



ALBUQUERQUE POLICE DEPARTMENT
ADMINISTRATIVE ORDERS

SOP 3-7

Effective: 12/21/15 Expires: 12/21/16 Replaces: 12/09/15

3-7 PROFESSIONAL ACCOUNTABILITY BUREAU

3-7-1 Rules

Under the direction of the Assistant Chief of Police, the Professional Accountability Bureau is comprised of the Public Information Officer, Emergency Communications Division, Internal Affairs Division, Operations Review, Force Investigation Team, and Field Services.

A. Public Information Officer (PIO)

Is responsible for providing information to the news media, coordinating news releases, and conducting press conferences. The PIO is also responsible for coordinating educational activities to promote cultural awareness.

B. Emergency Communications Division

1. The Emergency Communications Division is responsible for providing prompt and efficient responses to calls for service from customers in emergency/non-emergency and other public safety situations, coordinating and assisting the implementation of emergency operations plans and other unusual occurrences, and for the maintenance of communications system equipment and overall operational efficiency. The Division is comprised of the Radio Communications Unit, Computer Aided Dispatch Unit, and the Training Unit.

2. Radio Communications Unit

a. The Unit is responsible for receiving information from the general public, Department personnel, and other public safety entities and providing police non-emergency and emergency police services.

b. Call Takers (9-1-1 Operator)

i. Call takers are responsible for receiving non-emergency and emergency calls for service from the general public, applying call screening protocols, relaying pertinent information and forwarding certain types of calls to dispatchers for service. Other calls that do not require a police response are either handled or forwarded to the appropriate person/department during available hours.

c. Police Dispatchers

i. Police dispatcher's main responsibilities are to evaluate and transmit information via telephone and multi-channel radio which involves emergency situations, coordinate and dispatch appropriate personnel to nonemergency and emergency calls for service, log and monitor activities of police, monitor unit response and maintain communications with the unit for the duration of the call; handle incoming administrative calls.



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d. Terminal Operators (NCIC)

- i. NCIC operators provide law enforcement personnel with accurate and verified information on wanted persons, stolen vehicles or property, vehicle registrations and other related inquiries, and receives, records and disseminates a variety of incoming information.

3. Computer Aided Dispatch System Unit (CAD)

This Unit evaluates, monitors and maintains the CAD, Enhanced 911 and radio systems in the Division, monitors the electronic interface equipment to insure quality and adherence to established policies and procedures, maintains data base information pertaining to calls for service, E-911 information and other statistical data, researches requests for analysis utilizing data base information from CAD, maintains the voice analog tapes and CAD printouts, and maintains and records the Geographical Information System (GS) in conjunction with the Albuquerque Fire Department.

4. Training Unit

The Training Unit is responsible for providing Comprehensive State of New Mexico certified training to Communications personnel. The training includes Department and Division policies and procedures, maintains training records, oversees on-the-job training, provides maintenance of efficient training, handles additional training needs that may arise, and coordinates with other Department personnel and outside agencies regarding Communications training. The Unit is also responsible for working in conjunction with APD personnel in qualifying, interviewing and selecting personnel for employment with the Communications Division.

C. Internal Affairs Division

1. This Division is responsible for investigating and documenting allegations of misconduct by Department personnel.

2. Commander

- a. Directly responsible to the Chief of Police; he/she will have direct access to the Chief of Police in order to facilitate the communication of internal investigations, and to keep the Chief apprised of the status of those investigations.
- b. Shall act as a liaison officer between the Civilian Police Oversight Agency (CPOA) and the Department.

3. The Internal Affairs Division is separated into the following two sections:

a. The Critical Incident Review Team (CIRT).

- i. CIRT is responsible for administrative review of all serious uses of force and critical incidents as they pertain to tactics, training, policy, supervision, performance, etc.



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b. The Internal Affairs Section (IAS)

- i. IAS is responsible for all internal cases, administrative review of serious uses of force as they pertain to SOP compliance, the Early Intervention System, maintenance of employee discipline files, and all administrative investigation employee records. [DOJ 63]

D. Operations Review

1. This section is responsible for overseeing the efficiency of all Field Services activities. This section shall:

- a. Oversee the Reserve Officer Program,
- b. Oversee the Honor Guard Unit,
- c. Oversee the Emergency Response Team (ERT),
- d. Prepare letters of commendation for officers and citizens,
- e. Prepare correspondence for the Chief of Police,
- f. Maintain the parking assignment file,
- g. Maintain the fuel usage file,
- h. Prepare and conduct the bid for Field Services personnel,
- i. Maintain the Field Services manpower allocation record,
- j. Distribute all correspondence to and from Field Services personnel that concern Field Services issues, procedures, or policies,
- k. Distribute Injury and Workers Compensation Forms,
- l. Distribute and review fleet accident paperwork,
- m. Oversee equipment installation into police units, and
- n. Conduct an analysis of vehicle pursuits on an annual basis.

2. Reserve Officer Program

- a. The purpose of the Corps is to augment and/or supplement the Albuquerque Police Department where needed.
- b. Duties performed by a reserve officer include but are not limited to:
 - i. Maintenance of peace,
 - ii. Suppression of crime
 - iii. Control of public disorder, and
 - iv. Control and direction of traffic.

3. Honor Guard Unit

a. The Honor Guard unit may:

- i. Render Honors to fallen and seriously injured officers of the Albuquerque Police Department and their families.
- ii. Attend funerals of all Albuquerque Police Department officers and civilian employees, whether they are active or retired
- iii. Assist in rendering Honors to any Mayor or City Official as determined by the Chief of Police or their designee and to welcome visiting dignitaries as requested by the Mayor or their designee.



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iv. Assist any Public Safety agency that requests assistance in rendering Honors as determined by the Chief of Police or their designee.

4. Emergency Response Team (ERT)

The mission of the ERT is to function as a rapid deployment, mobile field force, in response to natural disasters, declared states of emergency and to all levels of civil disobedience in which the number of participants dictates the deployment of a mobile field force. In the event of mass demonstrations, civil disturbances, or other crowded situations, the ERT will encourage the peaceful and lawful gathering of individuals. The ERT will also provide services in the event of organized demonstrations, dignitary protection, or any other activities directed by the Operations Review Lieutenant.

5. Fleet Services Unit

This Unit is responsible for the administration of the Department's fleet services program. This includes the monitoring of vehicle maintenance and preparation costs, the maintenance of vehicle inventory records, and the assignment of vehicles. This Unit also serves as the Department liaison to the General Services Department for the purpose of ensuring that Department vehicles are maintained in safe and proper working order.