT OF PSYCHOLOGY CLINIC - UNIVERSITY OF NEW MEXICO

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 277-5164

Service: Psychological counseling.

PROBLEM: MILITARY also see "AWOL"

ALBUQUERQUE POLICE DEPARTMENT
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PROBLEM: MISSING PERSONS also see "YOUTH"

Resource: I.D. RESOURCE CENTER OF ALBUQUERQUE, INC.

Hours: M-Th - 9 a.m. to 4 p.m.

Phone #: 883-0983

Service: Child protection and advocacy. Provides services dedicated to the prevention of child abduction, child abuse and runaways. Services include foot and finger printing. Serves as a registry and locating agency for missing children as well as missing adults for New Mexico.

PROBLEM: NEIGHBORHOODS also see "CRIME"

Resource: OFFICE OF NEIGHBORHOOD COORDINATION (ONC)

Address: Old City Hall, Room 701, 400 Marquette NW

Phone #: 768-3790 (voice) 924-3361 (TTY)

Service: Organizing neighborhood associations throughout the city. Holds workshops on neighborhood issues and publishes a monthly newsletter on city information.

Resource: NEIGHBORHOOD CRIME PREVENTION

Phone #: 924-3600 (voice) 768-1980 (TTY)

Resource: TO REPORT ABANDONED HOUSES

Phone #: 924-3850

Resource: TO REPORT ABANDONED VEHICLES

Phone #: 768-227 answering machine (voice) 768-2478 (TTY)

PROBLEM: NOISE

Resource: ENVIRONMENTAL HEALTH NOISE CONTROL

Hours: M-F - 8 a.m. to 5 p.m.

Phone #: 768-2600 (voice) 768-2482 (TTY)

Service: Respond to ongoing noise problems in the city. Can cite offenders.

PROBLEM: PARKS

Resource: ALBUQUERQUE PARKS MANAGEMENT DIVISION

Phone #: 857-8650 (voice) 768-5334 (TTY)

PROBLEM: PARKING

Resource: PARKING PATROL/ENFORCEMENT

Phone #: 761-8800 (voice)

Resource: RESIDENTIAL PERMIT

Phone #: 857-8680 (voice)

Resource: UNM PARKING SERVICES

Phone #: 277-3729

Service: Will assist in any parking questions or problems on the University of New Mexico Campus.

PROBLEM: PAROLE - PROBATION

Resource: COMMUNITY CORRECTIONS OFFICES

Phone #: 842-8008

ALBUQUERQUE POLICE DEPARTMENT
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Effective: 10/05/99

Resource: PROBATION-PAROLE DIVISION - REGION II
Phone #:841-4900

PROBLEM: RAPE also see "VICTIM" AND "CRISIS"

Resource: CATHOLIC SOCIAL SERVICES
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:247-9521
Service: Assists persons with immigration problems and/or citizenship.

Resource: JEWISH FAMILY SERVICES
Hours: M-F - 8 a.m. to 5 p.m.
Service: Refugee resettlement and immigration services for Russians.

Resource: NEW MEXICO MUTUAL ASSISTANCE ASSOCIATION
Hours: M-W - 1-5 p.m.
Phone #:260-0126
Service: Services for refugees.

PROBLEM: ROADS

Resource: MAINTENANCE DISPATCH - CITY OF ALBUQUERQUE
Phone #:857-8025 after 5 p.m. - 857-8250 (voice) 857-8228 (TTY)
Service: Street lights, cleaning, road repair/drainage for the City of Albuquerque.

Resource: POTHOL REPAIR
Phone #:857-8027 (voice) 857-8074 (TTY)

Resource: ROAD CONDITIONS
Phone #:841-9256

Resource: STATE HIGHWAY DEPARTMENT
Phone #:841-2700

PROBLEM: RUNAWAY TEENS also see "MISSING PERSONS" AND "YOUTH"

PROBLEM: SCHOOLS

Resource: ALBUQUERQUE PUBLIC SCHOOLS
Phone #:842-8211

PROBLEM: SENIOR CITIZENS

If a senior needs services the best place to start for central information and/or referral to all programs is:

Resource: OFFICE OF SENIOR AFFAIRS - CITY OF ALBUQUERQUE
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:764-6400 (voice) 764-6405 (TTY)
Service: Senior Information and Assistance: Provides information about senior services and gives referrals and assistance in obtaining services.
Transportation: Min-bus transportation to meal sites and for county residents outside city limits to medical/dental appointments, shopping and to governmental agencies on appointment basis - 848-1355 or 848-1356.

PROBLEM: SHELTER also see "HOMELESS" AND "HOUSING"

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PROBLEM: STREETS

Resource: BUSHES BLOCKING VISION OF STREET, SIDEWALK, ALLEY
Phone #: 857-8680 (voice)

Resource: POTHoles - REPORTING
Phone #: 768-4653 (voice) 857-8074 (TTY)

Resource: STREET SYSTEMS MAINTENANCE
Phone #: 857-8027 after hours - 857-8250 (voice) 857-8228 (TTY)

Resource: SIGNS
Phone #: 857-8680

Resource: SIGNALS (TRAFFIC PROBLEMS)
Phone #: 857-8250 (voice)

PROBLEM: SUICIDE PREVENTION also see "COUNSELING", "CRISIS INTERVENTION" AND "MENTAL HEALTH"

Resource: AGORA - UNM CRISIS CENTER - UNIVERSITY OF NEW MEXICO
Hours: M-Su - 9 a.m. to 12 Midnight
Phone #: 277-3013
Service: Short term crisis service. Summer hours may be abbreviated.

Resource: EMERGENCY/SUICIDE CRISIS - UNIVERSITY OF NEW MEXICO
Hours: M-Su - 24 hours
Phone #: 265-7557
Service: Suicide crisis. Emergency psychiatric care.

PROBLEM: TELEPHONES

Resource: HOTLINE - U.S. WEST COMMUNICATIONS
Phone #: 1-800-244-1111
Service: MUST CALL THIS NUMBER BEFORE FILING A POLICE REPORT REGARDING "TELEPHONE HARASSMENT" unless threats are life or property endangering.

Resource: U.S. WEST COMMUNICATIONS
Phone #: 1-800-244-1111
Service: Limit incoming calls at problem phone booths.

PROBLEM: TOWING

Resource: AAA
Phone #: 291-6600
Service: Emergency car towing.

PROBLEM: TRAFFIC

Resource: TRAFFIC UNIT - ALBUQUERQUE POLICE DEPARTMENT
Phone #: 761-8800 (voice) 768-1980 (TTY)

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PROBLEM: TRANSPORATION

Resource: Transportation Offices:
Albuquerque International Airport 842-9200
Amtrak 842-9650
FAA Coordinator 764-6900
(holidays and after 4 p.m.) 243-7831
Federal Highway 883-7858

Resource: **OTHER SOURCES OF TRANSPORATION**

Ambulance Services:
AAA Advanced Air Ambulance 800-633-3590
Albuquerque Ambulance 761-8205
Living Cross Ambulance Service 869-0800
Med Flight Air Ambulance 842-4433
Metro Carriers 265-1021
Presbyterian Air Ambulance 841-1787
Schaefer Air Ambulance 800-247-4455
Superior Ambulance Service 247-8840

Taxi Companies:
A-1 Taxi 892-3444
Albuquerque Cab Company 883-4888
Checker Cab Company 243-7777
Classic Limousine Service 247-4000
Yellow Cab Company 247-8888

Other Transportation:
American Cancer Society 292-2333
Better Days, Inc. 291-8770
Catholic Social Services, Inc. 247-9521
Easter Seal Society of New Mexico 888-3811
Martineztown House of Neighborly Svc. 242-4333
Office of Senior Affairs (V/TTY) 764-6400
RIDEPOOL 243-7433
SunTran (V-TTY) 843-9200
SunVan (V/TTY) 764-6165

PROBLEM: TREES

Limbs obscuring street signs, signals, vision or intersection, tree removal/trimming on parking strips, hanging limbs, information - Traffic Engineering - 857-8680. There is no height limitation, problems of encroachment between private properties are civil matters.

PROBLEM: UTILITY COMPANIES

Resource: **PUBLIC SERVICE COMPANY OF NEW MEXICO**
Phone #: 246-7300 after 5:30 p.m. - 345-1841
Service: Emergency gas leaks, etc.

Resource: **PUBLIC SERVICE COMPANY OF NEW MEXICO**
Phone #: 246-5911 or 950-1830
Service: Outage or emergency electric service.

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Resource: WATER DEPARTMENT
Phone #: 768-2800 (voice) 768-2476 (TTY)
Service: Emergency public line - 857-8028

PROBLEM: VETERANS also see "CIVIL RIGHTS", "DISABILITY (individuals with a)",
"DISCRIMINATION" AND "HOUSING"

Resource: U.S. DEPARTMENT OF VETERANS AFFAIRS
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 766-3361 or 765-5900
Service: Veterans' financial aid - compensation, pensions, home loans, burial, educational, insurance and other benefits.

Resource: VET H.E.L.P.
Hours: M-F - 9 a.m. to 5 p.m.
Phone #: 265-9696
Service: Referral Service. Homeless Veterans.

PROBLEM: VICTIMS also see "CIVIL RIGHTS", "CRISIS INTERVENTION" AND "DISCRIMINATION"

Resource: ALBUQUERQUE RAPE CRISIS CENTER
Hours: M-Su - 24 hours
Phone #: 266-7711
Service: 24 hour crisis intervention, counseling, community education for victims and their families.

Resource: NEW MEXICO COALITION OF SEXUAL ASSAULT PROGRAMS, INC.
Phone #: 883-8020
Service: Education on sexual assault issues.

Resource: NEW MEXICO COMMISSION ON THE STATUS OF WOMEN
Phone #: 841-4662
Service: Displaced homemakers.

Resource: NEW MEXICO VICTIM'S ASSISTANCE ORGANIZATION
Hours: M-F - 9 a.m. to 5 p.m.
Phone #: 843-0815
Service: Crime victim advocacy.

Resource: POLICE CHAPLAINS
Hours: M-Su - 24 hours
Phone #: 764-1600
Service: Victims support.

PROBLEM: VISITORS

Resource: ALBUQUERQUE CONVENTION AND VISITOR BUREAU
Hours: M-F - 8 a.m. to 5 p.m.
Phone #: 1-800-284-2282 or 842-9918
Service: Referral of attractions, accommodations, shopping and dining in Albuquerque. To obtain information they are located at 121 Tijeras NE, Albuquerque International Airport or Old Town.

PROBLEM: WELFARE

North Bernalillo County
(north of Central, east of River, north of I-40, west of River) 841-7700

Southeast Bernalillo County

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(south of Central, east of River) 841-2600

Southwest Bernalillo County
(south of Central, west of River) 841-2300

PROBLEM: YOUTH

Resource: ALAMOSA DROP-IN CENTER
Hours: M-F - 12:30-7 p.m.
Phone #:831-5406
Service: Services to West Mesa youth.

Resource: ALBUQUERQUE JOB CORPS CENTER
Hours: M-F - 8 a.m. to 3:45 p.m.
Phone #:842-6500
Service: Employment assistance for youth ages 16 to 21.

Resource: AMISTAD RUNAWAY FACILITY
Hours: M-Su - 24 hours
Phone #:877-0371
Service: Emergency Shelter Care. Amistad Crisis Facility serves Bernalillo County area children ages 12 to 18 in home setting. Temporary shelter, crisis, family, group and individual counseling to homeless, abused, neglected and runaway youths. 30 day maximum stay. 12 bed capacity for males and females.

Resource: BIG BROTHERS/BIG SISTERS OF ALBUQUERQUE
Phone #:265-3599
Service: Recruits, screens and trains adult volunteers to be matched to single-parent youngsters ages 7-14 to explore friendship and mutual interests on a one-to-one basis.

Resources: BOYS AND GIRLS CLUBS OF ALBUQUERQUE
Phone #:881-0777
Service: Diverse program of social development activities for boys and girls ages 6-18.

Resource: BOY SCOUTS OF AMERICA - GREAT SOUTHWEST COUNCIL
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:345-8603
Service: Assists young people in our community, ages 6-21 in character development, citizenship training and personal fitness through challenging personal growth experiences. Also provides drug education and awareness programs.

Resource: CAMP FIRE BOYS AND GIRLS
Phone #:842-8787
Service: Affordable quality Before and After School Program. Kindergarten Kare, Summer Adventure Camp and Off Track sessions in over 25 public and parochial elementary schools in Albuquerque.

Resource: CASA NOR ESTE
Hours: M-Su - 24 hours
Phone #:345-1416
Service: Shelter care. Medium term shelter for chronic runaway children ages 13 to 17. Temporary shelter, crisis, family, group and individual counseling to homeless, abused, neglected and runaway youths.

Resource: CELEBRATE YOUTH - UNIVERSITY OF NEW MEXICO
Hours: M-F - 8 a.m. to 5 p.m.
Phone #:277-5883
Service: A program dedicated to raising the status of children valuing our differences and pursuing excellence. Each year it matches hundreds of New Mexico's highly motivated and talented young people, ages 9-18 with mentors.

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Resource: CHAPARRAL GIRL SCOUT COUNCIL

Hours: M-F - hours vary - call

Phone #:343-1040

Service: Encourages growth for girls ages 5-17 through vocational, informal educational and recreational programs offered year-round. Traditional camping program as well as drug education and awareness projects.

Resource: COMMUNITY ACCESS CHANNEL 27

Phone #:243-0027

Service: Trains community to produce their own television programs. Ten can produce and star in their own programs about issues that concern them. Also provides job training in media for at-risk youth.

Resource: HOGARES, INC.

Hours: M-W - 8:30 a.m. to 6 p.m. , T-Th - 8:30 a.m. to 6:45 p.m.,

F - 8:30 a.m. to 5:30 p.m.

Phone #:345-8471

Service: Residential treatment and counseling. Day treatment, foster care. Youth in crisis - those who are experiencing a family crisis, victims of abuse and/or neglect, experiencing difficulty with the law, misusing, abusing or addicted to drugs and/or alcohol, diagnosed as emotionally disordered and/or experiencing problems that are disruptive to the home and/or community.

Resource: JUVENILE PROBATION/PAROLE OFFICE - CENTRAL REGION

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:841-7300

Service: Juvenile probation/parole. JPPO volunteers, alcohol prevention, dispute resolution. Ages 18 and under.

Resource: MARTINEZTOWN HOUSE OF NEIGHBORLY SERVICE

Phone #:242-4333

Service: Provides social services primarily to the residents of the Martineztown/Santa Barbara area of Albuquerque. Programs for children and youth include before and after school activities, Just Say No Club, recreation and social development.

Resource: MENTOR PROGRAM - CITY OF ALBUQUERQUE

Hours: M-F - 8 a.m. to 5 p.m.

Phone #:232-6059 (voice) 232-6030 (TTY)

Service: Adults are matched with students grades 9 through 12 who may not stay in school but have the potential to be successful in graduating and going on to get a job. Eight high schools served are: Rio Grande, Del Norte, Valley, Highland, Albuquerque High, Manzano, West Mesa and Sandia.

Resource: MUCHMORE HOUSE

Hours: M-Su - 24 hours

Phone #:877-7318

Service: Children's Residential Treatment Center for ages 12 to 14 years.

Resource: NEW DAY INC

Hours: M-Su - 24 hours

Phone #:881-5228 or 256-0429 (24 hour)

Service: Emergency shelter for youth. Group homes/outreach services, drug and alcohol prevention and education.

