



ALBUQUERQUE POLICE DEPARTMENT
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-11

Effective: 06/10/16 Expires: 06/10/17 Replaces: 12/20/11

8-11 TELEPHONE REPORTING UNIT (TRU)

8-11-1 Policy

The Telephone Reporting Unit 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 Logic).

8-11-2 Definition

A. Definitive Suspect Information

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

8-11-2 Procedures

A. The following offenses may be referred to the Telephone Reporting Unit for telephone reports:

1. Larceny (no definitive suspect information)
2. Auto thefts (outstanding with no recovery)
3. Tampering with a motor vehicle
4. Theft of Motor Vehicle Parts
5. Vandalism or criminal damage, Graffiti (no definitive suspect information)
6. Bill skips (Gas Stations, Restaurants and Convenience Stores)
7. Lost items
8. Informational reports
9. Anonymous, threatening, or obscene phone calls (where caller is unknown, inclusive of electronic communication and social media)
10. Supplemental reports to an original report not in need of further on-scene investigation to add any property/description of property, change or add address or phone number and any additional information.
11. Runaways over the age of 12 without physical, mental capacity, or drug related issues. Exception: Reporting person is out of jurisdiction.



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12. Missing persons over the age of 17 without physical, mental capacity, or drug related issues. Exception: Reporting person is out of jurisdiction.

13. Offense reports (meeting the criteria established in this section where it is evident that the reporting party only desires a report for insurance reasons).

a. Residential and commercial burglaries when:

- If requested by the victim.
- If requested by a field services, criminalistics or communications supervisor.
- Where the scene does not have evidence that needs processing, i.e. blood, fingerprints.

b. Auto burglaries when:

- If requested by the victim.
- If requested by a field services, criminalistics or communications supervisor.
- Where the scene does not have evidence that needs processing, i.e. blood, fingerprints.

c. Fraud and Identity theft cases when:

- There is no definitive suspect information.
- The victim wants to report their identity has been used for illegal activity.
- There is not any collectible evidence.
- Victim is out of the jurisdiction and is unable to return to make a report.

14. Verbal Assault/Threats (only if it does not involve or result in physical contact or if a weapon is displayed).

15. Harassment Reports (no definitive suspect information).

B. The Telephone Reporting Unit will NOT take the following reports:

1. Reports with suspect information (name and address), with the exception of reports from 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.



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4. Metal theft reports.
 5. Vehicle crash reports.
 6. Offenses where there is physical contact.
 7. Offenses where a weapon is displayed
 8. Offenses that involve suspicious circumstances that may need immediate investigation or officer attention.
 9. Offenses where the citizen wishes to speak to an officer.
 10. Offenses where there is collectible evidence.
 11. Offenses that require medical attention from any type of medical personnel.
 12. Peeping Tom reports.
 13. Reports with definitive suspect information.
 14. Custodial Interference reports.
 15. Violation of Court Orders.
 16. Civil Matters.
- C. The Telephone Reporting Unit will determine if an exception will be made to any of the above offenses.
- D. Any offense that require priority NCIC entries (Auto Thefts, Stolen License Plates, Runaways, Missing Persons) when Telephone Report Unit is off duty requires an officer dispatch due to officer and public safety.
- E. On-Line Citizen Reporting (Cop Logic)
1. The Telephone Reporting Unit is responsible for the processing of online reports submitted by citizens.
 2. The following offense/incident reports are listed in Cop Logic as being reportable in the Cop Logic system:
 - Auto Burglary
 - Lost Property
 - Theft/Larceny
 - Vandalism
 - Vandalism of Vehicle



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- Telephone Harassment
 - Shoplifting
3. Online reporting can be accomplished by visiting the Albuquerque Police Department website and clicking on the link marked "Online Citizen Reporting" or by entering the following URL: <http://apdsop.tripod.com/onlinereports/start-report.html>
 4. The citizen will then be asked three questions reference their incident before being allowed to proceed. If they answer yes to any question, they will not be allowed to report their incident on-line and will be given directions on what to do next.
 - Is this an emergency?
 - Did this incident occur outside the Albuquerque City limits?
 - Do you know who committed this crime?
- If the answer to all three questions is no, they will be allowed to proceed.
5. Once the required information reference the report is entered and submitted, a temporary police report case number will be issued.
 6. Upon review and approval of the report by a Telephone Reporting Unit Police Technician, a permanent case number will be issued. The report will then be submitted for supervisor approval.
 7. Upon supervisor approval, the report will be submitted through the Records Management System.
 8. 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.
 9. This reject will be forwarded on-line to the reporting person, accompanied with an explanation. The reporting person has 15 days to submit the required information. Cop Logic will delete the report from the system if the 15-day time period is not met.