



Timothy M. Keller
Mayor

City of Albuquerque

Civilian Police Oversight Agency



Diane McDermott
Executive Director

Interoffice Memorandum

8/4/26

To: Klarissa Peña, City Council President
From: Diane McDermott, Executive Director
Subject: CPOA C/S R-25-153 FY26 One Year Objectives Wrap up

Per R-25-153, please accept the response information for the two CPOA Objectives:

OBJECTIVE 13. To meet the goal that the public is safe and secure, CPOA shall maintain a clear investigation backlog to ensure timely and effective oversight of law enforcement activities within the community. (CPOA)

As of August 3, 2026, there are no cases backlogged subject to investigation. This was a significant achievement of the investigative staff to take on work left by investigators that departed the CPOA. Trying to pick up and determine a course of action with someone else's work is more challenging than starting fresh on a case.

Investigations received in 2026 that have been completed have remained current within the review process. The 86 remaining pending reviews primarily consist of reassigned investigations in 2024 and 2025. Review efforts have appropriately prioritized current cases to ensure timely processing of current investigations. Sustained case percentages remain higher than historical numbers, but have decreased from approximately 49% (1/1/25 to 3/30/26) to 34% (4/1/26 to 7/31/26). First-line supervisory review processes have been effective in ensuring thorough and high-quality investigations, but onboarding and developing a predominantly newer investigative staff necessitates additional supervisory coaching and quality assurance. Out of ten investigators, four are still in probationary status. A backlog implies cases have been untouched with an unknown outcome. These are all cases where the status of the case is known, but the review cannot just be "rubber stamped" as we still need to make sure it is sufficient to meet both the complainant's scrutiny for a possible appeal and the advisory board's scrutiny for audit. We continue to focus on completing reviews, but we must maintain a priority on current investigations. One thing that has become very apparent is that a robust and effective intake process is taking the majority of the Lead Investigator's time, leaving little time for reviews. As of 8/3/26, we are at 591 intakes this year, compared to 544 last year. Since properly processing intakes has taken so much of the Lead Investigator's time, we need to consider for our upcoming budget year whether an intake manager position may be necessary to better manage intake and reviews. We will continue to evaluate the staffing needs now that all of our positions are filled.

OBJECTIVE 14. To meet the goal that the public is safe and secure, implement measures to reduce the CPOA vacancy rate to 15% or lower by the conclusion of FY/26, thereby mitigating the risk of future backlogs and ensuring the efficient and effective functioning of its oversight responsibilities. (CPOA)

The objective of staying under 15% was met by the third quarter of FY/26. The Agency has been fully staffed since June 29, 2026, marking the first time since 2018 that it has had no open positions, despite staffing levels more than doubling.

APPROVED: *Diane McDermott*
DIANE MCDERMOTT, EXECUTIVE DIRECTOR

cc: Isaac Padilla, Director, Council Services