Resource: NEW MEXICO TEEN PREGNANCY COALITION

Hours: Tu-Th - 8:30 a.m. to 5 p.m.

Phone #:841-1715

Service: Advocacy education, training and information on teen pregnancy.

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Resource: NIA HOUSE - NAACP GROUP HOME
Hours: M-Su - 24 hours
Phone #:255-4455

Resource: RUNAWAY HOTLINE
Hours: M-Su - 24 hours
Phone #:1-800-231-6946

Service: Information and referral hotline. Designed to act as a liaison between runaways and their parents. A runaway under 18 anywhere in the United States can call and have a message relayed to his/her family. Refer runaways to counseling, shelter, medical help, transportation home and related services in the caller's local area. There are no professional counselors.

Resource: STUDENT TEMPORARY EMPLOYMENT PROGRAM - KIRTLAND AIR FORCE BASE
Hours: M-F - 9 a.m. to 3 p.m.
Phone #:846-9917

Service: Dropout prevention. As an incentive for staying in school, provides summer and year round employment opportunities for low income youth.

Resource: TEEN CHALLENGE OF NEW MEXICO
Hours: M-F - 9 a.m. to 5 p.m.
Phone #:281-8467

Service: Alcoholism prevention and treatment. Drug abuse prevention and treatment.

Resource: YOUTH CENTER - KIRTLAND AIR FORCE BASE
Hours: M-F - 6 a.m. to 8 p.m. - Sa - 2-10 p.m.
Phone #:846-2042

Service: Latchkey program. Participatory recreation. Eligible participants include kindergarten through fifth graders attending Kirtland, Wherry and Sandia Elementary Schools.

Resource: YOUTH CRISIS HOTLINE
Hours: M-Su - 24 hours
Phone #:1-800-448-4663

Resource: YOUTH DEVELOPMENT, INC.
Hours: M-F - 8 a.m. to 4:30 p.m.
Phone #:831-6038

Service: Provides outreach, drug counseling, gang intervention and youth employment opportunities.

Resource: YOUTH DIAGNOSTIC AND DEVELOPMENT CENTER - NEW MEXICO GIRL'S SCHOOL
Hours: M-Su - 24 hours
Phone #:841-2400

Service: Detention facility for girls, diagnostic services for boys and girls.

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ALBUQUERQUE POLICE DEPARTMENT
and OTHER LAW ENFORCEMENT AGENCIES

Alphabetical listing of frequently called numbers

POLICE INFORMATION AND REFERRAL LINE: 768-2200

A

Abandoned Vehicle	768-2277	Academy	343-5000	Accreditation	768-2435
Airplane (505)	875-3500	Alarm Ordinance	768-2059	APOA	768-2430
Armed Robbery	768-2300	Arson	848-1360		

B

Bldg. Maintenance	768-2278	Bomb Detail	768-2230		
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C

Carrillo Substation	823-4455	Chacon Substation	256-2050	Chaplain	764-1600
Chief's Office	768-2200	Chief's Overtime	768-2380	Credit Union	262-1401
City Legal	768-4500	Civil Litigation's	768-2810	Cline Substation	761-8800
Community Awareness	924-3600	Court Services	768-2290	C A C U	761-4060
Crime Analysis	768-2418	Crime Prevention	924-3600	Crimestoppers	843-7867
Criminal Invest.	768-2300	Criminalistics	768-2230	Crossing Guards	761-8800

D

DA Investigation	841-7100	DA Liaison	768-2221	DA's Office	841-7100
DARE	839-3660	Family Crisis	768-2139	Data Entry	768-2142
Detention Center	842-8008	DWI	761-8800		

E

Employee Assistance	768-4613	Employee Health	768-4630	Evidence	768-2080
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F

Fatal Team	761-8800	F.I. Unit	768-2230	Fire Department	243-6601
Fiscal	768-2228	FOP	345-2639	Forgery	768-2300
Fugitive	768-2286				

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G

Gangs	875-3500	Garage	768-5384	Grand Jury	841-7237
Gym	768-2493				

H

Help Desk (ISD)	768-2930	Hit & Run	761-8800	Health Center	768-4640
Homicide	768-2300	Horse Patrol	761-8800		

I

ID Unit	768-2134	ISD	768-2930	In Service	343-5000
Info./APD	768-2200	Information/City	768-2000	Info./County	768-4000
Inspections	768-2435	Insurance/City	768-3758	Intelligence	875-3500
Interdiction	875-3500	Internal Affairs	768-2880		

J

Jail	842-8008	Job Line	768-4749	Juv. D-Home	761-6611
Juvenile Probation Office	841-7300				

K

K-9 761-8800

L

Legal	768-2198	Legal Aid	243-7871
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M

Mail Room	768-2647	Mayor	768-3000	McWethy Substation	831-4705
Metro Civil	841-8150	Metro Court Info.	841-8166	Metro Court DA	841-7036
Metro Liaison	768-2290	Microfilm	768-2038	Missing Persons	768-2300
Motor Shop	768-5381	Mounted Patrol	761-8800	MVD	872-0504

N

Narcotics	875-3500	Northeast Substation	823-4455	Neighborhood Watch	924-3600
NCIC	768-2470				

O

Office Supplies	768-2645	OMI	277-3053	Open Space	873-6620
Operations Review	768-2214	Organized Crime	875-3500		

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P

Parking Citations 768-4765	Parking Control 761-8800	Pawn Shop 768-2300
Payroll/APD 768-2155	Payroll/City 768-3441	PERA 1-800-342-3422
Personnel/APD 768-2157	Personnel/City 768-3700	Wellness 768-2493
Planning 924-3860	Police Garage 768-5388	Polygraph Unit 768-2116
Print Shop 768-2644	Property 768-2229	Property Crimes 768-2300
Behavioral Sciences Division (psych.)	764-1600	

R

Radio Control 833-7222	Radio Non-Emrg 242-2677	Radio - Officers 833-7220
Radio Shop(City) 768-5336	Radio Supervisor 833-7222	Range 836-8783
Rape Crisis 266-7711	Records/Public 768-2020	Records/Officers 768-2050
Recruiting 343-5000	Report Review 768-2065	Reserves 768-2167
Risk Mngmnt. 768-3080	Repeat Offenders Project (ROP) 875-3500	

S

School Safety 761-8800	Southeast Substation 256-2050	Security Desk 768-3641
Sex Crimes 768-2300	Stables 877-8945	State Probation 841-4955
Supplies/City 768-2645	Supplies/Boise Cascade 345-3525	

T

Telephone Repair (Norstan) 768-4998	Telephone Reporting Unit (TRU) 768-2030	Threatening Calls 841-7036
Traffic Analysis 857-8680	Traffic Engineer 857-8000	Traffic Violation 841-8111

U

UCR 768-2066

V

Valley Substation 761-8800	Vehicle Maintenance 768-5370	Vice 875-3500
Video Unit 343-5000	Violent Crimes 768-2300	Volunteer Services/APD 924-3600

W

Warehouse (City) 857-8670	Warrants (BC Sheriff) 768-4134	Westside Substation 831-4705
White Collar 768-2300		

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Other Law Enforcement Agencies:

ATF	766-2271	Airport Police Dept.	842-4379	APS Police	243-7712
BCSO Headquarters	768-4100	BCSO Invest.	768-4111	BCSO Radio	768-4160
Bernalillo Police Dept.	867-2304	Border Patrol	766-8590	Bosque Farms	869-2358
Corrales PD	898-7585	DEA	766-8925	FBI	224-2000
Isleta Police Dept.	869-3030	Los Lunas Police Dept.	865-9130	Military Police (KAFB)	846-7926
New Mexico State Police	841-9256	Rio Rancho Police Dept.	891-7226	Rio Rancho Records	891-7216
Sandoval County Sheriff	867-7526	Secret Service	766-3336	State Fair	265-1791
State Police Narcotics	821-2836	U.S. Marshall	248-8263	UNM Police	277-2241
Valencia Sheriff	865-9603				

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Effective: 02/11/98; 03/11/97
98-GOC5

1-37 USE OF COMPUTER SYSTEMS

POLICY:

It is the policy of the Albuquerque Police Department to implement the City of Albuquerque's "Employee Code of Conduct" as published by the Mayor, and City Instruction #51, regarding automated systems to maintain proper licensing restrictions and requirements. To centralize and coordinate all automation efforts that include, but are not limited to, the effective acquisition and implementation of all computer systems, system applications and hardware components, under the direction of the Technical Assistance Section structure.

DEFINITION:

1-37-1 AUTOMATED SYSTEM - COMPUTERS

All centralized or decentralized computers, the City of Albuquerque's main frame computers and peripheral equipment, any terminal or MDT which communicates with a computer, and any personal computer or word processing equipment.

RULES:

1-37-2 COMPUTER RESPONSIBILITY

[2]

A. Unless specifically authorized by standard operating procedures, personnel will not disseminate information from computers, or reveal to any unauthorized person information contained in a computer data base. Nor shall they use or permit the unauthorized use of any computer data base. All privacy and security precautions apply to computer data.

[2]

B. Personnel shall not use City computer time, hardware or software for any personal re-compensation or profit.

[7]

C. Personnel will report violations or suspected violations to their supervisor or commander. The supervisor or commander will inform the Technical Assistance Section of the violations.

[2]

D. Personnel will not create or run unauthorized jobs, operate a computer in an unauthorized mode or intentionally cause any kind of operational malfunction or failure.

1-37-3 COMPUTER TRAINING

[N/A]

A. Personnel who utilize a computer terminal will be required to attend a basic computer training course before he/she is allowed access to any system.

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1-37-3

cont'd

- B. Personnel will be sent to the specific training modules based on the "needs analysis" that was done for each section, and from individualized counseling sessions.
- C. Update training and advanced training modules will be part of the training curriculum and should be attended by all personnel that are identified as needing them. Contact the Technical Assistance Section Computer Training Coordinator for information and/or the scheduling of computer training courses.

1-37-4

ACCESS

Personnel will be given access to computer systems according to their assignment, duties, and responsibilities. The computer applications used by APD are governed by self-30-day audit program. This program requires personnel to change their password every 30 days before access to programs and applications is granted.

[6]

- A. Personnel will only use his/her own password or username to gain access to their designated systems.

[5]

- B. Personnel will not lend their password or username to anyone, so to gain access into an automated system or computer.
- C. Personnel will adhere to system procedural requirements as set forth within the application or the system user's manuals.

[N/A]

- D. Personnel having questions in regards to access, will direct their questions to the Technical Assistance Section or the ISD Help Desk (768-2930).
- E. APD personnel has been issued a specific Motor Vehicle Department code access number. This number shall only be released to authorized police personnel and shall not be made available to the public.
 - 1. All authorized personnel will be responsible for ensuring that no unauthorized use is made of "personnel information" available to them through New Mexico Motor Vehicle Department records. Any violation may result in discipline.
 - 2. Police personnel requiring the Department issued MVD access code are to contact his/her Captain or Deputy Director of the Support Services Bureau at 768-2200.

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1-37-5 **TERMINATING SESSIONS**

[5]

Personnel will log off the computer system before leaving their workstations. On-line terminals will not be left unattended.

1-37-6 **COMPUTER EQUIPMENT**

[7]

A. Personnel will contact the Technical Assistance Section if computer equipment needs to be installed or moved.

[7]

B. Personnel who are requesting computer equipment to be installed or moved, will prepare a department memorandum, which will be forwarded to the Property Unit and the Technical Assistance Unit. The memorandum shall detail where the equipment is to be installed or moved. If the computer is to be moved, include from where, the serial numbers, and the City tag numbers of the equipment involved.

C. Personnel having problems with computer equipment should call the ISD Help Desk (768-2930) to report the problem. When reporting a problem, be ready to provide the model, serial number and the location of the piece of equipment.

1-37-7 **LOADING OF COMPUTER SOFTWARE ON PERSONAL COMPUTERS**

[5]

A. To maintain support and licensing requirements, all personnel will contact the Technical Assistance Unit and initiate a software installation approval form before loading software on any department owned personal computer.

[5]

B. Personal software, games, or any software not related to city business will not be loaded on department owned personal computers. Violations will immediately be reported.

[7]

C. Department owned software will not be removed or "downloaded" from any department personal computer without prior written approval.

1-37-8 **METROPOLITAN COURT COMPUTER ACCESS**

A. The Metropolitan Court's computer access is for the purpose of viewing case history, hearing status, and officer court schedule. Personnel may access the computer for the following information:

1. To view the court schedule for personnel who are considering vacation, and/or have training, etc.
2. When a case is dismissed and/or continued (see 2-01-5C1d).
3. To retrieve necessary phone numbers and information in cases where defendants and/or witnesses need to be contacted.

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98-GOC5

1-37-8
cont'd

B. Area commanders, division commanders, and section managers shall identify one person to be responsible for maintaining a password for the Metropolitan Court's computer system. The responsible person shall:

1. Call Court Services at 768-2290, to acquire three (3) passwords that will be used for the computer application.
2. Change the password every thirty-(30) days.
3. Inform all other users within their section/area command of the current password.

1-37-9 COMPUTER FILES

All city and APD computer files, excluding personal computer files, shall be backed-up daily. All other files, i.e. tapes, disks, and/or media, are to be stored within areas of controlled access such as APD Records Division, APD Communications. Some of these items may be stored at APD's off-site Evidence Warehouse, if they are for safekeeping or of evidentiary value. All files are retained in accordance with the City of Albuquerque Retention Schedule.

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Effective: 10/06/99 Replaces: 02/28/91
99-GOC

1-38 CRIME STATISTICS

POLICY:

It is the policy of the Albuquerque Police Department to provide for a set of systematic analytical processes directed at providing timely and pertinent information relative to crime patterns and trend correlation's to assist operational and administrative personnel in planning the deployment of resources for prevention and suppression of criminal activities, in aiding the investigative process, and in increasing apprehensions and clearance of cases.

RULES:

***1-38-1 OBTAINING CRIME STATISTICS**
[6]

Department personnel who wish to obtain crime statistics from the Crime Analysis Unit will submit a request in writing.

***1-38-2 DISSEMINATION OF CRIME STATISTICS**
[6]

Department personnel can provide crime statistics to the general public and/or to any organization i.e., neighborhood watch, and community meetings, without the prior approval of the Chief of Police. Personnel will request crime statistics from the Crime Analysis Unit supervisor.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 06/15/05; Replaces: 01/05/93
05-GOR8

1-39 USE OF TAPE RECORDERS

POLICY:

It is the policy of the Albuquerque Police Department to tape record contacts in which certain arrests have been made, portions of search warrants, or those contacts with the public that could result in complaints against department personnel. Officers are directed to use tape recorders for their protection to guard against claims of improper conduct. They are an effective tool that will be used in all the instances listed below, and other instances at the officers' discretion.

RULES:

1-39-1 USE OF TAPE RECORDERS

[6]

A. Personnel will use issued tape recorders to document the following:

1. Resisting Arrest
2. Disorderly Conduct Arrests
3. Refusing to Obey an Officer Arrests
4. From the start of a search warrant until the area is secured.
5. Those contacts where there is reason to believe a complaint could result.
6. Domestic violence calls for court purposes.
7. All calls involving suspected suicidal and/or suicidal individuals.
8. **When a citizen refuses to sign a traffic citation.**

[4]

B. Under no circumstances except those instances involving criminal investigations of department personnel will a conversation between another member or employee be tape recorded without all parties to the conversation being aware of the fact that it will be tape recorded.

