



ALBUQUERQUE POLICE DEPARTMENT
FIELD SERVICES BUREAU ORDERS

SOP 4-7

Effective: 12/27/16 Review Due: 12/27/17 Replaces: XX/XX/XX

4-7 POLICE AND COMMUNITY TOGETHER (PACT) TEAMS

4-7-1 Purpose

The Department is committed to ongoing and proactive communication with our neighborhoods, businesses and community based organizations to strengthen our public safety practices and programs to ensure the Department is working toward responding to and reducing the fear of crime through education, prevention, and enforcement.

4-7-2 Policy

It is the policy of the Department to establish Police and Community Together (PACT) Teams to build proactive community partnerships within all sectors of the community which exemplify principles established in the fundamentals of community policing. The PACT shall maintain proper oversight to ensure that proactive community partnerships and personalized strategies are developed and tailored for the unique needs of each community (police area command) to reduce crime and improve the quality of life.

4-7-3 Definitions

A. Community Outreach

An activity of providing services to any population who might not otherwise have access to those services, a component of outreach is that the groups providing it are mobile.

B. 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 and City policies and through positive community collaboration.

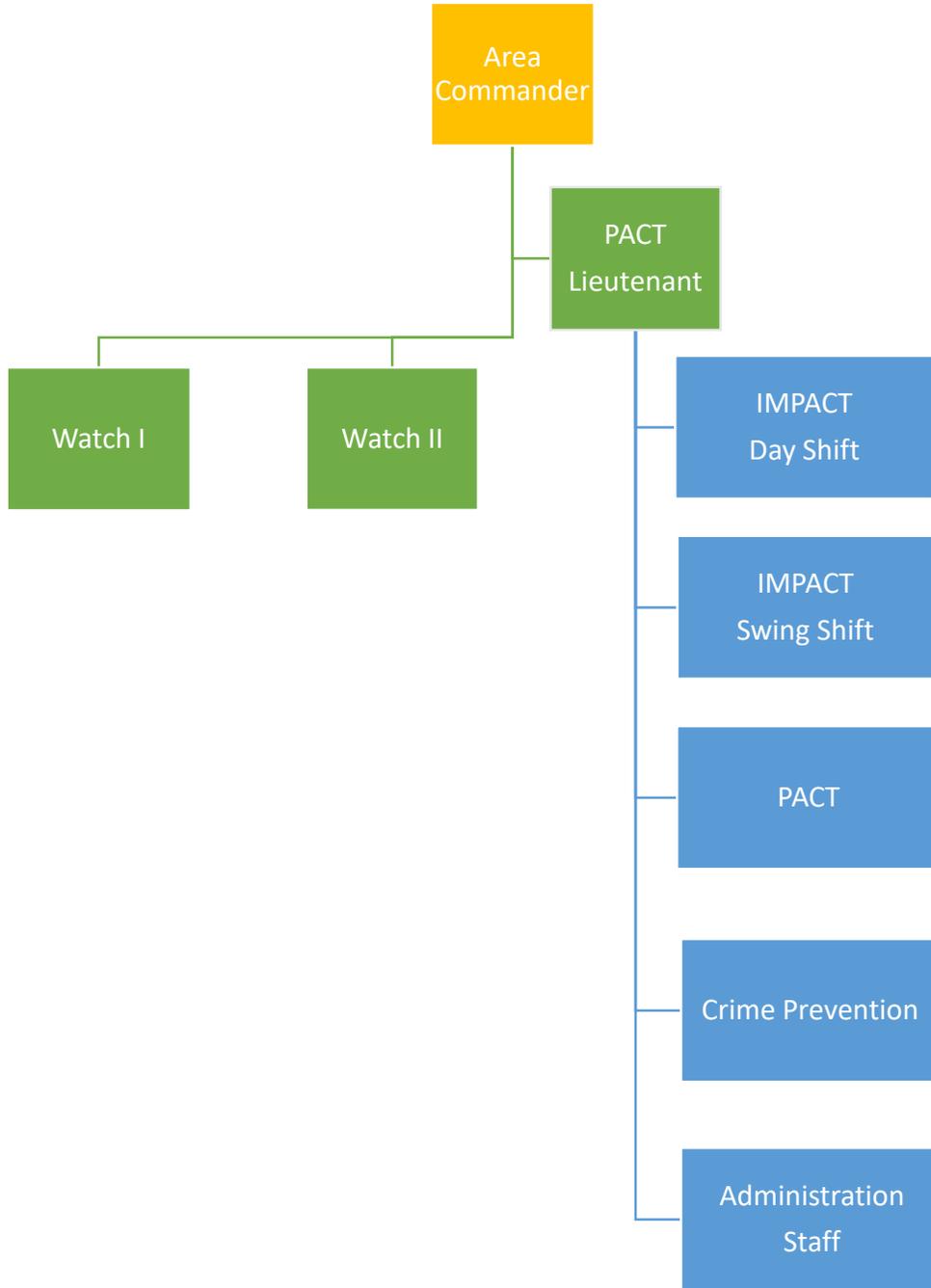


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4-7-4 Organization





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4-7-5 Responsibilities

A. Department

1. The PACT shall develop and implement proactive and preventative law enforcement strategies that shall have a direct impact on the department's efforts to reduce crime and disorder.
2. The PACT shall aim to increase the public's knowledge and understanding of the philosophy of community policing. Compare current neighborhood organizations practices with proven past practices and assumptions of traditional policing to improve law enforcement delivery. PACT shall also build collaborative partnerships between police and community stakeholders through organization and healthy community team building.
3. The PACT is comprised of the Area Command Investigative Unit, School Resource Officers, Crime Prevention, and Crime Analysis representatives, and administrative staff.
 - a. Crisis Outreach and Support Team (COAST) representatives may assist the PACT, as needed.

B. Commander

