



**1-93 TELEPHONE REPORTING UNIT (TRU)**

**Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):**

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

None

**1-93-1 Purpose**

The purpose of this policy is to outline the duties of the Telephone Reporting Unit (TRU) and the services TRU personnel provide to City of Albuquerque community members, including the reporting of specific reportable offenses, as outlined in this Standard Operating Procedure (SOP).

**1-93-2 Policy**

It is the policy of the Albuquerque Police Department (Department) to allow community members to submit requests for Uniform Incident Reports that do not contain information that require a timely follow-up investigation and do not require 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 Reports on offenses that do not require an officer to respond.

**N/A 1-93-3 Definitions**

A. Online Reporting System

A web-based system through which a community member may submit a Uniform Incident Report for specific reportable events as outlined in this Standard Operating Procedure (SOP).

**7 1-93-4 Reports Taken Over the Telephone**



A. TRU personnel shall:

1. Take a community member's information over the phone if the information meets the criteria for a Uniform Incident Report and does not contain valid follow-up information, such as a name, date of birth, address, or complete license plate information, and state of issuance when there is no information that requires a follow-up investigation. The criteria include:
  - a. Larceny;
  - b. Outstanding auto thefts with no recovery;
  - c. Auto burglaries;
  - d. Fraud and Identity theft;
  - e. Metal theft reports;
  - f. Residential and commercial burglaries if the reporting party has gone through the residence and no threat is present;
  - g. Tampering with a motor vehicle;
  - h. Theft of motor vehicle parts;
  - i. Vandalism or criminal damage;
  - j. Bill skips (e.g., gas stations, restaurants, and convenience stores);
  - k. Lost items;
  - l. Theft or loss of government-issued identification cards, driver's licenses, birth certificates, and social security cards;
  - m. Informational and/or Uniform Incident Reports, including lost or stolen passports;
    - i. The community member will be asked to contact the issuing country or agency.
  - n. Anonymous, threatening, or obscene phone calls (e.g., when the caller is unknown, which includes electronic communications and social media);
  - o. Supplemental Reports to a Uniform Incident Report that do not require further on-scene investigation;
  - p. To add any property information or a description of the property;
  - q. A change to or to add an address or phone number;
  - r. To add any additional information;
  - s. Runaways over the age of twelve (12) without physical or mental capacity, or medical related issues;
  - t. Missing persons over the age of seventeen (17) without physical or mental capacity, or medical related issues;
  - u. Verbal assault or verbal threats only if it does not involve or result in physical contact or if a weapon is displayed;
  - v. Harassment reports when there is no information that requires a follow-up investigation; and
  - w. Arson with damage value that does not exceed \$1,000.

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- B. TRU personnel shall not take reports from community members over the telephone for the following:



1. Reports with information that requires a follow-up investigation, with the exception of reports from Albuquerque Regional Asset Protection Association (ARAPA);
  2. Vehicle crash reports;
  3. Offenses where there is physical contact;
  4. Offenses where a weapon is displayed;
  5. Offenses that involve suspicious circumstances that may need immediate investigation or officer attention;
  6. Offenses that require medical attention from any type of medical personnel;
  7. Voyeurism;
  8. Custodial interference reports;
  9. Violation of court orders;
  10. Civil matters; and
  11. Reports of counterfeit money.
- C. The TRU Supervisor shall determine whether an exception shall be made to any of the above offenses.

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

- A. A community member may file a Uniform Incident Report by visiting the Department's public-facing website and clicking on "File a Police Report Online" (<https://www.cabq.gov/police/file-a-police-report-online>). The following incidents are listed as being reportable in the Online Reporting System and can contain valid follow-up information, such as a name, date of birth, address, or complete license plate information, and state of issuance:
1. Residential burglary if the reporting party has gone through the residency and no threat is present;
    - a. Residential burglary Supplemental Reports are only available online.
  2. Auto burglary;
  3. Lost property to include lost or stolen passports;
    - a. The community member will be asked to contact the issuing country or agency.



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4. Theft or larceny;
5. Vandalism;
6. Vandalism of vehicle;
7. Telephone harassment;
8. Shoplifting;
9. Fraud and identity theft; and
10. Arson with damage value that does not exceed \$1,000.