1-39-2 DISPOSITION OF TAPED CONTACTS

[6]

A. All recordings listed above, and/or contacts where an arrest was made will be tagged into Evidence, and will be listed on the report as being tagged.

B. In situations where no arrest was made, but there is reason to believe that a complaint may be made, the tape shall be retained by the officer for no less than 90 days after the incident.

C. Personnel will contact a supervisor to receive a replacement cassette tape, before recording other contacts. Other contacts may be recorded on the same tape, but care should be made not to record over other previously recorded contacts.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 06/15/05; Replaces: 01/05/93
05-GOR8

1-39-3 **RESPONSIBILITIES OF OFFICER**

- A. All uniformed officers will be required to carry the issued recorder while on duty.
- B. Personnel will ensure that the issued recorder is functioning properly, has adequate batteries for the entire shift, and is equipped with tape cassettes.
- C. Personnel will bring to the attention of their immediate supervisor any malfunction of the recorder, or the need for replacement batteries, or tapes at the beginning of each watch. Arrangements will be made to repair/replace the recorder.

1-39-4 **RESPONSIBILITIES OF SUPERVISOR**

- A. Supervisors will include the issued tape recorder in monthly inspections of equipment to ensure proper function.
- B. Supervisors will ensure that a tape recording of arrest incidents, as described above, is indicated in the report. If there is no recording, the report will include a detailed explanation of the incident and actions taken by both officer(s) and offender(s).

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 06/07/2005; Replaces: 05/15/00
05-GOR6

1-40 EXPOSURE TO BLOOD OR BODY FLUIDS

Policy:

It is the policy of the Department to ensure personnel receive the appropriate treatment when exposed to any body fluids to facilitate proper protection and follow-up care.

1-40-1 EXAMPLES OF EXPOSURES

Examples of exposures which may occur on the job include: human bites, needle sticks, injuries from contaminated broken glass, blood or body fluids contacting skin with unhealed cuts/injuries, blood or body fluid splashes in the eyes, nose, or mouth, incurring injuries while subduing a bleeding subject, rescue or first responder procedures given to accident or injured victims.

DEFINITION:

1-40-2 SOURCE PERSON

Any person that transfers body fluids by any means to Department personnel.

PROCEDURES:

1-40-3 EXPOSED PERSONNEL WILL:

[7]

- A. Notify the supervisor on duty.
- B. **Contact Employee Health Services at 768-4630 during normal business hours (Monday through Friday 7:00 a.m. to 5:00 p.m.)**

Contact Presbyterian Operator at 841-1234 after 5:00 p.m. and on weekends and request to speak to an on-call Occupational Nurse.
 - The nurse will determine the employee's exposure risk, if blood is needed for testing from the source person, **supervisors shall contact Safety Officer who will call-out a Blood Technician to do a blood draw.**
- C. Follow the directives given by the nurse.
- D. Follow-up with Employee Occupational Health Services on the first business day following the exposure.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 06/07/2005; Replaces: 05/15/00
05-GOR6

1-40-4
[7]

SUPERVISORS WILL:

- A. Respond to the exposed employee's location.
- B. Shall contact the Safety Officer if blood is needed for testing from the source.**
- C. Supervisors (or an officer if a supervisor is not available) must complete the Infectious Disease Exposure Consent Form (PD Form 4706) and have the form signed prior to the Blood Technician being called out.**
- D. Send the signed original Infectious Disease Exposure Consent Form to the Safety Officer via inter-office mail.**
- E. Gather appropriate information, contact the individual by whom the employee was exposed, if possible, and re-contact the Designated Officer in order to provide any additional information.
- F. Contact the occupational nurse and, if the nurse recommends testing the source person's blood, the supervisor will:
 1. Request permission from the source person to draw blood.
 2. If permission is granted, the supervisor will notify nurse.
 3. Re-contact the Designated Officer by pager via APD Communications.

1-40-5
[N/A]

BLOODBORNE PATHOGEN NURSE DUTIES

- A. The nurse will contact a predetermined independent laboratory to arrange for the blood to be drawn at the source person's location.
 - Treatment for the exposed employee is not dependent on the results of the blood test from the source person. Treatment is based solely on the risk of the employee's exposure.
- B. The independent laboratory will draw the blood and hand-deliver it to a predetermined testing laboratory. Blood will be drawn for infectious disease identification ONLY.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 06/07/2005; Replaces: 05/15/00
05-GOR6

1-40-6
[N/A]

EXPOSURE TO BIOLOGICAL AGENTS

- A.** Personnel exposed to a biological agent while on duty will:
1. Immediately notify their supervisor;
 2. Advise communications to contact the Albuquerque Fire Department (AFD) Hazardous Materials Team.
 3. If the AFD Haz Mat team is present, personnel will follow all decontamination procedures as determined by AFD personnel.
 4. The contaminated area will be secured.
- B.** Personnel who suspect exposure to a biological agent during normal business hours (0800 to 1700 hours) will report to the Employee Health Center, located in the basement of City Hall, 400 Marquette NW. If the exposure occurs after business hours personnel will report to Presbyterian Hospital emergency room.

ALBUQUERQUE POLICE DEPARTMENT
*** GENERAL ORDERS***

Effective: 07/09/02 ADDITION TO THE MANUAL

1-41 PURCHASING DEPARTMENT BADGES

[N/A]

POLICY:

It is the policy of the Albuquerque Police Department to establish guidelines in order to control the issuance and purchasing of badges to personnel that are authorized to have such items.

DEFINITION:

1-41-1 BADGE

The official department badge is recognized as the breast and/or hat badge for a particular rank or assignment.

RULES AND PROCEDURES:

1-41-2 ELIGIBILITY TO PURCHASE A BADGE

Officers who meet the following criteria will be allowed to purchase their breast and/or hat badge.

- A. Officers who have retired may purchase the badge of the last rank obtained.
- B. Officers who have been promoted may purchase the badge from their last attained rank.
- C. Detectives who transfer back to uniform duty and have successfully completed their trial period in an investigative assignment may purchase their detective badge.
 - Upon reassignment to a detective position, personnel with a purchased detectives badge will not be issued another detective badge for that assignment.
- D. Officers who have completed at least 5 years of continuous service in good standing and elect to seek employment at a Federal or lateral level of law enforcement may request to purchase their badge from the last rank obtained.

1-41-3 ISSUANCE OF SECOND BADGE

- A. Any officer who is requesting a second badge of the same rank will submit a request through their chain of command to the Deputy Chief of their respective bureau. Officer must detail the reason why a second badge is operationally necessary on their request.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective: 07/09/02 ADDITION TO THE MANUAL

1-41-3
cont'd

- B. Upon approval of the Deputy Chief, an approval will be sent to Fiscal with the correct funding source identified to pay for such item(s).
- C. The Fiscal Section will make the order and will have the badge sent to the Property Section for issuance.
- D. The Property Section will notify the officer when the badge is received and the officer will sign for the badge on their Employee Property Card.
- E. If an officer is issued two badges for the same rank, and should leave the department due to retirement or in good standing (see section 1-41-2 D.), the officer may only purchase **one** of the two badges.

1-41-4 PROCESS TO PURCHASE BADGES

Officer eligible to purchase badges will follow the following instructions:

- A. Complete PD Form 4418 (obtained through Property Section) and forward through their Chain of Command.
- B. If approved by the Deputy Chief, the form will be sent to the Fiscal Manager to determine the cost.
- C. The Fiscal Section will return the form to the employee with the cost amount indicated on the form.
- D. After the Property Section has notified the officer that the badge is in, the officer will then present the form along with a check or money order to the Property Section.
- E. The Property Section will indicate on the employee's Employee Property Card the date the badge was purchased.

1-41-5 LOST OR STOLEN BADGES

Nothing in this section is applicable to the incident where an employee loses or has a badge stolen. In those cases, the employee would submit a property issuance request.

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*** GENERAL ORDERS***

Effective: 06/07/2005; Replaces: 09/24/02
05-GOR7

1-42-3

CURRENT OR ON-GOING SIGNIFICANT INCIDENTS

- A. The on-duty communications supervisor will be responsible for initiating a significant incident e-mail for all current or on-going significant incidents as they occur. This will include updates and a final closure of the incident.**

- B. The affected sworn supervisor will be responsible for filling out and sending a significant incident e-mail with all of the final information upon the completion/resolution of the incident.**

**ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS**

Effective: 12/09/03 ADDITION TO THE MANUAL
03-GOR11

1-43 POLICE EXPLORER PROGRAM

POLICY:

The Police Explorer Program is a vital function of the Department in that it identifies, mentors and develops high school age youth for future employment with the Department as Police Service Aides (PSA) and Police Officers. The Department recognizes the importance of the Police Explorer Program in training Explorers in various law enforcement duties resulting in higher quality and committed PSA and Police Officer candidates. The intent of this program is to further the Department's current and future recruitment efforts and increase staffing levels.

PROCEDURES:

1-43-1 CHAIN OF COMMAND
[7]

The chain of command for the Police Explorer Program is the Deputy Chief of Field Services Bureau, Captain of the Northeast Area Command, and the Police Explorer Program Director. Any and all issues related to the Police Explorer Program shall follow this chain of command.

1-43-2 TRAINING SCHEDULE

[N/A] A. The Police Explorers will attend one training meeting per week. The training meetings will be three hours in duration and cover a wide variety of law enforcement related topics. The Police Explorers shall maintain a 70% attendance level for all training meetings.

[6] B. The Police Explorers will be instructed by the most qualified officers related to any given topic, whenever possible or applicable. The Explorer Director or their designee shall coordinate this training. The officers and specialized units needed for conducting such training shall ensure the necessary training is scheduled and completed per the needs of the Explorer Program.

1-43-3 RIDE-ALONG PROGRAM

[N/A] A. The intent of the Ride-Along Program is to allow the Police Explorers to experience law enforcement in the field. The Explorers will be required to complete a notarized Police Explorer Ride-Along/Liability Waiver Form. The Explorer shall update this form, which is to be utilized only for the Explorer Program, every six months.

**ALBUQUERQUE POLICE DEPARTMENT
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Effective: 12/09/03 ADDITION TO THE MANUAL
03-GOR11

1-43-3
cont'd
[N/A]

B. Explorers, who are authorized to participate in the Ride-Along Program and have attended the training meeting immediately prior to the scheduled ride-along, shall be limited to a five-hour tour of duty. The ride-alongs will usually occur on Saturdays, unless altered by the Explorer Director. The Explorer will attend his/her assigned shift briefing at their assigned area command. Explorers shall pass the ride-along minimum skills exam with a 90% prior to being cleared by the Explorer Director for participation in the program.

[6] C. The Field Services Sergeant shall place an Explorer with an officer when the Explorer has been assigned to the squad for a five-hour tour of duty. In the event that the Sergeant has no single officer units, the Sergeant shall find the Explorer an officer to ride with on a different squad. The Sergeant should attempt to place the Explorer with a F.T.O. whenever possible. If there is not a F.T.O. available, then the Sergeant should give consideration to the experience of the officer that he/she is placing the Explorer with.

[6] D. If a problem with an Explorer develops during the ride-along, the officer that the Explorer is assigned to shall immediately notify his/her sergeant. The sergeant shall then relay the information to the APD Explorer Director. The safety of the Explorer shall be the responsibility of the officer that the Explorer is assigned to. Therefore, the officer shall do all that is reasonable to ensure the safety of the Explorer during ride-alongs and field events. The officer shall be responsible for deciding what and how much citizen contact the Explorer will have on a ride-along. The officer shall ensure that the Explorer's evaluation and training book is completed for that tour of duty. The officer shall make the necessary evaluation record in the Explorer's Evaluation/Training book, as well as print and sign his/her name and man number.

[N/A] E. All Explorers are to obey all commands given to them by any sworn officer. Explorers are to follow all directions given to him/her by sworn personnel during post functions and/or ride-alongs. Failure to do so may result in removal from the APD Explorer Program. In the event that an Explorer cannot make a scheduled meeting, ride-along or event, that Explorer shall contact his/her Explorer chain of command immediately.

[6] F. Explorers will periodically be assigned to Communications to orientate them to the dispatch and 911 procedures and operations. The Explorer Program Director will coordinate assignment of Explorers to Communications with the Communications Supervisor. The Communications Supervisor shall assign Explorers to dispatch and 911 consoles. All Explorers will obey all commands given to him/her by the Communications Supervisor and Communications personnel.

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Effective: 12/09/03 ADDITION TO THE MANUAL
03-GOR11

1-43-4 PRISONER TRANSFER FACILITY/SUBSTATION DUTY

- [N/A] A. The APD Police Explorers will be assigned to the PTF at the direction of the APD Police Explorer Director. The PTF duty will usually occur on Friday nights for a five-hour tour of duty, unless otherwise directed by the APD Explorer Director. The Explorers will be under the supervision and guidance of the PTF sworn staff. The amount of prisoner contact that an Explorer is permitted to experience shall be at the discretion of the sworn PTF staff.
- [6] B. The PTF Sergeant shall ensure that an APD Police Explorer Evaluation Form is completed and faxed to the APD Police Explorer Director at the end of the Explorer's tour of duty. This form evaluates the Explorer's performance and aids in the future training of the Explorer.
- [6] C. Explorers shall be assigned to Sub Duty at the direction of the Police Explorer Director. The Explorers will assist in the general operations of the substation to include answering phones, taking walk-in reports, assisting sworn and civilian personnel as needed, and assisting in maintaining security of the facility. The secretarial staff and watch commander shall ensure the Explorers are utilized effectively.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 06/9/99
99-GO3 REPLACES 1995 EDITION

C O N T E N T S

EMERGENCY RESPONSE TEAM

EMERGENCY OPERATIONS PLAN

EMERGENCY EVACUATION

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 06/9/99
99-GOC3 REPLACES 1997 EDITION

EMERGENCY RESPONSE TEAM

I. INTRODUCTION - PURPOSE

The Albuquerque Police Department will maintain a trained Emergency Response Team (ERT) which will be utilized in natural, industrial, commercial and man-made disasters or catastrophes. The team may be utilized to deal with group acts of disruption, violence, disturbance, or any unusual circumstance which would cause a depletion of manpower in a given area command for an extended period of time.

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 06/9/99
99-GOC3 REPLACES 1997 EDITION

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 09/19/01 Replaces 06/09/99

II. EMERGENCY RESPONSE TEAM

The Emergency Response Team is comprised of a group of specially trained officers which can be quickly assembled and deployed at the discretion of the Chief of Police or his designee. The team commander or designee shall have sole responsibility in activating the team or selected squads. Each member will be available for 24-hour call-out and must display the ability to maintain the established standards required of a team member. Teams will be on call on a rotating basis.

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* GENERAL ORDERS*

Effective : 06/9/99 CHANGES IN BOLD
99-GOC3 REPLACES 1997 EDITION

III. MISSION

The mission of the Emergency Response Team is to contain and isolate danger to life, rights of others and property during certain dangerous or potentially dangerous situations.

