



1-93 TELEPHONE REPORTING UNIT (TRU) ~~(Currently 8-11)~~

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

~~X XX Policy Title~~ None

B. Form(s)

~~PD X Form Title~~ None

C. Other Resource(s)

~~(Placeholder. For example, Collective Bargaining Agreement between the City of Albuquerque and the Albuquerque Police Officers' Association)~~ None

D. Rescinded Special Order(s)

~~D.~~
SO ~~X Subject~~ 12-64 Metal Theft Coding

1-93-1 Purpose

~~The purpose of this policy is to outline the duties and services afforded of by the Telephone Reporting Unit (TRU) that are provided to City of the Citizens of Albuquerque community members, including the reporting of offenses, where the Offender individual is not unknown.~~

~~The purpose of this Division/Section/Unit/Program/policy is to...~~

1-93-2 Policy

~~It is the policy of the Albuquerque Police Department (Department) to allow community members Citizens the ability to submit requests for Uniform Incident make Reports that contain no information that requires follow up investigation no Definitive suspect information on the Suspect individual information, in a timely manner, and without the need for an Officer to response. It is also the policy of the Department for the TRU to function as a call diversion tool for the Department with the primary function of assisting Field Services Bureau (FSB) personnel by entering Uniform Incident Reports and supplemental narrative reports on offenses that do not require an officer to respond;~~

~~The Unit acts as a call diversion tool for the Department with the primary function being to assist Field Services by entering original reports and supplemental reports on offenses that do not require officer dispatch. The unit takes reports telephonically and through the Online Reporting System.~~

~~It is the policy of the Albuquerque Police Department (Department) to... The Telephone Reporting Unit (TRU) is a call diversion unit. The Unit's primary function is to assist Field~~



~~Services by entering original reports and supplemental reports on offenses that do not require officer dispatch. The unit takes reports telephonically and on-line. (Cop Logie).~~

N/A 1-93-3 Definitions

~~_____ Cop Logie~~
~~_____~~

~~A. Definitive Suspect Information No Information Which Requires Follow Up Investigation~~

~~Definitive Suspect Information is defined as vValid follow up information, such as a name, and, and date of birth, address, and or complete license plate information to include the state of issuance.~~

~~A. On-Line Citizen Reporting System~~

~~Web-based system through which a community members may submit a Uniform Incident Report for specific reportable events outlined in this policy Standard Operating Procedure (SOP).~~

7 ~~1-94-4 _____ General Rules and Responsibilities~~

~~_____ TRU personnel shall:~~

~~_____ Function as a call diversion tool for the Department with the primary function of assisting Field Services Bureau (FSB) personnel by entering Uniform Incident Reports and supplemental narrative reports on offenses that do not require an officer to respond;~~

~~1-93-454 _____ Reports Taken Over the Rules and Responsibilities Telephone Calls from Community Members or Procedures~~

~~A. TRU personnel shall:~~

~~_____ TRU personnel shall:~~

~~_____ Ffunction as a call diversion tool for the Department with the primary function of assisting Field Services Bureau (FSB) personnel by entering Uniform Incident Reports and supplemental narrative reports on offenses that do not require an officer to respond;~~

~~_____ TRU personnel shall take reports telephonically and through the Online Reporting System. The following offenses~~

~~A.1. TRU personnel may tTake a community member's information over the phone if the information for the incident meets the criteria for a may shall be referred to the TRU Telephone Reporting Unit for telephone Uniform Incident Reports: Uniform~~



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~~Incident Reports. The criteria include that meet the following criteria established in this Standard Operating Procedure (SOP) can be taken over the phone:~~

~~1. Larceny (no Dddefinitive Ssuspect informationinformation that requires follow up investigation);~~

~~a.~~

~~i. TRU personnel shall take the community member's report when they do not have valid follow-up information, such as a name, date of birth, address, or complete license plate information to include the state of issuance (no information that requires follow up investigation).~~

~~2. Auto thefts (outstanding with no recovery);~~

~~b.~~

~~c. Auto bBurglaries;~~

~~3.d. Fraud and Identity theft;~~

~~e. Metal theft reports;~~

~~Residential and commercial burglaries if the reporting party has gone through the residence and no threat is present when r;~~

~~Requested by the victim; and~~

~~The scene does not have evidence that needs processing, i.e. blood, fingerprints; and and~~

~~f. tThe crime has occurred twenty four (24) hours prior to report being made.~~

~~4.~~

~~5.g. Tampering with a motor vehicle;~~

~~6.h. Theft of mMotor vVehicle pParts;~~

~~i. Vandalism, criminal damage, or graffiti when there is no information that requires follow up investigationno definitive suspect informationVandalism or criminal damage, gGraffiti (no definitive suspect information);~~

~~7.~~

~~8.j. Bill skips (gGas sStations, rRestaurants, and cConvenience sStores);~~

~~9.k. Lost items;~~

~~10.l. Informational or andand/or Uniform Incident Rreports;~~

~~11.m. Anonymous, threatening, or obscene phone calls (e.g., (where caller is unknown, which includes inclusive of electronic communications, and social media));~~