B. TRU personnel shall:

1. Process, review and approve online Uniform Incident Reports submitted by community members;
2. Submit the Uniform Incident Report to the TRU Supervisor for final approval;
3. Provide a link to the reporting party when video footage or photographs are available;
  - a. When a link is provided, TRU personnel shall add comments to the narrative of the Uniform Incident Report.
4. Forward all Felony reports that contain valid follow-up information to the respective Impact units; and
5. Forward all Misdemeanor reports that contain valid follow-up information to the respective contact in the area the crime occurred in.
  - a. When a report has been forwarded, TRU personnel shall add comments to the narrative of the 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. Forward the incomplete online Uniform Incident Report to the community member, accompanied with an explanation;
  - a. The community member has fifteen (15) days to submit the required information;
    - i. If the community member does not submit the required information in the Online Reporting System within fifteen (15) days, TRU personnel shall reject the incomplete online Uniform Incident Report in the system.



- ii. If the community member submits the required information in the Online Reporting System, the system will generate a temporary Uniform Incident Report case number.
2. Once the system generates a temporary Uniform Incident Report case number, review and approve the Uniform Incident Report for a permanent case number to 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 in the Records Division's records management system upon approval.

**6 1-93-6 National Crime Information Center (NCIC) Entries**

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

1. Emergency Communications Center (ECC) personnel 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. Stolen or lost firearms when the serial number is known;
  - d. Runaways; and
  - e. Missing persons.

**B. For NCIC entries on auto thefts, stolen license plates, and stolen/lost firearms:**

1. TRU personnel shall call Records Division NCIC Reporting Unit personnel as soon as the vehicle and/or vehicle identification number (VIN), license plate, or firearms serial numbers have been verified; and
2. 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.



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

A. Related SOP(s)

None

B. Form(s)

None

C. Other Resource(s)

None

D. Rescinded Special Order(s)

~~SO 12-64 Metal Theft Coding~~ None

**1-93-1 Purpose**

The purpose of this policy is to outline the duties of the Telephone Reporting Unit (TRU) and the services TRU personnel provide to City of Albuquerque community members, including the reporting of specific reportable offenses, as outlined in this Standard Operating Procedure (SOP).

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**7 1-93-4 Reports Taken Over the Telephone**



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A. TRU personnel shall:

1. Take a community member's information over the phone if the information meets the criteria for a Uniform Incident Report and does not contain valid follow-up information, such as a name, date of birth, address, or complete license plate information, and state of issuance when there is no information that requires a follow-up investigation. The criteria include:
  - a. Larceny;
  - b. Outstanding auto thefts with no recovery;
  - c. Auto burglaries;
  - d. Fraud and Identity theft;
  - e. Metal theft reports;
  - f. Residential and commercial burglaries if the reporting party has gone through the residence and no threat is present;
  - g. Tampering with a motor vehicle;
  - h. Theft of motor vehicle parts;
  - i. Vandalism or criminal damage;
  - j. Bill skips (e.g., gas stations, restaurants, and convenience stores);
  - k. Lost items;
  - k.l. Theft or loss of government-issued identification cards, driver's licenses, birth certificates, and social security cards;
  - l.m. Informational and/or Uniform Incident Reports, including lost or stolen passports;
    - i. The community member will be asked to contact the issuing country or agency.
  - ~~m.n.~~ Anonymous, threatening, or obscene phone calls (e.g., when the caller is unknown, which includes electronic communications and social media);
  - ~~n.o.~~ Supplemental Reports to a Uniform Incident Report that do not require further on-scene investigation;
  - ~~o.p.~~ To add any property information or a description of the property;
  - ~~p.q.~~ A change to or to add an address or phone number;
  - ~~q.r.~~ To add any additional information;
  - ~~r.s.~~ Runaways over the age of twelve (12) without physical or mental capacity, or medical drug-related issues; ~~except when the reporting person is out of the jurisdiction;~~
  - ~~s.t.~~ Missing persons over the age of seventeen (17) without physical or mental capacity, or drug-medical related issues; ~~except when the reporting person is out of the jurisdiction;~~
  - ~~t.u.~~ Verbal assault or verbal threats only if it does not involve or result in physical contact or if a weapon is displayed; ~~and~~
  - v. Harassment reports when there is no information that requires a follow-up investigation; and
  - u.w. Arson with damage value that does not exceed \$1,000. -