***The Emergency Response Team is considered the first line of defense (excluding dispatched units) and will be utilized as part of the Emergency Operations Plan.**

ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 09/19/01; Replaces: 06/09/99

IV. EMERGENCY RESPONSE TEAM CHAIN OF COMMAND

Chief of Police

Administrative Bureau Deputy Chief of Police

Operations Review Lieutenant (Admin Duties)

Emergency Response Team Commander (**Lieutenant**)

Four (4) squads comprised of one (1) sergeant and
eleven (11) officers:

1. Team 1
2. Team 2
3. Team 3
4. Team 4

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Effective : 06/9/99
99-GOC3 REPLACES 1997 EDITION

EMERGENCY RESPONSE TEAM

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ALBUQUERQUE POLICE DEPARTMENT
* GENERAL ORDERS*

Effective : 09/19/01; Replaces: 06/9/99

V. EMERGENCY RESPONSE SUPERVISOR AND MEMBER RESPONSIBILITIES

A. Supervisor Responsibilities

1. Assess situation information from the scene supervisor.
2. In coordination with the ERT Commander or Designee, contact Communications and request total or partial ERT call-out. Communications will give ERT Officers staging area information.
3. Assume command of the situation and coordinate activities under the direction of the ERT Commander.
4. Secure transportation of ERT Officers in the event the situation dictates that officers should not respond directly to the scene.
5. Assess the possibility of increasing or decreasing team manpower.
6. Provide updates to the on Duty Area Commander and the **E.O.C., Deputy Chief (if activated), and Chief of Police.**
7. Provide information to the PIO.
8. Provide an "after action report." The report will be prepared in accordance with the guidelines in the Emergency Operations Plan, Section VII D.

B. Team Member Responsibilities

1. When on call, promptly respond to calls for ERT service.
2. Report to the staging area.
3. In the event an ERT Officer cannot respond to a call out because he/she is on a call, the officer shall notify Communications, who will then contact the ERT Supervisor.
4. Comply with ERT Rules and Regulations

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Effective: 09/19/01: Replaces 06/09/01

VI. COMMUNICATIONS CENTER RESPONSIBILITIES

- A. Communications shall maintain a current list of officers and pager numbers. The **Administrative** ERT *Commander will provide Radio Control with this information.
- B. Activation of ERT
 - 1. When the on-scene supervisor determines ERT is needed, he/she will have Radio Control contact the ERT **on call** Commander or Designee.
 - 2. The ERT Commander will notify the team, once this is accomplished, he/she shall inform Radio Control that contact was made.
- C. Communications shall secure and monitor the frequency ERT is operating on.
- D. Communications will contact ERT Officers only after specific instruction by the ERT Commander or Designee.

Effective: 11/01/2005; Replaces: 04/02/03
05-GOR12

Albuquerque Police Department

Emergency Operation Plan

ALBUQUERQUE POLICE DEPARTMENT
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EMERGENCY OPERATION PLAN

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05-GOR12

EMERGENCY OPERATION PLAN

I. INTRODUCTION

- A. The purpose of this handbook is to establish the policy, plans, procedures and responsibilities for responding to unusual occurrences within the City of Albuquerque.

The provisions outlined in this handbook are to ensure that this department is prepared to respond effectively and efficiently to any unusual occurrence and to restore peace and order to the affected areas.

This handbook sets forth general policy and shall serve as a standard operational guide for all members in carrying out the mission of the Albuquerque Police Department in dealing with unusual occurrences.

The handbook is designed around the concept of operational flexibility. It is impossible to devise specific standard procedures for handling all possible situations, for each has its own characteristics and problems. The overall police attitude must be one of moderation, flexibility and controlled response. Since each occurrence is unique, both commanders and supervisory officials must plan and respond according to the nature and size of the situation. The tactical procedures established within this handbook are a guide, and not a substitute for the exercise of sound judgment and proper command and supervision within the context of general departmental policy.

It is imperative that members of the force understand the role of the Albuquerque Police Department during unusual occurrences and the manner by which the department prepares itself to fulfill this role.

- B. Policy - It is the Policy of the Albuquerque Police Department, through effective planning, preparation, training and implementation, to properly respond to all unusual occurrences, and in doing so, safeguard the rights and safety of the citizens of Albuquerque. To this end, the Emergency Operations Plan is developed.
- C. This plan is designed to address several types of unusual occurrences including, but not limited to:
1. Civil Disturbances - Riots, Unruly Demonstrations, etc.
 2. Natural Disasters - Floods, Tornadoes, etc.
 3. Man-made Disasters - Aircraft Accidents, Large Fires, Acts of Terrorism, etc.
 4. Large Hazardous Material Incidents

Specific guidelines addressing these occurrences will be addressed at the conclusion of this plan.

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Effective: 11/01/2005; Replaces: 04/02/03
05-GOR12

II. ACTIVATION PROCEDURES

- A. **ACTIVATION AUTHORITY** - Implementation of this Emergency Operations Plan with the activation of off-duty personnel to address an unusual occurrence, must be authorized by the Chief of Police, Deputy Chief or their designee. Area Commanders may authorize the activation of off-duty officers within their Area Command to address specific short-term occurrences.
- B. **LEVELS OF ACTIVATION** - The levels of activation and authorizing authority for each are as follows:
1. **WATCH MOBILIZATION** - Authorized by the Watch Commander or his designee. This is not an implementation of the Emergency Operations Plan (EOP) but may be an early response to a developing unusual occurrence. In this phase, all or part of a Watch in one Area Command can be assigned to one incident. During this time, our response to calls for service maybe curtailed or handled by other Area Commands.
 2. **CITY WIDE MOBILIZATION** - Authorized by the Chief, or a Deputy Chief of Police or their designees. This is not an implementation of the EOP but may be an early response to a developing unusual occurrence. In this phase, all or part of all on-duty Field *Operations personnel can be assigned to one incident. During this time, our response to calls for service may be curtailed. An appropriate number of on-duty officers will be held in reserve to handle high priority calls for service.
 3. **FIELD SERVICES MOBILIZATION** - Authorized by the Chief, or a Deputy Chief of Police or their designee. This is implementation of the Emergency Operations Plan. In this phase, all Field Services personnel will be activated on a 2-12 hour shift schedule. Call out procedures will be as stated below. All or part of Field Services can be assigned to the unusual occurrence. During this time, our response to calls for service maybe curtailed. An appropriate number of on-duty officers will be held in reserve to handle high priority calls for service.
 4. **DEPARTMENTAL MOBILIZATION** - Authorized by the *Chief of Police or his designee. This is a full implementation of the EOP. In this phase, all Department sworn personnel can be activated on a 2-12 hour shift schedule. Call out procedures will be as stated below. All or part of Field Services personnel can be assigned to the unusual occurrence. Our response to calls for service may be curtailed and will be handled by Field Services or Investigative Bureau. All non *Field Services or Investigative Bureau personnel will be assigned logistical duties as described below.

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Effective: 11/01/2005; Replaces: 04/02/03
05-GOR12

EOP II
cont'd

C. CALL OUT PROCEDURES

1. SHIFTS

Whenever a mobilization is effected, all officers involved in the operational plan will work twelve (12) hour shifts. Shifts will be designated ALPHA (day shift) and BRAVO (night shift).

2. HOURS

The hours for ALPHA/BRAVO have been designated as:

ALPHA	0600 - 1800
BRAVO	1800 - 0600

- a. In the event of an incident, the following should be adhered to when deciding which shift to call in. Incidents which occur between 0001 and 1200 hours, the call out should be ALPHA personnel.
- b. If personnel designated to BRAVO shift are out on the street when the incident occurs (during 0001-1200 hours), they will initially staff perimeter posts or answer calls. When the ALPHA personnel arrive, ALPHA will relieve BRAVO.
- c. If the incident occurs between the hours of 1201-2400, then the call out should be of BRAVO personnel.
- d. The reverse of #2B will be in effect.
- e. Once all the personnel of the incoming shift have been called, then the personnel of the other shift must be called, notified of the ongoing incident, and advised to report at the pre-designated time to relieve the initial group.
- f. All officers will be notified at the beginning of each bid which shift they fall under.
- g. All officers assigned to *Sections other than Field Services will also be advised to which substation they would report in an emergency situation.
- h. The Department will also maintain a modified Alpha/Bravo List consisting of Field Services Officers only, and may activate only the modified list if circumstances warrant a limited response.

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3. VACATION AND DAY OFF CANCELLATIONS

All leaves and days off will be temporarily canceled at the discretion of the *Chief of Police.

4. REPORTING FOR DUTY

Every employee, upon learning that an emergency exists, or that the department has been mobilized, will report to their assigned shift for this plan:

- a. In uniform (avoid polyester blend due to flammability).
- b. To their assigned substation

5. PROCEDURES FOR OFFICER NOTIFICATION

- a. At the beginning of each bid and every 3 months thereafter, the Operations Review Section lieutenant will provide a list broken down by Alpha/Bravo Shift to the Communications Supervisor and Records Supervisor.
- b. In the event of a Department Wide Mobilization: Records personnel, upon being advised by the Communications supervisor, will be responsible for notifying all officers of the emergency and when to report to duty.
- c. If the emergency begins during Watch I and III, PSA's and any Communications personnel that can be spared will assist the civilians assigned to Records and Staff Review in the notification process from the Records Section where the call-out lists will be maintained. The phones in Records will be utilized so as not to tie up the phone lines in the Communications Section.

If the emergency begins during Watch II, Records Section personnel will be responsible for the notification.

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III. COMMAND AND CONTROL

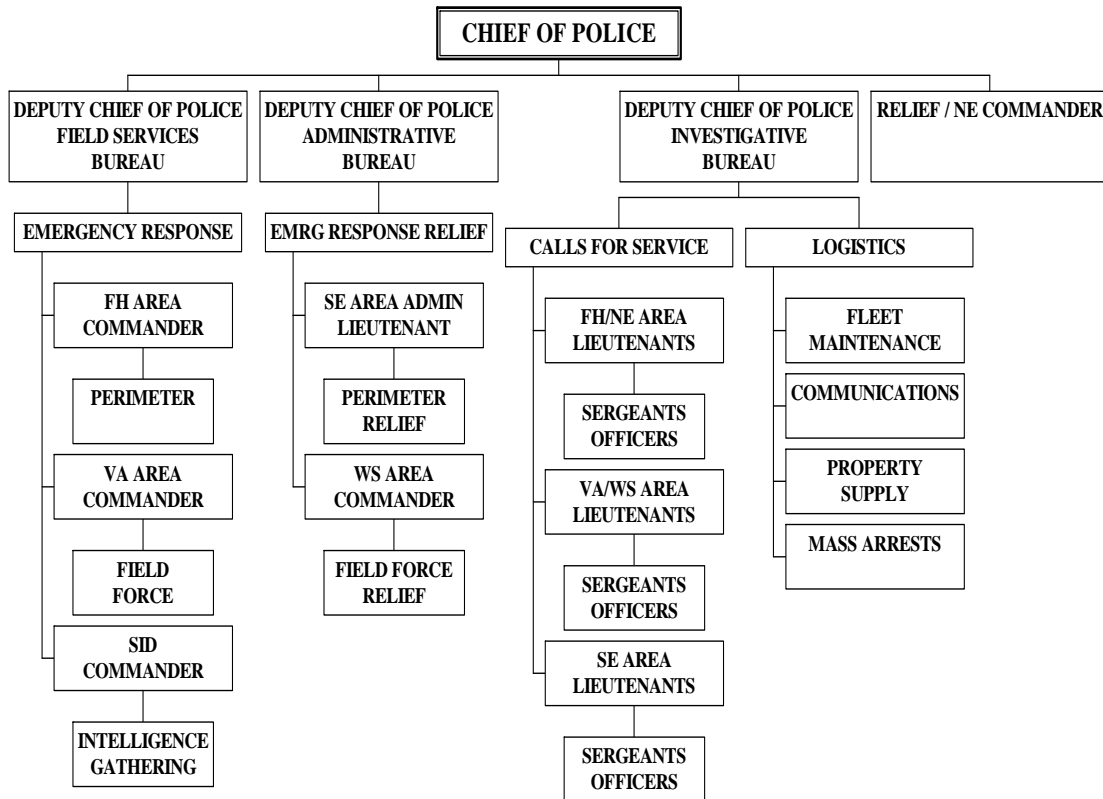
It is imperative that in every level of mobilization, prompt and adequate command and control measures are exercised. The need for coordination and direction is a necessity during an unusual occurrence. In the event multiple agencies are involved, a centralized overall unified command system using the Nation Response Plan (NIMS) will be utilized.

A. **EMERGENCY OPERATIONS COMMANDER** - The Operations Commander for each level of mobilization is as follows:

1. **WATCH MOBILIZATION** - The Watch Commander of the effected Area Command will be in command.
2. **CITY WIDE MOBILIZATION** - The Area Commander of the effected Area Command will be in charge.
3. ***FIELD SERVICES MOBILIZATION** -The Chief of Police or designee will be in command.
4. **DEPARTMENT WIDE MOBILIZATION** - The *Chief of Police will be in command.

B. **COMMAND AND CONTROL ORGANIZATIONAL CHART -**

EMERGENCY OPERATIONS DEPLOYMENT PLAN



NOTE: The number of units/teams/squads utilized depends upon the size and nature of the incident.

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C. COMMANDERS DUTIES AND RESPONSIBILITIES

1. CHIEF'S STAFF

a. CHIEF OF POLICE - Will oversee all operations and activities of the Police Department and that resources are adequately utilized.

1). Maintain liaison with the City administration to keep them informed of the situation and to request outside assistance if needed.

2). To control the dissemination of information to the public and the media.

b. FIELD SERVICES BUREAU - DCOP - (Emergency Operations Commander) will assume command of the emergency operation and insure that all resources committed to this operation are adequately utilized.

Reports to the Chief of Police - All significant events and requests for assistance.

c. INVESTIGATIVE BUREAU - DCOP - Will assume command of personnel assigned to respond to routine calls for service and insure that all resources committed are adequately utilized.

Reports to the Chief of Police - All significant events and coordinates with the Emergency Operations Commander.

d. CRIMINAL INVESTIGATIONS - CAPTAIN - Will assume command of personnel assigned to logistical support of all police operations and insures that all resources are adequately utilized.

e. ADMINISTRATIVE BUREAU - DCOP - Will act as the Emergency Operations Commander in relief of the Field Services Bureau DCOP.

f. PIO - Personnel will be responsible for the timely release of information to the media and public. Community Awareness Unit personnel will be assigned to the PIO to act as rumor control officers.

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- g. LEGAL ADVISOR - Will be responsible for the review of Department operations in order to prevent exposure to civil liability.

2. DIVISION COMMANDERS/ASSIGNED PERSONNEL

- a. AREA COMMANDERS - Will assume command of Field Services, reporting to the Emergency Operations Commander.
 - 1). FOOTHILLS AREA COMMANDER - Relief: S.E. Area Commander.
PERIMETER CONTROL - To ensure that an adequate perimeter is established and maintained to prohibit persons from entering the emergency scene and to keep the scene from expanding if possible. (The specifics of this deployment will be covered in Section IV).
 - 2). VALLEY AREA COMMANDER - Relief: Westside A.C. FIELD FORCE - To provide a mobile field force to address the specific emergency situation. (The specifics of this deployment will be covered in Section IV).
- b. SPECIAL INVESTIGATIONS DIVISION CAPTAIN - Will ensure that timely and effective intelligence is gathered about the emergency situation. The SID Commander will report to the Emergency Operations Commander.

All SID personnel will be assigned as needed to intelligence gathering operations, calls for service response, or receive tactical responsibilities.