1. The Area Commander shall be responsible for the overall operation of the PACT. The Area Commander will ensure that personnel comply with established policies, procedures, and rules of the department. The Area Commander will monitor the implementation of the standard operating procedure and the strategic plan for each individualized PACT.
2. The Area Commander will be responsible for completing a monthly report on the activities of the area command during the previous month, to include the partnerships, progress, areas of concern, and upcoming events.

C. PACT Lieutenant

1. The PACT Lieutenant shall plan, organize, direct, and monitor the operations of their section. They shall establish goals, provide appropriate policy and guidelines for operations, allocate and monitor manpower resources among the PACT.
2. The PACT Lieutenant shall coordinate and monitor strategies within their section. They shall personally respond to and direct activities regarding serious concerns or incidents, large scale events, or serious allegations and matters involving PACT officers. They shall notify the area commander on progress and changes in the status of strategies, partnerships, and areas of concern by providing monthly updates.



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3. The PACT Lieutenant shall maintain a collaborative community partnership between the Department, Albuquerque residents, business partners, community leaders, neighborhood organizations, and other stakeholders to stay abreast of mutual concerns and solutions to problems that shall also increase the trust in the Department.
4. The PACT Lieutenant shall be responsible for coordinating and administering the community based crime prevention programs. The PACT Lieutenant shall work closely with the PACT Sergeant to serve as a liaison between the Department and community groups, social organizations, business groups, civic organizations, schools, and other organized groups.
5. The PACT Lieutenant shall ensure that vital information is communicated between watches, units, and to community partners by maintaining close liaison with other entities. They shall ensure that all appropriate information is forwarded to the appropriate unit and transparency is maintained for the benefit of the community.
6. The PACT Lieutenant will plan, coordinate and supervise the Problem Oriented Policing (POP) projects within the area command.
7. The PACT Lieutenant will supervise the Impact Team, PACT, Crime Prevention and administrative staff within the area command.

