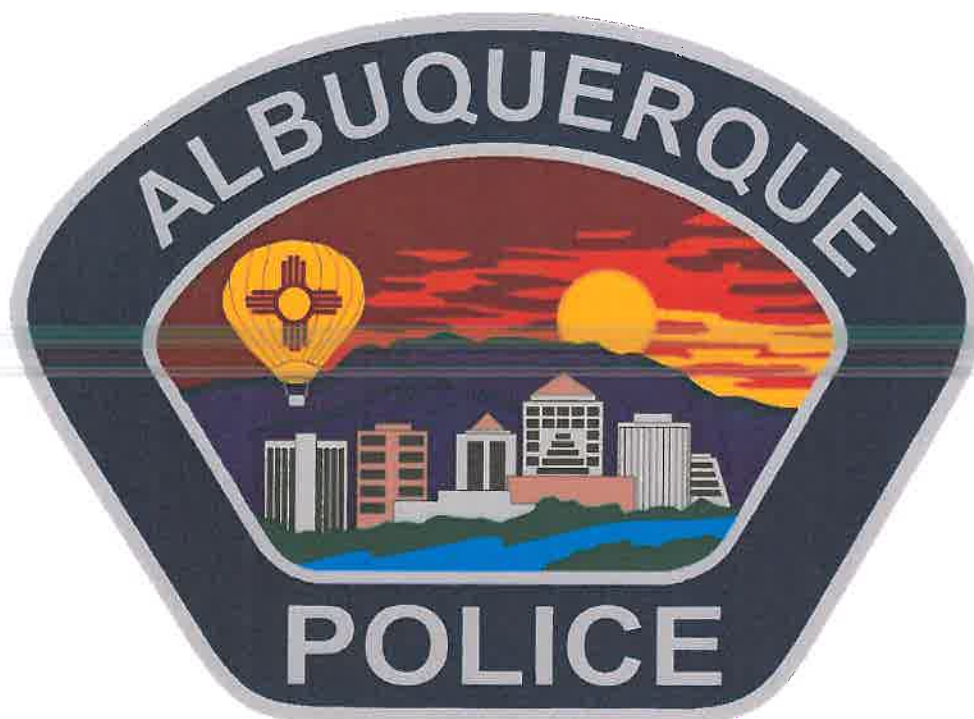


**Albuquerque Police Department**  
**CIVILIAN COMPLAINT,**  
**RECRUITMENT, AND BSD SITE**  
**LOCATION AUDIT**



**Conducted by: Audit Division**

**No. 16-AU003**

**Gordon E. Eden, Jr.**  
**Chief of Police**

**January 2017**



# City of Albuquerque

## Albuquerque Police Department



Richard J. Berry  
Mayor

Gorden E. Eden, Jr.  
Chief of Police

January 23, 2017

### Interoffice Memorandum

**To:** Gorden E. Eden, Jr., Chief of Police

**From:** Adam Garcia, Quality Assurance Auditor, Inspections/Audit Unit

**Subject:** Audit on CASA Paragraphs 165, 166, 168

*Signature of Adam Garcia*  
for Adam Garcia

During October 2016, APD's Audit/Inspection Unit conducted an on-site audit of the subject paragraphs. Paragraph 165 states that APD and the Civilian Police Oversight Agency (CPOA) shall make complaint forms and informational materials, including brochures and posters, available at appropriate government properties. Paragraph 166 says that APD shall maintain a permanent placard describing the civilian complaint process that includes relevant contact information, such as telephone numbers, email addresses, and internet sites. Paragraph 168 states that complaint forms and related informational materials shall be made available and posted in English and Spanish.

Attached is a spreadsheet which provides the detailed site names, addresses, and deficiencies. The summarized findings are as follows:

- Six locations were missing the CPOA brochures in either Spanish, English, or both
- Fifteen locations were missing CPOA Civilian Complaint posters
- Two locations were missing CPOA Civilian Complaint forms
- Eighteen locations were missing the APD recruitment information

On October 26, 2016 we contacted the City's Citizen Police Oversight Agency (CPOA) and the APD Academy to inform them of the findings. CPOA's Community Engagement Specialist is in the process of redesigning the posters and brochures and will ensure that all locations have the necessary materials.

Approved: *Gabriel Cruz*  
Gabriel Cruz, Quality Assurance Auditor II, Audit Division

1/26/2017  
Date

APG/apg

Cc: Assistant Chief, R. Huntsman  
Executive Director, B. Slauson  
Quality Assurance Auditor II, G. Cruz

**Albuquerque Police Department  
Audit Division**

**Observation of Civilian Complaint, Recruitment, and BSD information at APD, Community Centers, and Libraries**

**Purpose:** To conduct on site visits at all APD, Community Centers and Libraries in the City of Albuquerque to assure they are properly and adequately equipped with Civilian Complaint, BSD, and Recruitment information

**Procedure:** Gathered site locations from Albuquerque's Civilian Police Oversight Agency (CPOA) Community Engagement Specialist. Visited all sites to assure they are properly and adequately equipped with information mentioned above and documented appropriately on this worksheet. Missing items will be instantly replenished on site or follow up will be scheduled to assure any findings have been corrected.