- c. CRIMINAL INVESTIGATIONS DIVISION CAPTAIN - Will report to the INVESTIGATIVE BUREAU DCOP and will assume command of citywide response for calls for service outside of the Emergency Operations area. (RELIEF)

COURT SERVICES UNIT - Will assign personnel to handle all administrative paperwork produced by mass arrests and will act as liaison officers between the police department and the courts. All other officers in the section will be assigned to Field Operations to answer calls for service.

All Investigation Division personnel will be assigned as needed to calls for service.

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- d. METROPOLITIAN CRIME LAB MANAGER (Metro Crime Lab) - Will maintain control and coordination of all mass arrests, finger printing, and photographing of prisoners and any crime scene investigations.

All Metro Crime Lab personnel will be assigned to assist in processing mass arrests, fingerprinting and photographing prisoners and crime scene investigation.

- e. *INTERNAL AFFAIRS UNIT LIEUTENANT/PROFESSIONAL STANDARDS SECTION SERGEANT - Will report to the Administrative Bureau DCOP and will monitor police procedures, complaints against officers, civil liability issues and will keep the Chief of Police informed of all investigations.

All *Internal Affairs Unit and Professional Standards Section personnel will be assigned as needed to the above.

- f. SELECTION AND TRAINING DIVISION COMMANDER - Will coordinate he call out of department personnel and direct them to their staging areas. Will report to the Administrative Bureau DCOP to ensure that adequate logistical support is given to personnel responding to the emergency situation and calls for service.

All LESD personnel will be assigned to the above as needed.

- g. PERSONNEL MANAGEMENT DIVISION MANAGER - Will track all personnel time sheets, overtime, comp time, and injury reports. Will report to the Administrative Bureau DCOP to ensure that adequate logistical support is given to personnel responding to the emergency situation and calls for service.

All sworn Administrative Bureau personnel will be assigned as needed to calls for service response.

- h. MOTOR TRANSPORT FLEET MANAGER - Will assume responsibility for ensuring that all needed vehicles are properly maintained and assigned.

All Motor Transport personnel will be assigned to the above.

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D. EMERGENCY OPERATIONS CENTER (EOC) STAFFING

The Emergency Operations Center will be the nerve center of all major operations. It must be activated in any major mobilization of personnel. The EOC will oversee all operations and dispatch Field Forces to address trouble spots. It will have command responsibility for all the deployment and use of resources. Questions as to tactics to use will be left to the field commanders to appropriately assess.

The following will be the appropriate staffing for the EOC:

1. EOC Commander – FIELD SERVICES BUREAU DCOP
Will oversee all operations and dispatch Field Forces to address trouble spots. Will be responsible for a log of daily activities and an After Action report of the entire incident from the EOC perspective.
2. ADMINISTRATIVE BUREAU DCOP - acts as EOC commander in the absence of Field Services Bureau DCOP.
3. Executive Officer - Operations Review Section Lieutenant coordinates the activities of the manpower assigned to the EOC room and ensures that all appropriate records are kept. Monitors command channels.
4. Recorder/Scribe - Operations Review/COP/Chief's Office Secretary - Maintains a log of activities specific to the directions and orders of the EOC.
5. Dispatchers - Communications Section - Manager Dispatches Field Forces.
6. Complaint Sergeant - IA/Recruiting - P/O's or Sergeants assists the dispatchers as well as keeping an accurate log of the activities on that channel.
7. Call Answers - Inspections/Criminal Investigations Division - handles in coming telephone calls.
8. Runners - Recruiting/Criminal Investigations Division - Sergeant or P/O's - Maintains status boards and maps. Maps will depict the location of all Field Forces and designated locations where fires, looting or gun fire has occurred.
9. The Deputy Chief of Field Services Bureau - will keep the Chief of Police posted on a continued basis as to the status of the event.

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IV. DEPLOYMENT

A. DEPLOYMENT OF DEPARTMENT PERSONNEL

1. In the event of a Department Wide mobilization, Field Services personnel will have the primary responsibility of handling the emergency situation.
 - a. The Field Services Bureau Deputy Chief of Police with the assistance of the Administrative Bureau Deputy Chief of Police will make the determination on what units and how many Field Services officers will be called to handle the situation.
 - b. All other Field Services officers, not utilized in the operation, will be assigned to answer calls for service or traffic control.
2. The police department will initiate two (2), twelve (12) hour shifts for all sworn personnel, until the operation is terminated.
3. Field Services will be supplemented by the remaining divisions which will assign their personnel to uniform service for the purpose of answering calls for service.

B. SWORN PERSONNEL DEPLOYMENT

1. FIELD SERVICES

The Field Services Bureau and Administrative Bureau DCOP will determine what Field Services Units are needed and the number of Field Officers needed to handle the operation.

All other Field Services personnel will be placed on an on-call status or assigned to answer calls for service.

2. SID & CRIMINAL INVESTIGATION DIVISION PERSONNEL

Special Investigations Division personnel will assume intelligence gathering and provide tactical support to EOC Commander.

Metropolitan Crime Lab Division personnel will be assigned to Field Services Bureau and assist in the processing of mass arrests and/or to handle crime scenes.

Violent Crimes Detective Supervisors will assign necessary personnel to act as a crime scene team(s) to handle violent crime call-outs.

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All other Criminal Investigators will be assigned to Field Services to answer calls for service. DWI officers will assist in mass arrests.

3. INTERNAL AFFAIRS

INTERNAL AFFAIRS - Will monitor all aspects of the operation for administrative and civil liability issues.

4. SELECTION AND TRAINING AND COURT PERSONNEL

Academy/In-Service/Range - Will be assigned to Field Services to answer calls for service.

Court Services Section personnel - Will be assigned to assist in mass arrest and court liaison.

Officer Selection and Development Section personnel - Will be assigned to Field Services to answer calls for service.

C. EMERGENCY OPERATIONS DEPLOYMENT - Deployment of forces to address an emergency occurrence will generally be as follows:

1. PERIMETER DEPLOYMENT

At the onset of an emergency occurrence, our primary responsibility is to safeguard lives. Therefore, the initial step must be to limit access to the area and keep innocent passers-by out. This must be done by establishing a perimeter around the affected area. Due to initial manpower limitations, it may only be possible to establish a perimeter manning key intersections. As sufficient manpower become present, an airtight perimeter of the affected area will be established.

Officers manning perimeter posts must not allow traffic into the affected area. Residents of the area will be allowed in, once they establish that they reside in the affected area, and that no immediate hostilities are occurring. Media access to areas within the perimeter will be restricted. If media personnel request access, then the officer manning that post should contact the Field Command Post Commander for further instructions.

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2. FIELD FORCE

With the effective establishment of a perimeter to contain the emergency occurrence, it is then imperative to take prompt and effective action to deal with the emergency occurrence. This will range from the need for little response where other agencies are responsible (i.e., Fire, Hazmat, etc.) to a very large scale police response (i.e. civil disturbance). The specifics for each major category of police response is addressed in Section IV, "Operational Procedures".

3. OPEN SPACE SEARCH & RESCUE ASSISTANCE WITH NEW MEXICO STATE POLICE

In accordance with the New Mexico State Statute on search and rescues, the Albuquerque Police Department, Metro Division, Open Space Unit will assist the New Mexico State Police on search and rescue efforts. The following procedure will be followed during search and rescue/missing person situations in Open Space areas:

For Foothills areas call-outs

- A. The On-Duty Supervisor will be summoned to the area where the reporting party believes the missing person was last seen or known to frequent.
- B. Critical information will be gathered immediately and will include, the missing person's name, description, age; time elapsed since the missing person was last contacted; medications/medical conditions/mental conditions present; the frame of mind of the person when last seen (distress state, etc.); the manner of dress of the missing person with regards to the weather conditions; the familiarity the missing person has with regards to the terrain.
- C. This information will be forwarded to the On-Duty Supervisor for the New Mexico State Police who in turn will contact and advise the New Mexico Search and Rescue Team.
- D. The On-Duty Supervisor will coordinate a search of the immediate area. The On-Duty Supervisor will not use civilian volunteers in the search, this is to minimize the chance of secondary search and rescue missions.
- E. The area command will be notified of the event via radio.
- F. The On Duty Supervisor will request the assistance of the Air Unit if conditions warrant.

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For Rio Grande River call-outs

- A. If not on-duty at the time, the Hovercraft pilot/supervisor will be notified by the on-duty supervisor of the nature of the call.
- B. The hovercraft pilot will gather all pertinent information and determine whether a deployment is necessary with approval from the Open Space Commander.
- C. If a deployment is determined to be required, the hovercraft will initiate a call-out for an on-board observer.
- D. This information will be forwarded to the On-Duty Supervisor for the New Mexico State Police who, in turn, will contact and advise the New Mexico Search and Rescue Team.
- E. The On-Duty Supervisor will coordinate a search of the immediate area. The On-Duty Supervisor will not use civilian volunteers in the search. This is to minimize the chance of secondary search and rescue missions.
- F. If the event requires a swift-water rescue, the Albuquerque Fire Department will be notified.
- G. The area command will be notified of the event.
- H. The On Duty Supervisor will request the assistance of the Air Unit if conditions warrant. In all instances the Open Space section Lieutenant and the Metro Division Commander will be notified, when reasonable, and an after-action report will be forwarded through the chain of command immediately following conclusion of the event.

Wild Land Fires:

The Open Space Unit will take preventative action to minimize the risk of catastrophic fires from occurring in the Rio Grande Valley State Park and other Open Space areas. The level of patrol or closure is directly affected by the severity of drought, fire conditions in the Open Space Areas, historic fire information and the Fourth of July holiday.

- A. The Open Space Commander will coordinate with the Open Space Division and the State Forestry Department to determine the fire danger in the Open Space Areas.
- B. During extreme fire conditions the Open Space section will concentrate patrols within these the high risk areas to reduce the fire danger.
- C. The Open Space Section will investigate thoroughly all calls that involve possible fires or smoke within the Open Space Areas.

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1. In the event of a fire, the Open Space Supervisors will insure that the fire department is notified.
2. A Unified Command will be established in accordance with the National Incident Management System (NIMS).
3. Open Space Officers will staff the access points that best allow fire equipment to access the area.
4. Start an evacuation of park visitors, contractors, or other persons in the area.
5. Set up a perimeter to keep non-public safety personnel out of the area.

3. SPECIAL DETAILS

Manpower will be committed as necessary and available to provide escorts to Fire Department responses as well as security for high risk targets including, but not limited to:

- Government Buildings
- Gun Stores
- Liquor Stores

4. COMMAND POST OPERATION

- a. Field Command Posts (FCP) will be utilized to coordinate Field Services and will be established near the affected area. These field command posts can serve as staging areas for personnel and equipment, processing areas for arrestees and meeting areas with community leaders. FCP's will be headed by a Field Commander who will be constantly assessing the situation. A log must be kept documenting all decisions made from the FCP.
- b. The Mobile Command Post and the Mobile Substation can be used FCP's.

D. CALLS FOR SERVICE DEPLOYMENT

All sworn, non-Field Services personnel who are not responsible for a predetermined function will report to an area command to respond to calls for service. Approximate deployment will be as follows:

1. John Carrillo Memorial Community Substation

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Property Crimes Lieutenant	1	Totals:	2 Lieutenants
Academy Lieutenant	1		2 Sergeants
White Collar Sergeant	1		25 Detectives
Recruiting Sergeant	1		
Auto Theft Detectives	11		
NE/Sex Crimes Detectives	14		

2. Phil Chacon Memorial Community Substation

Administrative Lieutenant	1	Totals:	2 Lieutenants
Recruiting Lieutenant	1		2 Sergeants
Academy Sergeant	1		26 Detectives
Advanced Training Sergeant	1		
Juvenile Detectives	26		

3. Gerald Cline Substation - Will assume responsibility for both the Gerald Cline Substation and Shawn McWethy area substation calls for service.

Juvenile Section Lieutenant	1	Totals:	2 Lieutenants
Valley Area Admin Lieutenant	1		4 Sergeants
Juvenile Sergeants	4		26 Detectives
SE/Foothills Detectives	7		
Range Officers	3		
Academy Officers	6		
Recruiting Officers	10		
Traffic Officers Team 1 & 2			

4. Shawn McWethy & Foothills Substations - Will have a limited number of support personnel as determined by the Valley and NE Areas Substation Commanders, respectively.

5. Law Enforcement Center

Traffic Lieutenant	1	Totals:	1 Lieutenants
Foothills/Westside Sergeants	2		2 Sergeants
Freeway Traffic Officers	6		6 Officers

6. Cadets and Reserve Officers will be contacted on as needed and/or availability basis for assignment and reporting area.

7. The Alpha/Bravo list will have personnel assignments based on the level of the emergency. Personnel will report to their specific assignment.

Any of these deployment assignments can be changed at the discretion of the Chief of Police or his representative.

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- E. LOGISTICS DEPLOYMENT - The Logistical Support needed to maintain our response, not only to the emergency occurrence, but also calls for service is of extreme importance. Without this support our response will not be successful. The normal day to day administrative and logistical functions of the Department will be curtailed to focus their efforts in support of the emergency and calls for service response.
1. VEHICLE MAINTENANCE - During a departmental Mobilization under this plan, the following service will be provided by Vehicle Maintenance:
 - a. 24 hour staffing for the servicing and repair of police vehicles.
 - b. 24 hour availability for fueling police vehicles.
 - c. 24 hour availability for towing services.
 - d. Manpower to shuttle vehicles for service, repairs and fueling. This will be coordinated with the Emergency Operations Command and department personnel may be used if available.
 2. Communications - During a departmental mobilization under this plan, the following guidelines will be followed:
 - a. All Communications personnel will be assigned to 2-12 hours shifts, to ensure adequate staffing.
 - b. An adequate number of dispatch channels will be assigned to support the emergency operation. Remaining channels can be used for calls for service response and logistical support.
 3. Property/Supply - During a Department Wide Mobilization under this plan, the following services will be provided by the Financial Management Division:
 - a. 24 hour manning of the Property Section to issue needed equipment and to deliver the equipment if needed.
 - c. 24 hour availability of Financial Management personnel to expedite the purchase of critical equipment and supplies.
 4. Transportation
 - a. Any Albuquerque Police Department specialty vehicle may be used for the transportation of officers during an unusual occurrence (ie: ERT bus, SWAT command post, department utility vehicles).