D. PACT Sergeant

1. The PACT Sergeant is responsible for the efficient and effective operation of their respective unit. They shall direct the PACT officers in their responsibilities for the maintenance and accuracy of unit files and reports including timekeeping, reports, personnel files, and monthly unit performance reports.
2. The PACT Sergeant shall develop and coordinate proactive strategies as necessary to respond to community needs. They shall personally respond to and oversee matters of significant impact within the community.
3. The PACT Sergeant shall encourage teams to proactively develop solutions to the underlying conditions that contribute to public safety problems.
4. The PACT Sergeant shall direct and instruct subordinates in their duties, provide and recommend training for officers, and ensure officer attendance at community meetings.
5. The PACT Sergeant shall ensure that community concerns are promptly addressed at all attended community meetings.



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6. The PACT Sergeant shall develop and assist officers in developing proactive crime fighting strategies. They will personally respond to and assist with matters that are serious or complex in nature and shall closely monitor targeted crime reduction strategies to ensure proper implementation.
7. The PACT Sergeant will direct and instruct subordinates regarding Problem Oriented Policing (POP) projects within the area command.
8. The PACT Sergeant shall provide a monthly report to the watch commander regarding community concerns, partnerships, and effective strategies.

E. PACT Officers

1. PACT officers are responsible for promoting crime prevention measures, developing partnerships and working with the community while actively soliciting citizen's involvement in identifying crimes affecting the community's quality of life.
2. PACT officers shall be responsible for developing proactive crime fighting strategies as necessary to respond to community needs and the follow-through of these strategies. PACT officers will attend community meetings, including Community Policing Council meetings.
3. PACT officers shall submit action plans within ten calendar days after receiving the community concern, project, or partnership as a means of documenting their daily activities.
4. PACT officers are responsible for the implementation, follow-up, and documenting the results of the action plan, including any enforcement action. PACT officers are the primary case agents for the action plan.
5. PACT officers shall provide their unit supervisor with a monthly report regarding community concerns, partnerships, and effective strategies.
6. PACT officers will periodically attend Field Services briefings at their assigned area command. This interaction should enhance relations with field officers, as well as establish an informational exchange.
7. PACT officers will address complaints or concerns from citizens within the unit, unless additional support resources are required.
8. PACT officers will be active participants within the Problem Oriented Policing (POP) projects within their area command.



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4-7-6 Procedures

A. Community Partnerships

1. Partnerships shall be both formal and informal mechanisms to establish trust with the community, exchange information, and improve quality of life for our citizens.
2. Local businesses and nonprofit organizations can be important partners in the Department's community policing initiatives and should be carefully selected to encourage innovative crime reduction measures.
3. All community partnerships shall be tasked with solving complex issues and the Department shall support their problem-solving efforts.
4. Information received as a result of a partnership and other data shall be recorded daily by the officer responsible for the area in which the community partner is located.

B. Outside Referrals

1. In the event the officer encounters a situation in which a referral is required, the officer shall notify the appropriate unit or external agency for an appropriate response. Such incidents may include but are not limited to:
 - a. Child/elderly abuse
 - b. Drug houses
 - c. Code violations
2. Such referrals to outside units or agencies in no way lessen the officer's obligation to ensure that the agency receives the referral and follow up is conducted.

C. Preliminary and Follow-up Strategies

1. Once an area of need is identified through personal observation, citizen concern, or community partners, the PACT officers shall immediately document the community issue.
2. The PACT Sergeant shall coordinate the assistance of field officers and PACT officers in the implementation of the strategy.
3. The response may require an initial saturation of multiple resources until a satisfactory outcome is achieved. Once a satisfactory outcome is achieved, regular oversight shall be maintained to deter recurrence.
4. All responses to the issue and activities conducted shall be documented and kept in the unit's file for a minimum of 3 years.



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D. Communication

1. Officers shall maintain communications with beat officers; specialized units and other local, state, and federal agencies. Specific requests for information can be made via intelligence bulletins, BOLO broadcasts, roll-call briefings, or direct contact with law enforcement officials, community leaders, or private individuals.
2. External law enforcement agency information can be an invaluable tool particularly when dealing with bordering agencies and mutual concerns. Exchange of information should be utilized liberally when relating to PACT objectives.