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n. Supplemental Reports to an Uniform Incident original Report not in need of further on-scene investigation to:

o. Add any property information or a description of the property;

p. Change or add an address or phone number; or and

q. Add any additional information;

r. Runaways over the age of twelve (12) without physical, mental capacity, or drug related issues. An exception to this is when the Reporting person is out of the jurisdiction;

s. Missing persons over the age of seventeen (17) without physical or mental capacity, or drug-related issues. An exception to this is when the Reporting person is out of the jurisdiction;

15. Uniform Offense Incident Reports that (meeting the following criteria established in this section Standard Operating Procedure (SOP) can be to be taken over the phone where it is evident that the reporting party only desires a Uniform Incident Report for insurance reasons) to include;

a. Residential and commercial burglaries when:

i. If requested by the victim;

ii. If requested by a field services, criminalistics or communications supervisor;

iii. Where the scene does not have evidence that needs processing, i.e. blood, fingerprints; and

iv. A Crime must have occurred 24 hours prior to report being made.

b. Auto burglaries when:

i. If requested by the victim;

ii. If requested by a field services, criminalistics, or communications supervisor; and

iii. Where the scene does not have evidence that needs processing, i.e. blood, fingerprints.

c. Fraud and Identity theft cases when:

i. There is no definitive suspect information;

ii. The victim wants to report their identity has been used for illegal activity;

iii. There is not any collectible evidence; and

iv. The Victim is out of the jurisdiction and is unable to return to make a report.

t. Verbal Assault or verbal Threats (only if it does not involve or result in physical contact or if a weapon is displayed); and

u. Harassment Reports when there is (no information that requires follow up investigation no definitive suspect information).

N/A

B. The Telephone Reporting Unit TRU personnel shall will NOT take the following reports from community members over the telephone:



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1. Reports with ~~information that requires follow up investigation~~ Definitive Suspect Information, with the exception of reports from Albuquerque Regional Asset Protection Association (ARAPA);
2. Theft or loss of ~~state~~ State or government-issued identification cards, driver's licenses, birth certificates, and social security cards;
3. Theft or loss of passports, international identification cards, or other foreign documents. The calling party should be referred to the issuing country and agency;
4. Vehicle crash reports;
5. Offenses where there is physical contact;
6. Offenses where a weapon is displayed;
7. Offenses that involve suspicious circumstances that may need immediate investigation or officer attention;
- ~~8. Offenses where the citizen community member wishes to speak to an officer;~~
- ~~9. Offenses where there is collectible evidence;~~
- ~~10.8. Offenses that require medical attention from any type of medical personnel;~~
- ~~11.9. Voyeurism/Peeping Tom reports;~~
- ~~12. Reports with definitive suspect information;~~
- ~~13.10. Custodial interference reports;~~
- ~~14.11. Violation of Court Orders; and~~
- ~~15.12. Civil matters.~~

7

C. The ~~Telephone Reporting Unit~~ TRU Supervisor ~~will~~ shall determine if an exception ~~will~~ shall be made to any of the above offenses.

6

~~NCIC Entries~~

~~When TRU personnel are off duty due to officer and public safety:~~

~~ECC shall dispatch an officer to any offense that require priority National Crime Information Center (NCIC) entries including:~~

~~Auto thefts;~~



- ~~— Stolen license plates;~~
- ~~— Runaways; and~~
- ~~— Missing pPersons.~~
- ~~— For NCIC entries on auto thefts, stolen license plates, stolen firearms, ECG shall dispatch aAn officer shall be dispatched to Any offense that require priority National Crime Information Center (NCIC) entries including:~~
- ~~— (AAuto tThefts, Stolen License Plates, Runaways, Missing Persons) when Telephone Report Unit TRU is off duty requires an officer dispatch due to officer and public safety.~~
- ~~— TRU personnel shall~~
- ~~D. For NCIC entries, all auto thefts, stolen license plates, stolen firearms will be called Records Division NCIC Reporting Unit personnel into the Report Review Unit NCIC Reporting Unit as soon as the firearms serial numbers, license plate, vehicle and/or vehicle identification number (VIN) have been verified. The Records Division NCIC Reporting Unit personnel Records Technicians will shall note in their report the time Report Review they NCIC Reporting Unit was were contacted for the NCIC entry and the identity of the clerk NCIC Reporting Unit personnel to whom the information was given.~~

7 1-93-5 Reports Submitted Through Online Reporting System

~~E. Onl Line Citizen Reporting System (Cop Logic)~~

~~A. A community member may visit the Department’s public-facing website and click on the link marked “File a Police Report Online” or at <https://www.cabq.gov/police/file-a-police-report-online> to file a Uniform Incident Report. The following incidents are listed as being reportable in the Online Reporting System:~~