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5. Mass Arrest and Booking -

During a Department Wide Mobilization under this plan, the following services will be provided:

- a. Arrest/processing/confinement procedures (to include booking).
 1. 24 hour availability.
 2. Field booking near the Emergency Operation Site. The BAT Mobile will be a mobile booking facility. Processing will follow the same procedures as outlined in section 2-14 of the Department SOP Procedural Orders.
 3. Transportation of adult arrestees from Field Booking Site to Detention facility. Patrol vehicles, transport vehicle or buses may be used.
 4. Identify and utilize an alternate Detention facility as needed.
- b. Juvenile offenders:
 1. Juveniles will be processed following the same procedures as outlined in the section 2-34 of the Department SOP Procedural Orders.
 2. Juvenile arrestees will be transported to the Bernalillo County Juvenile Detention Center.
- c. Transportation:

Transportation of prisoners will be conducted as outlined in the Department SOP, Procedural Orders, subsection 2-19-6 A. The Personnel Transport Vehicle may be utilized.
- d. Detention facilities
 1. Adult prisoners will be transported en-masse to the Bernalillo County Detention Center, or other previously identified adult detention facility.
 2. Juvenile prisoners will be transported en-masse to the Bernalillo County Juvenile Detention Center, or other previously identified detention facility.
- e. Evidence collection

Metro Crime Lab Division personnel will be utilized to process crime scenes and the collection of evidence in accordance with established evidence processing procedures. (Metro Crime Lab SOP)

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f. Security

Based upon the size and scope of the emergency, the incident commander will make the determination of the number of officers required to secure areas affected by the incident. Inner and outer perimeters will be established and made secure by utilizing manpower, vehicles and crime scene tape at the following locations:

1. mass arrest sites
2. crime scenes
3. command posts
4. any other site as determined by the incident commander

g. Identification

Field Investigators will fingerprint and photograph all prisoners at the mobile booking site, prior to transport.

h. Defense Counsel visits

No defense counsel visits will be allowed at the mobile booking site. Once prisoners have been booked into the appropriate detention facility, defense visits may be permitted as per the detention facility policy.

i. Court and Prosecutorial Liaison

Court Services Unit will assign personnel to handle all administrative paperwork produced by mass arrests and will act as liaison officers between the police department and the courts.

j. Media Relation/public information

The Department PIO will be stationed at a location pre-determined by the incident commander to handle all media relations as per established Department policy and procedures.

k. Food, Water, Sanitation

Upon the determination of the incident commander, arrangements will be made to provide prisoners with food and water, as needed. Arrangements will be made for portable toilets to be placed at the mass arrest site, if necessary.

l. Medical treatment

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Once the mass arrest plans as been implemented, the Albuquerque Fire Department will be dispatched to the mass arrest site, or where needed to attend to any medical situations as they arise.

- F. DEESCLATION – Once it is determined that an incident is under control, the Incident Commander may authorize a reduction of resources to include perimeter adjustments, manning levels or levels of activation.

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V. COMMUNICATIONS

COMMUNICATIONS - The Communications Section will coordinate and assist in notifying all officers of the emergency call-out, in screening calls for services, in providing adequate relaying of information as needed between the Emergency Operations Command and the officers, and in providing necessary communications support.

A. PROCEDURES FOR IMPLEMENTATION OF EMERGENCY PLAN

When the Communications Section has been advised to implement the Emergency Operations Plan, the following procedures will go into effect immediately:

1. Communications will broadcast on all dispatch frequencies that the Emergency Operation Plan is being implemented.

_____ (code) at _____ (10-20). All assigned units shall respond and switch to _____ (frequency). Units shall respond only when dispatched.
2. Unless another response code is designated by the initiating authority, all units will respond Code 1.
3. A Channel will be designated as the Tactical Channel for this Operation. All units assigned to the Emergency will be advised to switch to the tactical frequency.
4. A Radio Dispatcher will be assigned to the Tactical Channel at all times until the Emergency Crisis is over.
5. A chronological event log will be maintained by dispatch during the entire EOP.
6. Other agencies will be advised of the emergency, as needed.
7. When the EOP is in effect response for services may be curtailed.
 - a. Only felonies, in progress or any life threatening calls shall be dispatched.
 - b. Non-emergency calls may be curtailed until the emergency crisis is over, if necessary.
8. Upon cancellation of the Emergency Operation Plan, all radio frequencies will be advised.

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B. CALL SIGNS

1. The Call Signs to be used during this Emergency Operation Plan for any interactions with the CADS System will be those assigned currently to each Unit. Supplemental Call Signs may be used in the emergency response as authorized by the Emergency Operations Commander.
2. Officer should limit car-to-car MDT text messages to prevent the CADS System from being overloaded.

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VI. EVACUATION PLAN

A. PURPOSE

1. To evacuate any part of Albuquerque which may be in danger from a natural or man-caused disaster.
2. In an emergency, to expedite relocation of 465,000+ evacuated residents of Albuquerque to assigned shelters in host counties and to relocate remaining residents to shelters providing adequate protection.

B. SITUATION

1. There are numerous hazards that could result in a need to evacuate a portion of the city. The most probable of these are floods, hazardous material spills or leaks (e.g., poisonous gasses) and fires.
2. Locations with the most potential for evacuation due to hazardous material accidents include the areas along Interstate Highways 40 and 25 and the AT&SF Railroad. Evacuation will include areas downwind, downhill or downstream from an accident.
3. Potential evacuation areas due to natural disasters (flood, tornado, wildfire etc.) include low lying areas along the Rio Grande and all heavily populated areas. Good warning and prior education are essential for proper evacuation and the system should be tested frequently.
4. Albuquerque is identified in the latest Nuclear Attack Planning Base (NAPB) as a high-risk area subject to blast over-pressures > 2.0 pounds per square inch in the unlikely event of nuclear attack. Approximately 465,912 evacuees from the city and nearby areas will be assigned to locations within Bernalillo County and other New Mexico counties for shelter. All county residents will require fallout sheltering.

C. ASSUMPTIONS

1. Some disasters occur slowly, providing ample time for warning and orderly, well planned evacuation. Many types of disasters, however, occur so rapidly there is no time for evacuation preparation, and in the worst cases, not even time for warning.
2. Evacuation may be required at any time of day or night, and in any kind of weather. Maximum confusion and traffic congestion must be expected.

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3. It is anticipated large numbers of people would voluntarily evacuate upon being alerted of a potential problem or danger.
4. Some people will refuse to evacuate in spite of an obvious, life-threatening hazard. Their name, date of birth, social security number should be documented by the notifying person along with the date and time notified.
5. In most situations evacuees will have little preparation time and will require maximum support in reception areas, particularly for food, bedding and clothing.
6. In any evacuation situation, those directing emergency operations must take extra precautions to insure that people with special needs are taken care of. This includes the elderly, handicapped, nursing home and hospital patients, and prisoners in all confinement facilities in the county.
7. The designated war emergency evacuation routes from Albuquerque are primarily along Interstate Highways 40 and 25. Maximum traffic capacity is approximately 1200 passenger cars per hour per lane of traffic at 55 miles per hour. Most routes have at least a portion of two-lane highway requiring the lower speed limit. The inclusion of commercial vehicles, buses or adverse weather will reduce traffic flow.
8. The American Red Cross will select and provide shelters during all but war-emergency evacuations. Evacuees will be housed in public-type buildings (i.e., schools, churches, etc.) and not in private residences. However, homeowners, will be encouraged, NOT forced, to share their homes with evacuees.

D. CONCEPT OF OPERATIONS

1. The Emergency Operations Center (EOC), located in the Emergency Communications Center, will normally have been activated because of the primary hazard event. If the activation is due to nuclear threat, the Emergency Planning Coordinator will coordinate all evacuation support activities.
2. The on scene police commander will request utilization of the departments mobile command center and/or mobile substation(s) for the on sight command post. The location will be determined by the location and nature of the event. The location should be along major streets and allow for plenty of parking.
3. Additional officers will be called in, in accordance with Section II of the Departments Emergency Evacuation Plan.

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4. In the event of a war-emergency, all EOCs within the county and outside the high-risk areas will activate and supervise evacuation to host areas and the reception and care of those residents assigned within the county.
5. The Mayor or his designee will normally order evacuation due to natural or man-made hazards. Where rapid evacuation is critical to the continued health and safety of the population, the on-scene command authority may order evacuation.
6. The EOC will insure evacuees are instructed to take with them bedding, cots (if available), rugged clothing for two weeks, two weeks supply of easily prepared foods, medical items, etc., if necessary and if time permits.
7. All possible news media will be used to instruct evacuees. Preparation instructions should be passed through the Emergency Operations Center Public Information Officer when it first appears evacuation may be necessary. The emergency broadcast system (EBS) may be utilized for this purpose.
8. Movement and Transportation of Evacuees:
 - a. The preferred method of evacuation is door to door. Officers may also use their P.A. systems and the news media to assist in evacuation. Supervisors need to consider; time and manpower available, special needs of the people to be evacuated, and safety of the officers when determining the method of evacuation. Small areas may be evacuated utilizing the Communications Section and telephoning residents and businesses.
 - b. Providing security outside of the evacuated area is the responsibility of the Police Department.
 - c. Primary evacuation mode will be in private vehicles.
 - d. Evacuation routes for a natural or man-caused disaster will be selected by law enforcement officials at the time of the evacuation decision.
 - e. The primary evacuation route from the nuclear attack high risk areas will be as described above. If alternate or additional routing is required, law enforcement officers will select the best routes available at the time, based on weather conditions affect dirt roads, etc.

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- f. If possible, two-way traffic will be maintained on evacuation routes to permit continued emergency vehicle access. Traffic control points will be located as needed for anticipated traffic volume and complexity of evacuation routes. Major streets can be designated one way out of the area if needed. Emergency vehicles would need designated streets for their exclusive use.
- g. Law enforcement officials will obtain wrecker services to remove disabled vehicles. Evacuees will be taken to the nearest rest area to await bus or truck transportation.
- h. Traffic control devices such as signs and barricades will be provided by public works/road departments and the State Highway Department.
- i. Rest areas may be necessary along the evacuation route and will be designated by the County Sheriff. Patrols will assist people in disabled vehicles.
- j. The Transportation/Resource Officer will coordinate public transportation resources (i.e., school or church buses, vans and multipurpose vehicles).
- k. Prior coordination between high-risk/evacuation area Emergency Planning Council (EPC) and host area EPC for specific evacuation plans is essential for smooth operations. This should include arrangements for the evacuating area to provide additional equipment and operators for shelter upgrade, etc.
- l. Albuquerque will deliver by school bus to the host area reception centers a total of approximately 5,000 people who lack private transportation. The reception centers must be prepared to transport these people onward to their assigned congregate care facilities or fallout shelters. (See Annex K or Albuquerque/Bernalillo County All-Hazard EOP for reception centers.)
- m. Volunteers will deliver approximately 50,000 elderly, infirm or handicapped persons needing evacuation assistance to the closest reception centers. The centers must be prepared to transport them to their assigned congregate care facilities or fallout shelters. Because of medical service availability, these persons should be sheltered in cities with good hospital facilities. (See Annex K)

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- n. By inter-hospital agreement and prior coordination, critical patients from the hospitals in Albuquerque may relocate to primary hospitals in host areas.
 - o. The evacuation of non-ambulatory patients from nursing homes will be by local ambulance service. The Transportation/Resources Coordinator assists in obtaining transportation if requested. The EPC will maintain a list of nursing homes, shelter care homes, etc. as well as points of contact (e.g. doctors, churches, welfare organizations, etc.) to get addresses of other disabled people who need special help.
 - p. The School Superintendent will evacuate Public Schools by public or privately contracted school buses if necessary. However, if sufficient time permits, parents will be notified to pick up their children. This prevents separation of children and parents, and makes school buses available for other transportation needs.
 - q. The Director of Bernalillo County Detention Center is responsible for the evacuation of prisoners from B.C.D.C. He coordinates reception and shelter of prisoners at the facility they're going to. He will coordinate with the other departments to assist in ensuring security of prisoners en route.
 - r. Impediments to evacuation may occur and plans for temporarily sheltering and feeding evacuees at an en route point should be made.
9. Essential industries coordinate the numbers of their essential workers with the Shelter Coordinator, and identify those workers to the reception center. Those from the same industry will be housed in the same facility nearest their work location to permit ease in returning them to perform essential work and to reduce exposure time during fallout. Each industry provides the necessary transportation to and from the risk area. Families of essential workers will be housed with them.
10. The re-entry decision and permission for evacuees to return is made by the Mayor or his designee to the evacuated area after the threat has passed and the evacuated area is determined free of dangerous contamination. Take care to ensure the plume from a hazardous material incident is completely dissipated. The area will be inspected by fire, law enforcement and utilities personnel for safety. Some specific re-entry considerations are:
- a. The threat causing evacuation is completely over.
 - b. No contamination (or a safe level) exists.
 - c. Homes/buildings inspected to determine safety.

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- d. Determine the number of persons in shelters who require transport to their homes.
- e. Determine long-term housing requirements.
- f. Coordinate traffic control and movement.
- g. Inform the public of proper re-entry actions such as cleanup and reactivation of utilities.

E. ORGANIZATION AND RESPONSIBILITIES

1. EVACUATION COORDINATOR - The Mayor assigns this function to either the Police Chief (as Law Enforcement Coordinator), the City EPC or a third reliable person. Among others, the Evacuation Coordinator works with the American Red Cross (ARC), Radiological Coordinator and Reception and Care Coordinator. The ARC assigns shelter after a natural disaster and the Radiological Coordinator/Officer assigns them after a radiological incident.
2. LAW ENFORCEMENT - Determine alternate evacuation routes, provide traffic control, establish security in the evacuated area, and assist in warning the public. Establish parking and security at the reception, lodging and feeding centers.
3. FIRE DEPARTMENT - Respond to hazardous material and fire incidents. Provide on-scene coordination and advise executives on evacuation. Provide fire security in evacuated areas and assistance in warning the public.
4. EMERGENCY OPERATIONS CENTER - Inform the public of evacuation requirements and action, and provide them with other essential emergency information. The Department's P.I.O. should assist in the dissemination of information.
5. PUBLIC WORK/STREET OR ROAD DEPARTMENTS - Maintain evacuation routes and provide traffic control devices.
6. RESOURCES AND TRANSPORTATION - Provide transportation for evacuees without private vehicles. Coordinate with area ambulances for transport of non-ambulatory persons and persons with special needs.
7. ESSENTIAL INDUSTRIES - Must pre-justify essentiality to the EPC for approval by the Mayor or his designee. Essential Industries provide transportation for their workers to/from the industry and the shelter. They identify and transport out of the high-risk area those resources considered essential.

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F. ADMINISTRATION AND LOGISTICS

All transportation, man-hours and other costs associated with evacuations must be itemized in accordance with the State of New Mexico Disaster Assistance Program Local Government Handbook, if reimbursement is desired.

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VII. OPERATIONAL PROCEDURES

OPERATIONAL PROCEDURES - This section will specifically address the operational procedures to be utilized in addressing emergency occurrences. These procedures are designed to guide commanders in the decision making process and not as a mandated course of action. Each occurrence will have its own set of circumstances and the following procedures must be shaped to fit each.

A. FIRST RESPONDER GUIDELINES - The following guidelines are designed to assist First Responders, officers as well as supervisors, in dealing with the initial response phases of the Emergency Operation. This Section will apply generally to all situations.

1. FIRST RESPONDER

The first unit(s) dispatched to the listed type emergencies shall initiate the following activities:

- a. Protect life and property as much as possible.
- b. Advise the appropriate supervisor of the situation.

Until the supervisor arrives, the on-scene primary officer will be in charge of the scene.

- c. Distance themselves far enough away for their protection, but close enough to observe activities.
- d. Help establish locations for officers to set up a perimeter around the disaster/disturbance.
- e. Request additional assistance and direct their response.
- f. Notify Radio if rescue, fire or ambulances are needed or if it is not safe for these units to enter the scene.
- g. Begin evacuation of endangered persons, if possible.

2. ON-SCENE SUPERVISOR

The Sector supervisor shall initiate the following activities:

- a. Take charge of the scene from the responding officer.

The responding officer will then become the scene scribe, documenting all activities.

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- b. Establish an on-scene Command Post.