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- B. TRU personnel shall not take reports from community members over the telephone for the following:



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

~~2. Theft or loss of government issued identification cards, driver's licenses, birth certificates, and social security cards;~~

~~3.2.~~ 2. Vehicle crash reports;

~~4.3.~~ 3. Offenses where there is physical contact;

~~5.4.~~ 4. Offenses where a weapon is displayed;

~~6.5.~~ 5. Offenses that involve suspicious circumstances that may need immediate investigation or officer attention;

~~7.6.~~ 6. Offenses that require medical attention from any type of medical personnel;

~~8.7.~~ 7. Voyeurism;

~~9.8.~~ 8. Custodial interference reports;

~~10.9.~~ 9. Violation of court orders; and

10. Civil matters; and

11. Reports of counterfeit money.

C. The TRU Supervisor shall determine whether an exception shall be made to any of the above offenses.

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

A. A community member may file a Uniform Incident Report by visiting the Department's public-facing website and clicking on "File a Police Report Online" (<https://www.cabq.gov/police/file-a-police-report-online>). The following incidents are listed as being reportable in the Online Reporting System and can contain valid follow-up information, such as a name, date of birth, address, or complete license plate information, and state of issuance:

1. Residential burglary if the reporting party has gone through the residency and no threat is present;

a. Residential burglary Supplemental Reports are only available online.

2. Auto burglary;



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3. Lost property to include lost or stolen passports;
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4. Theft or larceny;
5. Vandalism;
6. Vandalism of vehicle;
7. Telephone harassment;
8. Shoplifting;
9. Fraud, and identity theft; and
10. Arson with damage value that does not exceed \$1,000. Incident.

B. TRU personnel shall:

1. Process, review and approve online Uniform Incident Reports submitted by community members;
2. ~~Review and approve~~ Submit the Uniform Incident Report to the TRU Supervisor for final approval;
- a. ~~The software system assigns a permanent Uniform Incident Report case number.~~
3. ~~Submit the Uniform Incident Report to the TRU Supervisor for final approval;~~ Provide a link to the reporting party when video footage or photographs are available;
  - 3-a. When a link is provided, TRU personnel shall add comments to the narrative of the Uniform Incident Report.
- a. ~~The TRU Supervisor shall submit the Uniform Incident Report in the Records Division's records management system upon approval.~~
4. Forward all Felony reports that contain valid follow-up information to the respective Impact units; and
5. Forward all Misdemeanor reports that contain valid follow-up information to the respective contact in the area the crime occurred in.
  - 5-a. When a report has been forwarded, TRU personnel shall add comments to the narrative of the 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 the following questions:

~~a.~~ Is this an emergency?; and

~~b.~~ Did this incident occur outside City of Albuquerque limits?

C.

~~2.~~ If the community member answers "yes" to any question, explain to the community member that they will not be able to report their incident using the Online Reporting System and give the community member directions on what to do next;

~~3.1.~~ Forward the incomplete online Uniform Incident Report to the community member, accompanied with an explanation;

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

i. If the community member does not submit the required information in the Online Reporting System within fifteen (15) days, TRU personnel shall reject the incomplete online Uniform Incident Report in the system.

ii. If the community member submits the required information in the Online Reporting System, the system will generate a temporary Uniform Incident Report case number.

~~4.2.~~ Once the system generates a temporary Uniform Incident Report case number, review and approve the Uniform Incident Report for a permanent case number to be assigned; and

~~5.3.~~ Submit the Uniform Incident Report to the TRU Supervisor for final approval.

a. The TRU Supervisor shall submit the Uniform Incident Report in the Records Division's records management system upon approval.

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c.d. Runaways; and

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- a. TRU personnel shall call Records Division NCIC Reporting Unit personnel as soon as the vehicle and/or vehicle identification number (VIN), license plate, or firearms serial numbers have been verified; and
    - 1.
    - b.2. 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.

REDLINED