- ~~1. Residential burglary; (if the reporting party has gone thru the residency and no threat is present)~~
- ~~2. Auto burglary;~~
- ~~3. Lost property;~~
- ~~4. Theft/larceny;~~
- ~~5. Vandalism;~~
- ~~6. Vandalism of vehicle;~~
- ~~7. Telephone harassment;~~
- ~~8. Shoplifting;~~



9. Fraud; and

10. Incident.

B. ~~The Telephone Reporting Unit~~ TRU personnel shall:

~~1. is responsible for the processing of online Uniform Incident Reports submitted by citizens/community members.~~

~~The following offense/incident Uniform Incident Reports incidents are listed in Cop Logic as being reportable in the On-Line Citizen Reporting System:~~

~~2. Cop Logic system:~~

- ~~a. Residential burglary;~~
- ~~b. Auto Burglary;~~
- ~~c. Lost Property;~~
- ~~d. Theft/Larceny;~~
- ~~e. Vandalism;~~
- ~~f. Vandalism of Vehicle;~~
- ~~g. Telephone Harassment;~~
- ~~h. Shoplifting;~~
- ~~i. Fraud; and~~
- ~~j. Incident.~~

1.

2. Review and approve the report and a permanent case number shall be assigned; and

3. Submit the Uniform Incident Report to the TRU Supervisor for final approval.

a. The TRU Supervisor shall submit the Uniform Incident Report to the Records Division's Records Management System upon approval.

~~A community member may visit the Online reporting can be accomplished by visiting the Albuquerque Police Department's public facing website and clicking on the link marked "Online Citizen Reporting File a Police Report Online" or att by entering the following URL: <http://apdsop.tripod.com/onlinereports/start-report.html> <https://www.abq.gov/police/file-a-police-report-online> to file a report online Uniform Incident Report.~~

C. When TRU personnel need to obtain information from the community member for an incomplete online Uniform Incident Report, TRU personnel shall:



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1. Ask the community member the citizen community member will then be asked the following questions:

- a. Is this an emergency?;
- b. Did this incident occur outside the Albuquerque City limits?;
- c. Do you know who committed this crime?;

~~and~~
~~three questions reference regarding their incident before being allowed to proceed.~~
 If the community member answers "yes" to any question, explain to the community member that they will not be allowed able to report their incident using the On-line Reporting System and will be give the community member directions on what to do next. If the answer to all three questions is no, they will be allowed to proceed;

2.

- ~~k. Is this an emergency?;~~
- ~~l. Did this incident occur outside the Albuquerque City limits;? and~~
- ~~m. Do you know who committed this crime;?~~
- ~~n. If the answer to all three questions is no, they will be allowed to proceed.~~

3. TRU personnel shall Forward the incomplete rejected online Uniform Incident Report on-line to the community member, accompanied with an explanation.

;

a. The community member shall have fifteen (15) days to submit the required information;

i. If the community member does not submit the required information into the Online Reporting System within fifteen (15) days, TRU personnel shall TRU personnel shall reject the incomplete online Uniform Incident Reports from the system if the fifteen (15) day time period is not met.

If the community member submits

ii. Once the required report information reference the report is entered and submitted into the Cop Logic On-Line Citizen Reporting System, the system will generate a temporary police report Uniform Incident Report case number, r will be issued.

4. Once the system generates a temporary Uniform Incident Report case number, TRU personnel shall Upon r Review and approval of the Uniform Incident Rreport by a Telephone Reporting Unit TRU Police Records Technician, and for a permanent case number to be shall will be assigned issued; and



~~4.5. Submit the Uniform Incident Report shall then be submitted to the TRU Supervisor for supervisor final approval.~~

~~The TRU Supervisor shall submit the Uniform Incident Report to the Records Division's Records Management System. Upon supervisor approval, the report will be submitted through the Records Management System.~~

~~5.~~

~~6. TRU personnel shall reject the report if the community member failed to submit required information. Required information is necessary for completion of an accurate report. Failure to submit required information will result in the TRU Police Technician rejecting the report.~~

~~a. TRU personnel shall his reject willed report shall be forward the rejected reported on line to the reporting personcommunity member, accompanied with an explanation. The reporting personcommunity member has shall have fifteen (15) days to submit the required information. Cop LogicTRU personnel will shall delete reject the incomplete Uniform Incident rReports from the system if the fifteen (15) day time period is not met.~~

6

1-935-6 National Crime Information Center (NCIC) Entries

A. When TRU personnel are off-duty, due to officer and public safety:

1. ECC shall dispatch an officer to any offense that requires priority National Crime Information Center (NCIC) entries including:

- a. Auto thefts;
- b. Stolen license plates;
- c. Runaways; and
- d. Missing persons.

2. For NCIC entries on auto thefts, stolen license plates, and stolen firearms:

a. TRU personnel shall call Records Division NCIC Reporting Unit personnel as soon as the vehicle and/or vehicle identification number (VIN), firearms serial numbers, license plate, or vehicle and/or vehicle identification number (VIN) firearms serial numbers have been verified; and

b. Records Division NCIC Reporting Unit personnel shall note the time TRU personnel contacted them about the NCIC entry and shall note their identity in the NCIC system.