The Command Post should be situated far enough away from the disaster for safety, but close to monitor activities.
- c. Secure a radio channel for the operation.
- d. Notify the appropriate on duty lieutenant.
- e. Utilize necessary officers and other responding agencies (AFD, etc.) to gather intelligence as to the size and scope of the disaster and gather casualty information to ensure that proper aid is summoned.
- f. Set up a perimeter around the disaster.
 - 1. The perimeter shall be utilized to contain all participants and to prohibit others from entering the area. This should be coordinated with other responding agencies (AFD, NMSP, etc.).
 - 2. Assign an officer to meet and gather the press in one specific area.
- g. Help establish an evacuation area for victims and other citizens wishing to leave the affected area.
- h. Gather enough information to brief the Watch Commander and other responding units.
- i. Activate Specialized Units as necessary to respond as a Field Force to quell the disturbance or assist with disaster relief.
- j. Establish patrol units to patrol for possible looters in the area.
- k. If the disaster involves hazardous materials notify NMSP for an E.R.O. response.

3. FIELD LIEUTENANT DUTIES

- a. Arrive at the Command Post and conduct briefing with on-scene supervisor.
 - 1. Notify Area Commander.
 - 2. Determine what manpower will be needed.

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Determine if it will be a long or short operation.

- b. Shift Mobilization
 - 1. Proportion: 3 officers to work disaster, 1 to answer calls for service.
 - 2. Coordinate with other Shift Commanders for additional manpower.
- c. Establish triage and evacuation areas with Fire and medical personnel.

Utilize schools as primary areas.

Coordinate with APS and Red Cross, (if necessary).
- d. Brief Area Commander and Tactical Commander, (if necessary).
- e. Notify Public Information Officer and establish media area.
- f. Determine if the disaster will require a higher level activation of the Emergency Operations Plan.
- g. Ensure a detailed incident report is written and forwarded up the chain of command.

B. NATURAL/MANMADE DISASTERS

OPERATION PROCEDURES - Our response to disasters will be an expanded version of First Responder duties with primary emphasis on:

- 1. Scene Identification - Insure that the true extent of the disaster scene is known.
- 2. Establish a Perimeter - To prevent unauthorized persons from entering the scene.
- 3. Render aid to injured.
- 4. Evacuation - To evacuate endangered persons to known locations.
 - a. Logging of persons evacuated and to where, if time permits.
 - b. Logging of persons who refuse to be evacuated.

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5. Protect property from looting.
6. Summon additional resources as needed to accomplish these tasks.

C. CIVIL DISTURBANCES

OPERATIONAL PROCEDURES

At the onset of a civil disturbance, our primary responsibility is to safeguard lives. Therefore, the initial step must be to limit access to the area and keep innocent passers-by out. This must be done by establishing a perimeter around the affected area. Due to initial manpower limitations, it may only be possible to establish a perimeter manning key intersections. As sufficient manpower becomes present, an airtight perimeter of the affected area will be established. It may be necessary to request manpower from neighboring jurisdictions to assist us in manning these posts.

Officers manning perimeter posts must not allow non-emergency traffic into the affected area. Residents of the area will be allowed in once they establish that they reside in the affected area, and that no immediate hostilities are occurring.

With a sound perimeter in place, it is then essential to take reasonable and timely actions to stop the civil disturbances that affect the safety and well-being of the citizens. To this end, the following principles will be used to guide our response:

1. Crowd Management

The principal of "confrontation management" will be used to manage a mass demonstration in accordance with the following guidelines for the crowd control force:

- a. Where the threat of violence is not expected, a minimum number of personnel shall be positioned for crowd control.
- b. Officers involved in crowd control WILL be in uniform.
- c. Officers will be positioned, where possible, in such arrangements that physical contact with the crowd can be kept to a minimum.
- d. It shall be their task to assess the mood of the crowd and to respond to changes in the crowd's behavior as directed by the on-scene commander, who must be aware of the type of crowd that is being managed.

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- e. The Sergeants will brief officers in advance regarding what to expect from participants and what types of alternative responses the officers may anticipate.
 - f. The Emergency Operations Commander will determine and order the type of response deemed necessary and officers will act in unison, following the direction of their supervisor.
 - g. Officers will not engage in demonstration-related discussions with participants and will maintain a neutral attitude.
2. Definitions
- a. Demonstration - a public display of group feelings toward a person or cause.
 - b. Riot - a violent public disorder; a tumultuous disturbance of the public peace by three or more persons assembled together and acting with a common intent.
3. Field Force Concept
- a. A Field Force is a platoon of police officers and Sergeants led by a Lieutenant. It usually consists of eight person squads, but can be larger or smaller depending on the circumstances.
 - b. The Field Force is designed to provide a rapid and organized response to major events. It can be deployed to restore order, rescue victims, and isolate problem areas. It is the main tactic used to resolve disturbances.
 - c. All actions are under the command of the Field Force leader, a Lieutenant.
 - d. It will be every Sergeant's responsibility to insure that the officers under their supervision do not take any individual action, or break formation to engage demonstrators.
 - e. Before a Field Force is deployed, the Field Force leader will insure that Squad Sergeants inspect personnel and vehicles to make sure that all needed equipment is present, unauthorized equipment is not present, and that vehicles contain adequate fuel and Field Force markings.

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f. All Field Force officers and supervisors will have their helmet with face shield, gas mask, and baton.

4. Field Force Teams - Will be comprised as follows:

a. Tactical Field Force Team - Is a rapid deployment Field Force Team. The Tactical Field Force will be contacted immediately and will report as directed. After the first twelve hour shift, the Tactical Field Force's hours will be determined by the Emergency Operations Commander. The Tactical Field Force will be assigned to high threat level areas.

b. The units comprising this Field Force may include:

*TACT Team Personnel, K-9 Unit, Horse Mounted Unit, and ERT Team personnel as needed.

c. The Tactical Field Force, if applicable, will be used for the following situations:

1. Sniper Incidents
2. Disturbances - Shots are being fired
3. Acts of Terrorism

d. Optional Deployment of ACT Team(s) - An optional deployment of SWAT units is to utilize 4-8 man team to support other field forces to provide counter sniper capabilities.

e. Field Force Teams - Other Field Force Teams may be needed in resolving an emergency situation. This team will be made up of the following:

1. Patrol Field Force Team - Consisting of patrol officers and supervisors.
2. Utilization of Field Force Teams - These Field Force Teams will be used to take direct action to quell disturbances or riot when illegal activity is involved and there is a threat to the safety and well being of citizens. This action includes the use of the following:
 - a. Controlled Use of Force

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1. Baton
2. Chemical Agent
3. Less Lethal Ordinance
3. Tactical Formations
4. Communications/Commands
- f. Field Force Composition (Standard E.R.T. Configuration)
 1. Field Force Leader

The Leader is a lieutenant who commands the Field Force. A sergeant, will assist him as alternate Field Force Leader and maintain an activity log for the After Action Report.
 2. Field Force Squad

A Squad is the basic element of the Field Force. It is led by a sergeant. Each squad consists of eleven police officers, one sergeant and three marked vehicles. Each squad is numbered 10, 20, 30, or 40, depending on their position in the Field Force. The second vehicle in the squad is numbered 11, 21, 31, or 41.
 3. Prisoner Transport Vehicle

The PTV, call number thirty nine (39), will be assigned with two police officers at the rear of the Field Force formation.
 4. Personnel for Standard four Squad Field Force

1	Lieutenant (Leader)
4	Sergeants - To serve as Squad Supervisors and alternate Field Force Leader.
44	Officers - 11 per Squad and two as Arrest Team
—	
49	Total
 5. Vehicles for standard field force

1	Lieutenant's vehicle (Lt., Sgt.)
11	Squad vehicles - Three for each squad

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	First vehicle - Sergeant and 3 officers
	Second and third vehicle - 4 officers
1	Arrest Vehicle
—	
13	Total

g. Field Force Equipment

All officers, supervisors and commanders will have their helmet with face shield, gas mask and baton.

1. Protective shields will be carried while in formation by all officers when directed by the Field Force Leader.
2. Shotguns Eight (8) per Field Force, two per squad. Arrest Team does not need a shotgun.
3. Radios Two radios per squad (minimum). Three radios in leaders car, one in arrest wagon. A total of twelve (12) radios (Minimum) per Field Force.
4. Supervisors will have their "less lethal" shotguns available.
5. Supervisors will have their "tasers" available.

h. Communications

Communication is an essential tool in crowd management. It ensures unity of action among police officers and that police officials and crowd leaders understand one another. It must be constant, clear, and immediate.

i. Use of Force

1. Force as used herein, is defined as the employment of physical contact or weapons in order to disperse or contain a crowd, effect arrests, or protect lives and property. Force shall only be used when other less stringent means have not been or would not be effective. In all instances, only the minimum amount of force shall be used. Such force shall be immediately discontinued upon accomplishment of the mission.

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2. The application of force is confined to the escalating levels of force as outlined below, although circumstances may require that one or more levels be omitted dependent upon the level of opposition encountered.
 - a. Show of force.
 - b. Ultimatum to disperse and leave the area or face arrest.
 - c. Tactical use of riot formations – Various formations can be utilized by Mobile Field Forces to disperse crowds.
 1. Formations include:
 2. Platoon Skirmish Line/On foot and mobile
 3. Squad Skirmish Line/On foot and mobile
 4. Squad Rescue Circle/On foot and mobile
 5. Formations are often used in conjunction with the use of chemical agents, riot shields, and baton.
 6. The specifics of each formation will be addressed in the Departmental Training for Riot Control Tactics.
 - d. Use of baton.
 1. The baton shall be used primarily as a defensive weapon. It is desirable to maintain a low profile during non-critical periods, therefore, care should be taken to avoid any aggressive or intimidating appearance through the inappropriate handling of the baton. It will be used with extreme caution so as not to unnecessarily injure the individual.

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2. The baton may be used as an offensive weapon when it is employed tactically (i.e., held with hands at each end and extended from the body) as a show of force, or to contain or disperse a crowd. The determination to use the baton offensively shall be made by the Field Force commander.
- e. Use of chemical agents
1. The term "chemical agents," as used in this plan, refers to all forms of gaseous irritants approved by the department for crowd control purposes. It does not include the individual aerosol chemical dispensers which will be used against crowds only if necessary in a defensive capacity. Individual aerosol dispensers may be used offensively, if justified by the circumstances to subdue individual violators. Such offensive use against crowds shall be used only upon the order of a supervisor.
 2. The use of chemical agents will require the authorization of the on-scene commander or his designee. Any use of a chemical agent which has not been specifically approved by the on-scene commander will be verbally reported to him as soon as possible.
 3. Chemical agents will be used primarily as an offense weapon to disperse unlawfully assembled crowds to protect lives and property when circumstances indicate its use to be the most effective means of accomplishing the objective. Unit supervisors will ensure that avenues of escape are available to the crowd before using chemical agents in an offensive capacity.
 4. Chemical agents may be used as a defensive weapon to prevent injury when less forceful methods would not be effective and when other means of assistance are not readily available.

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5. Only specially trained officers of the department will be allowed to carry and use chemical agents.
6. These specially trained officers will be directly supervised by their unit supervisor who, when ordered to use chemical agents, will personally direct their use, monitor effects, and order their use discontinued when the objective is accomplished. The on scene commander will in all cases be responsible for insuring that the use of chemical agents is limited to the amount required to accomplish the mission.
7. Chemical projectiles will not be launched directly at a crowd. Pepper Foggers can be utilized, as they can control the amount of chemical agent that is disbursed.
8. Individuals in police custody who have been affected by chemical agents will be given an opportunity, when practical, to relieve the effects of the irritant by washing and flushing the affected areas with cold water. Individuals who complain of continued irritation will be provided medical treatment.
9. All uses of chemical agents will be recorded in the Command Post Log. The information logged will include; the circumstances requiring the use, authorization for or notification of use, the types and, as nearly as possible, the amounts of chemical agents used, the tactical results of the use, and reports of ill effects, other than normal irritation, and hospitalization that was apparently due to effects of chemical agents.
10. Numerous issues must be considered prior to deploying chemical agents:
11. Have all police personnel been made aware of its impending use?
12. Have uninvolved area residents been made aware of its impending use?

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13. Direction of wind.
 14. Is there a hospital, nursing home, or elderly housing complex in the vicinity?
 15. Will chemical agents interfere with freeways or highways where drivers may be affected?
 16. Can fires start as a result of chemical agent usage?
 17. Are all field force personnel prepared for chemical agent deployment?
- f. Use of tasers
1. Tasers may be authorized by the on-scene commanders, and shall be applied in accordance with Department Standard Operating Procedures.
 2. Tasers may be deployed utilizing a
 - a. Show option
 - b. Contact option
 - c. Standoff option
 3. All cases where the Taser is utilized will be properly documented.
3. The use of force will be authorized by the on-scene commander and shall be applied in accordance with the department's Standard Operating Procedures. Individual officers may use necessary force independently if their personal safety or that of other persons is immediately jeopardized or when necessary to effect an arrest for a felony or crime of violence.
4. The application of force will be immediately discontinued upon a determination by the on-scene commander that the situation requiring the use of force has been alleviated. Individual members who act independently shall be guided by the same principle.

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5. The on-scene commander shall be given verbal notification as soon as practicable of any use of force not directed by him.

j. Police Lines

1. The objective of a police line is to impede the continuous forward movement of an unruly crowd and indicate a state of readiness to react forcefully if necessary.
2. Police lines will not be utilized to impede the movement of a crowd when there is no potential for unlawful activity.
3. If it becomes necessary to use tactical maneuvers to disperse a crowd, it will be accomplished by the use of established tactical formations.
4. A police line comprised of either uniformed personnel or blockade devices such as barricades, ropes or vehicles, will be established at the direction of the on-scene commander if it becomes necessary to isolate an area where large scale unlawful activity is occurring, or has the potential of occurring.
5. Supervisors may establish a police line to prevent damage to a specific target, such as a building, a utility, or a business area.
6. Persons who reside, are employed, have a business, or have business of an emergency nature, in an area marked off by a police line, will normally not be prevented from entering the area unless their safety would be jeopardized or their entry would interfere with police operations. Persons not falling into one of these categories will be prohibited from crossing a police line into the isolated area until order has been restored and the police line removed.
7. Officers on a police line receiving verbal harassment will not break ranks to make arrests or engage in verbal confrontations. However, assault or physical attacks against officers or thrown missiles capable of inflicting injury will not be tolerated. Supervisor will direct their officers to make every effort to identify and arrest those engaged in such activity.
8. A reasonable effort will be made to notify the public via the news media any time normal vehicular and pedestrian traffic in a large area of the city is affected by an established police line.

k. Crowd Dispersal

1. When the intensity level of a crowd rises and results in unlawful disruption, either through violent or passive means, to the extent that the on-scene Commander determines the need for a positive police response, he will instruct affected command officers and supervisors to issue warning to the crowd to disperse if time and circumstances permit. Unit supervisors will use the following procedures when issuing such warnings:

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- a. Warnings will be issued with amplification and repetition as necessary to be heard by the entire crowd.
 - b. Designated supervisors will issue warnings from stationary vantage points observable to the crowd or a large number of participants.
 - c. When necessary, additional warnings will be given from police vehicles equipped with public address systems, moving around the crowd.
 - d. The warning will consist of an announcement that the assembly or violations which are being committed are unlawful and request or order, whichever is applicable, that the crowd disperse. Whenever possible, this warning shall be written out prior to announcement to ensure clarity, accuracy, and consistency, if the warning is repeated.
 - e. The entire warning process will be documented by means of an audio/visual recording, if available.
2. Verbal Persuasion
- a. As an initial means of dispersing a crowd under static conditions, the on-scene Commander will attempt to verbally persuade the crowd to disperse of its own accord through announced exit routes.
 - b. If the crowd refuses to disperse after a reasonable amount of time following the initial warning, the on-scene Commander will issue a final warning ordering the participants to disperse or be subject to arrest.
 - c. If the crowd continues its refusal to disperse after a reasonable amount of time following the final warning, the on-scene Commander will direct that the violators be arrested.
 - d. The number of warnings given, the method used, and the time intervals between warnings and between the final warnings and any order to arrest, will be recorded on the command post log. Documentation will be made (pictorially if possible) of exit routes available to the crowd, and of any persons who leave the area.
1. Equipment
- The following types of equipment will be maintained for use in riot control situations.
1. Helmets/Face Shields - Issued to all officers.
 2. Gas Masks - Issued to all officers.

