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Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):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

   XXX 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D. Rescinded Special Order(s)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 by the Telephone Reporting Unit (TRU) that are provided to City 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 the ability to submit requests for Uniform Incident Reports that contain no information that requires follow up investigation or on the suspect individual information, in a timely manner, and without the need for an officer to respond.

   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 online. (Cop Logic).

1-93-3 Definitions

A. Definitive Suspect Information

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

A. Online Citizen Reporting System

Web-based system through which a community member may submit a Uniform Incident Report for specific reportable events outlined in this policy.

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;

1-934-454 Reports Taken Over the Telephone Calls from Community Members or Procedures

A. 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;

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

A.1. TRU personnel may take a community member’s information over the phone if the information for the incident meets the criteria for a phone report. They may be referred to the TRU for telephone Uniform Incident Reports.
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 definitive suspect information that requires follow-up investigation):
   a. 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);
3. Burglaries;
4. Fraud and identity theft;
5. Metal theft reports;
6. Residential and commercial burglaries if the reporting party has gone through the residence and no threat is present when requested by the victim; and
   a. The scene does not have evidence that needs processing, i.e., blood, fingerprints, and;
   b. The crime has occurred twenty-four (24) hours prior to report being made.
7. Tampering with a motor vehicle;
8. Theft of motor vehicle parts;
9. Vandalism, criminal damage, or graffiti when there is no information that requires follow-up investigation (no definitive suspect information);
10. Bill skips (gas stations, restaurants, and convenience stores);
11. Lost items;
12. Informational or and/or Uniform Incident Reports;
13. Anonymous, threatening, or obscene phone calls (e.g., where caller is unknown, which includes inclusive of electronic communications and social media).
n. Supplemental Reports to an Uniform Incident 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,

   q. Add any additional information.

43. 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.

44. 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 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,
      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,
      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.

16. Verbal assault or verbal threats (only if it does not involve or result in physical contact or if a weapon is displayed); and

17. Harassment Reports when there is no information that requires follow up investigation no definitive suspect information.

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

N/A
1. Reports with information that requires follow up investigation, with the exception of reports from Albuquerque Regional Asset Protection Association (ARAPA).

2. Theft or loss of 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 wishes to speak to an officer.

9. Offenses where there is collectible evidence.

10. Offenses that require medical attention from any type of medical personnel.

11. Voyeurism Peeping Tom reports.

12. Reports with definitive suspect information.

13. Custodial interference reports.

14. Violation of Court Orders; and

15. Civil Matters.

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

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 persons.

For NCIC entries on auto thefts, stolen license plates, stolen firearms, ECC shall dispatch an officer shall be dispatched to any offense that require priority National Crime Information Center (NCIC) entries including:

- Auto thefts;
- Stolen License Plates;
- Runaways;
- Missing Persons;

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 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 note in their report the time Report Review Unit was contacted for the NCIC entry and the identity of the clerk NCIC Reporting Unit personnel to whom the information was given.

1-93-5 Reports Submitted Through Online Reporting System

E. Online Citizen Reporting System (Cop Logic)

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](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 are listed in Cop Logic as being reportable in the Online 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.

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://apdsoo.tripod.com/onlinereports/start-report.html https://www.cabq.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:
1. Ask the community member he 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 to report their incident using the Online Reporting System and will be given 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 online 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 reject the incomplete online Uniform Incident Report from the system if the fifteen (15) day time period is not met.

   If the community member submits

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

4. Once the system generates a temporary Uniform Incident Report case number, TRU personnel shall upon review and approval of the Uniform Incident Report by a Telephone Reporting Unit TRU Police Records Technician, and a permanent case number shall be assigned; and
4.5. 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. 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 will ed report shall be forward the rejected reported on line to the reporting person community member, accompanied with an explanation. The reporting person community member has shall have fifteen (15) days to submit the required information. Cop Logic TRU personnel will shall delete reject the incomplete Uniform Incident Reports from the system if the fifteen (15) - day time period is not met.

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.