**Scope:** We will do on site visits on all 100% of the City of Albuquerque's APD, Community Centers, and Library locations.

Phone Number	Site Name	Type	Address	Zip	CPOA Brochures (Y/N)	CPOA Poster (Y/M)	CPOA Complaint Forms (Y/N)	Recruitment Information (Y/N)	BSD Info (APD sites only) (Y/N)	Verification (Initials/Date)	Note(s)/Findings
505-768-4320	Central & Unser	Library	8081 Central Ave NW	87121	N	N	Y	N	N/A	AG 10/11/2016	
505-836-8760	Alamosa	Library	6900 Gonzales SW # C	87121	Y	Y	Y	N	N/A	AG 10/11/2016	
505-823-4455	Northeast	Police Stations	8201 Osuna Rd NE	87109	Y	Y	Y	Y	Y	AG 9/13/2016	
505-888-8100	Erna Furgusson	Library	3700 San Mateo Blvd.	87110	Y	N	Y	N	N/A	AG 10/10/2016	
505-291-6264	Tony Hillerman	Library	8205 Apache Ave NE	87110	Y	N	Y	N	N/A	AG 10/10/2016	
505-836-8723	Westgate	Community Center	1400 Snow Vista Blvd SW	87121	Y	N	Y	N	N/A	AG 10/11/2016	
505-291-6260	Juan Tabo	Library	3407 Juan Tabo Blvd NE	87111	Y	N	Y	Y	N/A	AG 10/10/2016	
505-332-5250	Jeanne Bellamah	Community Center	11516 Summer Ave NE	87112	Y	Y	Y	N	N/A	AG 10/11/2016	
505-332-5250	Snow Park	Community Center	9501 Indian School Rd NE	87112	Y	Y	Y	N	N/A	AG 10/11/2016	
505-291-6295	Lomas Tramway	Library	908 Eastridge Dr NE	87123	Y	Y	Y	Y	Y	AG 10/11/2016	
505-857-8421	Traffic Sub	Police Stations	7520 Corona Ave NE	87113	Y	Y	Y	N	Y	AG 10/11/2016	
505-332-5240	Foothills	Police Stations	12800 Lomas Blvd NE	87123	Y	Y	Y	N	Y	AG 10/11/2016	
505-888-8183	Mckinley	Community Center	3401 Monroe St NE	87110	Y	Y	Y	N	N/A	AG 9/13/2016	
505-764-6425	Holiday Park	Community Center	11710 Comanche Rd NE	87111	Y	Y	Y	N	N/A	AG 9/13/2016	
505-857-8321	Cherry Hills	Library	6901 Barstow St NE	87111	Y	Y	Y	N	N/A	AG 9/13/2016	
505-768-5170	Main & Genealogy	Library	501 Copper Ave NW	87102	N	N	Y	N	N/A	AG 9/13/2016	
505-848-1343	Barelas	Community Center	801 Barelas SW	87102	N	N	Y	N	N/A	AG 10/25/2017	
505-848-1324	Jack Candelaria	Community Center	400 San Jose Ave SE	87102	N	N	Y	N	N/A	AG 10/25/2016	
	City county building	Community Center	1 Civic Plaza NW	87102	N	Y	Y	Y	N/A	AG 10/25/2016	
505-247-4608	NW Mini Sub	Police Stations	1111 Lomas NW	87102	N/A	N/A	N/A	N/A	N/A	AG 10/25/2023	Permanently closed
											NOT OPEN TO PUBLIC but poster was posted on window
505-764-3288	South Broadway	Police Stations	1501 Broadway Blvd SE	87102	N/A	N/A	N/A	N/A	N/A	AG 10/25/2024	
505-255-8422	SE Mini Sub	Police Stations	1801 San Pedro Dr NE	87110	N/A	N/A	N/A	N/A	N/A	AG 10/10/2016	Permanently closed
505-332-5254	James Dwyer	Police Stations	12700 Montgomery Blvd NE	87111	N/A	N/A	N/A	N/A	N/A	AG 10/10/2016	Permanently closed
505-768-5300	Dennis Chavez	Community Center	715 Kathryn Ave SE	87102	N/A	N/A	N/A	N/A	N/A	AG 10/25/2016	Under Construction
505-836-8811	Pat Hurley	Community Center	3928 Rincon Rd NW	87105	N/A	N/A	N/A	N/A	N/A	AG 10/25/2016	Under Construction
505-256-2093	Whittier	Community Center	1100 Quincey Street St SE	87108	N/A	N/A	N/A	N/A	N/A	5G 10/19/2016	Not Open