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EOP VII C. 4.
Cont'd

3. Riot Batons - Issued to all officers.
4. Riot Shields - To be maintained at each substation. These will be secured with controlled access.
5. Chemical Agents - Will be maintained in usable condition at the following locations:
 - i. Each Area Command Substation
 - ii. Tactical Section
 - iii. APD Property Section
6. Less lethal shotguns
 - i. Bean Bag Rounds
 - ii. Rubber Pellet Rounds
7. Taser with nylon holster

D. MUTUAL AID

1. Assistance from other police agencies may be necessary to deal with an unusual occurrence or to initially cut off access to an area when not enough on-duty manpower is available. The use of these personnel must be restricted to guarantee compliance with the Albuquerque Police Department's policies and procedures. Requests for assistance must emanate from the Command Post with the approval from the Chief of Police or his designee.
 - a. The extent of our reciprocal response to other agency's requests for assistance will be governed by existing Mutual Aid Agreements. If none are in place, our response will be governed by type of emergency, manpower and resources available and applicable existing laws.
 - b. Mutual Aid Agreement will be maintained with the following agencies as well as others deemed necessary:
 1. New Mexico State Police
 2. Bernalillo County Sheriff's Office
 3. New Mexico National Guard

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EOP VII D.

Cont'd

2. It is imperative that liaison and communications be established with assisting agencies. A representative from that agency will be assigned to the Command Post. Assisting agency personnel will be primarily used to staff perimeters and special details.

E. EMERGENCY POWERS

1. City Ordinance, Article III 1-3, provides the Mayor with the power to declare an emergency and to invoke curfews and restrict the sale of hazardous materials (i.e. gasoline, ammunition, etc.)
2. The above ordinance is an effective tool in dealing with unusual occurrences and should be utilized when appropriate.

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VIII. AUDIT AND REVIEW

A. ADMINISTRATION

EMERGENCY RESPONSE COORDINATOR

* The Deputy Chief of the Field Services Bureau - Will act as the Emergency Response Coordinator for the Department.

DUTIES AND RESPONSIBILITIES

1. Plans responses to unusual occurrences.
2. Acts as liaison between the Department and other emergency services, i.e., Fire Department, Office of Emergency Preparedness, ambulance service, etc. This liaison includes planning exercises, operational responses and the recovery from unusual occurrences.
3. Maintains an up-to-date Emergency Response Handbook and ensure publication of any changes to the handbook.
4. Ensures the Department Emergency Operations Plan is reviewed annually and updated when necessary in accordance with State regulations and Accreditation.
5. Directs that equipment maintained for Emergency Operations Response is inspected monthly.

B. The purpose of this plan is to make provisions for the following:

1. Communications
2. Alert Stages
3. Primary and Alternate Assembly Areas
4. Equipment Distribution
5. Special Task Force Activation
6. Key personnel Designation
7. Transportation Requirements
8. Management Control Measures
9. Rehearsals/Training

C. AUDITING OF THE EMERGENCY OPERATION PLAN

1. Once a year the Inspections Unit and the Emergency Operations Coordinator will review the EOP to insure that it is current.
2. At least once every three years, the Operations Review Lieutenant will conduct a documented analysis of incidents and training effectiveness of the Emergency Operations Plan.
3. During Sergeant's Monthly Vehicle Inspection, an inspection of EOP equipment is included (for operational readiness).

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EOP VIII C.
Cont'd

4. On a monthly basis, ERT and Tactical Personnel will inspect and account for EOP equipment for operational readiness.

D. AFTER-ACTION REPORT

An After-Action Report shall be prepared by division commanders within five (5) calendar days of the return to normal operations. The report shall be submitted to the Commander of the Operations Support Section, along with a copy of the Unit Event Log.

1. The After-Action Report shall contain a complete and detailed report of:
 - a. Problem encountered.
 - b. Highlights of significant events and unsatisfactory conditions.
 - c. Any recommendations for improvement.
2. The Unit Event Log shall contain a list of all events that occurred in chronological order. Information for each event will include:
 - a. The date and time that each event occurred.
 - b. Brief description of the event.
 - c. Unit action(s) taken.
 - d. Outcomes, such as number of persons arrested.

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EVACUATION APPENDIX

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I. PURPOSE

- A. To evacuate any part of Albuquerque which may be in danger from a natural or man-caused disaster.
- B. In an emergency, to expedite relocation of 465,000+ evacuated residents of Albuquerque to assigned shelters in host counties and to relocate remaining residents to shelters providing adequate protection.

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II. SITUATION

- A. There are numerous hazards which could result in a need to evacuate a portion of the city. The most probable of these are floods, hazardous material spills or leaks (e.g., poisonous gasses) and fires.
- B. Locations with the most potential for evacuation due to hazardous material accidents include the areas along Interstate Highways 40 and 25 and the AT&SF Railroad. Evacuation will include areas downwind, downhill or downstream from an accident.
- C. Potential evacuation areas due to natural disasters (flood, tornado, wildfire etc.) include low lying areas along the Rio Grande and all heavily populated areas. Good warning and prior education are essential for proper evacuation and the system should be tested frequently.
- D. Albuquerque is identified in the latest Nuclear Attack Planning Base (NAPB) as a high risk area subject to blast over-pressures > 2.0 pounds per square inch in the unlikely event of nuclear attack. Approximately 465,912 evacuees from the city and nearby areas will be assigned to locations within Bernalillo County and other New Mexico counties for shelter. All county residents will require fallout sheltering.

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III. ASSUMPTIONS

- A. Some disasters occur slowly, providing ample time for warning and orderly, well planned evacuation. Many types of disasters, however, occur so rapidly there is no time for evacuation preparation, and in the worst cases, not even time for warning.
- B. Evacuation may be required at any time of day or night, and in any kind of weather. Maximum confusion and traffic congestion must be expected.
- C. It is anticipated large numbers of people would voluntarily evacuate upon being alerted of a potential problem or danger.
- D. Some people will refuse to evacuate in spite of an obvious, life-threatening hazard. Their name, date of birth, social security number should be documented by the notifying person along with the date and time notified.
- E. In most situations evacuees will have little preparation time and will require maximum support in reception areas, particularly for food, bedding and clothing.
- F. In any evacuation situation, those directing emergency operations must take extra precautions to insure that people with special needs are taken care of. This includes the elderly, handicapped, nursing home and hospital patients, and prisoners in all confinement facilities in the county.
- G. The designated war emergency evacuation routes from Albuquerque are primarily along Interstate Highways 40 and 25. Maximum traffic capacity is approximately 1200 passenger cars per hour per lane of traffic at 55 miles per hour. Most routes have at least a portion of two lane highway requiring the lower speed limit. The inclusion of commercial vehicles, buses or adverse weather will reduce traffic flow.
- H. The American Red Cross will select and provide shelters during all but war-emergency evacuations. Evacuees will be housed in public-type buildings (i.e., schools, churches, etc.) and not in private residences. However, homeowners, will be encouraged, NOT forced, to share their homes with evacuees.

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IV. CONCEPT OF OPERATIONS

- A. The Emergency Operations Center (EOC), located in the Emergency Communications Center, will normally have been activated because of the primary hazard event. If the activation is due to nuclear threat, the Emergency Planning Coordinator will coordinate all evacuation support activities.
- B. The on scene police commander will request utilization of the departments mobile command center and/or mobile substation(s) for the on sight command post. The location will be determined by the location and nature of the event. The location should be along major streets and allow for plenty of parking.
- C. Additional officers will be called in, in accordance with Section II of the Departments Emergency Evacuation Plan.
- D. In the event of a war-emergency, all EOCs within the county and outside the high risk areas will activate and supervise evacuation to host areas and the reception and care of those residents assigned within the county.
- E. The Mayor or his designee will normally order evacuation due to natural or man-made hazards. Where rapid evacuation is critical to the continued health and safety of the population, the on-scene command authority may order evacuation.
- F. The EOC will insure evacuees are instructed to take with them bedding, cots (if available), rugged clothing for two weeks, two weeks supply of easily prepared foods, medical items, etc., if necessary and if time permits.
- G. All possible news media will be used to instruct evacuees. Preparation instructions should be passed through the Emergency Operations Center Public Information Officer when it first appears evacuation may be necessary. The emergency broadcast system (EBS) may be utilized for this purpose.
- H. Movement and Transportation of Evacuees:
 - 1. The preferred method of evacuation is door to door. Officers may also use their P.A. systems and the news media to assist in evacuation. Supervisors need to consider; time and manpower available, special needs of the people to be evacuated, and safety of the officers when determining the method of evacuation. Small areas may be evacuated utilizing the Communications Section and telephoning residents and businesses.
 - 2. Providing security outside of the evacuated area is the responsibility of the Police Department.
 - 3. Primary evacuation mode will be in private vehicles.

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4. Evacuation routes for a natural or man-caused disaster will be selected by law enforcement officials at the time of the evacuation decision.
5. The primary evacuation route from the nuclear attack high risk areas will be as described above. If alternate or additional routing is required, law enforcement officers will select the best routes available at the time, based on weather conditions affect dirt roads, etc.
6. If possible, two-way traffic will be maintained on evacuation routes to permit continued emergency vehicle access. Traffic control points will be located as needed for anticipated traffic volume and complexity of evacuation routes. Major streets can be designated one way out of the area if needed. Emergency vehicles would need designated streets for their exclusive use.
7. Law enforcement officials will obtain wrecker services to remove disabled vehicles. Evacuees will be taken to the nearest rest area to await bus or truck transportation.
8. Traffic control devices such as signs and barricades will be provided by public works/road departments and the State Highway Department.
9. Rest areas may be necessary along the evacuation route and will be designated by the County Sheriff. Patrols will assist people in disabled vehicles.
10. The Transportation/Resource Officer will coordinate public transportation resources (i.e., school or church buses, vans and multipurpose vehicles).
11. Prior coordination between high-risk/evacuation area Emergency Planning Council (EPC) and host area EPC for specific evacuation plans is essential for smooth operations. This should include arrangements for the evacuating area to provide additional equipment and operators for shelter upgrade, etc.
12. Albuquerque will deliver by school bus to the host area reception centers a total of approximately 5,000 people who lack private transportation. The reception centers must be prepared to transport these people onward to their assigned congregate care facilities or fallout shelters. (See Annex K or Albuquerque/Bernalillo County All-Hazard EOP for reception centers.)
13. Volunteers will deliver approximately 50,000 elderly, infirm or handicapped persons needing evacuation assistance to the closest reception centers. The centers must be prepared to transport them to their assigned congregate care facilities or fallout shelters. Because of medical service availability, these persons should be sheltered in cities with good hospital facilities. (See Annex K)

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14. By inter-hospital agreement and prior coordination, critical patients from the hospitals in Albuquerque may relocate to primary hospitals in host areas.
 15. The evacuation of non-ambulatory patients from nursing homes will be by local ambulance service. The Transportation/Resources Coordinator assists in obtaining transportation if requested. The EPC will maintain a list of nursing homes, shelter care homes, etc. as well as points of contact (e.g. doctors, churches, welfare organizations, etc.) to get addresses of other disabled people who need special help.
 16. The School Superintendent will evacuate Public Schools by public or privately contracted school buses if necessary. However, if sufficient time permits, parents will be notified to pick up their children. This prevents separation of children and parents, and makes school buses available for other transportation needs.
 17. The Director of Bernalillo County Detention Center is responsible for the evacuation of prisoners from B.C.D.C. He coordinates reception and shelter of prisoners at the facility they're going to. He will coordinate with the other departments to assist in ensuring security of prisoners en route.
 18. Impediments to evacuation may occur and plans for temporarily sheltering and feeding evacuees at an en route point should be made.
- I. Essential industries coordinate the numbers of their essential workers with the Shelter Coordinator, and identify those workers to the reception center. Those from the same industry will be housed in the same facility nearest their work location to permit ease in returning them to perform essential work and to reduce exposure time during fallout. Each industry provides the necessary transportation to and from the risk area. Families of essential workers will be housed with them.
- J. The re-entry decision and permission for evacuees to return is made by the Mayor or his designee to the evacuated area after the threat has passed and the evacuated area is determined free of dangerous contamination. Take care to ensure the plume from a hazardous material incident is completely dissipated. The area will be inspected by fire, law enforcement and utilities personnel for safety. Some specific re-entry considerations are:
1. The threat causing evacuation is completely over.
 2. No contamination (or a safe level) exists.
 3. Homes/buildings inspected to determine safety.
 4. Determine the number of persons in shelters who require transport to their homes.
 5. Determine long-term housing requirements.
 6. Coordinate traffic control and movement.
 7. Inform the public of proper re-entry actions such as cleanup and reactivation of utilities.

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V. ORGANIZATION AND RESPONSIBILITIES

- A. **EVACUATION COORDINATOR** - The Mayor assigns this function to either the Police Chief (as Law Enforcement Coordinator), the City EPC or a third reliable person. Among others, the Evacuation Coordinator works with the American Red Cross (ARC), Radiological Coordinator and Reception and Care Coordinator. The ARC assigns shelter after a natural disaster and the Radiological Coordinator/Officer assigns them after a radiological incident.
- B. **LAW ENFORCEMENT** - Determine alternate evacuation routes, provide traffic control, establish security in the evacuated area, and assist in warning the public. Establish parking and security at the reception, lodging and feeding centers.
- C. **FIRE DEPARTMENT** - Respond to hazardous material and fire incidents. Provide on-scene coordination and advise executives on evacuation. Provide fire security in evacuated areas and assistance in warning the public.
- D. **EMERGENCY OPERATIONS CENTER** - Inform the public of evacuation requirements and action, and provide them with other essential emergency information. The Department's P.I.O. should assist in the dissemination of information.
- E. **PUBLIC WORK/STREET OR ROAD DEPARTMENTS** - Maintain evacuation routes and provide traffic control devices.
- F. **RESOURCES AND TRANSPORTATION** - Provide transportation for evacuees without private vehicles. Coordinate with area ambulances for transport of non-ambulatory persons and persons with special needs.
- G. **ESSENTIAL INDUSTRIES** - Must pre-justify essentiality to the EPC for approval by the Mayor or his designee Essential Industries provide transportation for their workers to/from the industry and the shelter. They identify and transport out of the high-risk area those resources considered essential.

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VI. ADMINISTRATION AND LOGISTICS

All transportation, man-hours and other costs associated with evacuations must be itemized in accordance with the State of New Mexico Disaster Assistance Program Local Government Handbook, if reimbursement is desired.