505-256-8368	Triangle Substation	Police Stations	2901 Central Ave NE	87106	N/A	N/A	N/A	N/A	N/A	SG 10/19/2016	Not Open
505-848-1332	Thomas Bell	Community Center	3001 University Blvd SE	87106	Y	N	Y	Y	N/A	SG 10/19/2016	
505-343-5000	Academy/Recruiting	Police Stations	5412 2nd St. NW	87107	Y	N	Y	Y	Y	SG 10/19/2016	
505-244-6643	Old Town	Police Stations	2060 Central Ave SW	87104	Y	N	Y	Y	N	AG 10/25/2025	
505-848-1334	Heights Community Cent	Community Center	823 Buena Vista Dr SE	87106	Y	N	Y	Y	N/A	AG 10/25/2016	
505-767-5900	Los Duranes	Community Center	2920 Leopoldo Rd NW	87104	Y	Y	N	Y	N/A	AG 10/25/2016	
505-836-3487	West Mesa	Community Center	5500 Glenrio Rd. NW	87105	Y	Y	N	Y	N/A	AG 10/25/2016	
505-764-6897	Herrman Sanchez	Community Center	1830 William St. SE	87102	Y	Y	Y	Y	N/A	AG 10/25/2016	
505-848-1390	Wells Park	Community Center	500 Mountain Rd NW	87102	Y	Y	Y	N	N/A	AG 10/25/2016	
505-342-1322	Valle Del Norte	Community Center	1812 Candelaria Rd NW	87107	Y	Y	Y	N	N/A	AG 10/25/2016	
505-256-2680	Cesar Chavez	Community Center	7505 Kathryn Ave SE	87108	Y	Y	Y	Y	N/A	SG 10/19/2016	
505-256-2091	Mesa Verde	Community Center	7900 Marquette Ave NE	87108	Y	Y	Y	Y	N/A	SG 10/19/2016	
505-761-4020	Los Grigos	Library	1000 Grigos Rd NW	87107	Y	Y	Y	Y	N/A	SG 10/19/2016	
505-897-8823	North Valley	Library	7704-B 2nd St NW	87107	Y	Y	Y	Y	Y	SG 10/19/2016	
505-761-8800	Valley	Police Stations	5408 2nd St. NW	87107	Y	Y	Y	Y	Y	SG 10/19/2016	
505-256-2050	Southeast	Police Stations	800 Louisiana Blvd. SE	87108	Y	Y	Y	Y	Y	SG 10/19/2016	
505-291-6200	Singing Arrow	Community Center	13001 Singing Arrow Ave SE	87123	Y	Y	Y	Y	N/A	AG 10/25/2016	
505-848-1376	Special Collections	Library	423 Central Ave NE	87102	Y	Y	Y	Y	N/A	AG 10/25/2018	
505-256-2067	San Pedro	Library	5600 Trumbull Ave SE	87108	Y	Y	Y	Y	N/A	AG 10/25/2021	
	Main APD	Police Stations	400 Roma Avenue NW	87102	Y	Y	Y	Y	N	AG 10/25/2022	
505-831-4705	Southwest	Police Stations	6404 Los Volcanes Rd NW	87120	Y	Y	Y	Y	Y	AG 10/11/2016	
505-897-8816	Taylor Ranch	Library	5700 Bogart St NW	87120	Y	Y	Y	Y	N/A	AG 10/19/2016	
505-768-4850	Northwest	Police Stations	10401 Cibola Loop NW	87114	Y	Y	Y	Y	Y	AG 10/19/2016	
505-281-8508	East Mountain	Library	1 Tijeras Ave, Tijeras, NM	87059	Y	Y	Y	Y	N/A	AG 10/19/2016	
505-888-8130	Coronado	Police Stations	6600 Menaul Blvd NE	87110	Y	Y	Y	Y	N	AG 9/13/2016	
505-764-1525	Loma Linda	Community Center	1700 Yale Blvd SE	87106	Y	Y/N	Y	Y	N/A	AG 10/25/2016	No Spanish Poster
505-256-2065	Ernie Pyle	Library	900 Girard Boulevard SE	87106	Y	Y/N	Y	Y	N/A	AG 10/25/2020	No English Poster
505-768-6006	Don Newton	Community Center	4900 Kachina St NW	87120	Y	Y/N	Y	Y	N/A	AG 10/19/2016	No English Poster
505-877-5170	South Valley	Library	3904 Isleta Blvd SW	87105	Y/N	Y	Y	Y	N/A	AG 10/25/2019	No English Poster

**Tickmarks:**

Y Location is adequately stocked and accessible

N Item is missing at location

**Conclusion:**

In conclusion, during our initial site visits we notated several items missing including the following:

- 6 locations were missing the Civilian Complaint brochures, either Spanish, English, or Both
- 15 locations were missing Civilian Complaint posters
- 2 locations were missing Civilian Complaint forms
- 18 locations were missing APD recruitment information

On 10/26/2016 we reached out to CPOA and Academy to inform of the findings for proper replenishment.