How to Report a Crime and Be a Good Witness

**ALBUQUERQUE Police Department**
Crime Prevention Unit
400 Roma NW
Albuquerque, NM 87102
505-924-3600

**IMPOR TANT TELEPHONE NUMBERS**

- POLICE-FIRE-MEDICAL..........................911
- POLICE (non-emergency).................242-COPS (2677)
- TELEPHONE REPORT UNIT (TRU)......768-2030
- APD RECORDS DIVISION......................768-2020
- CODE ENFORCEMENT.......................924-CODE (2633)
- DOMESTIC-VIOLENCE SHELTER.........247-4219
- RAPE CRISIS CENTER....................266-7711
- POISON CONTROL.............................843-2551
- APS POLICE ........................................243-7712
- CHILD PROTECTIVE SERVICES
  (CHILD ABUSE).................................841-6100
- CITIZEN CONTACT CENTER...............311
- CRIMESTOPPERS...............................843-STOP (7867)
- West Side Area Command ....................831-4705
- VA Area Command ............................761-8800
- SE Area Command.............................256-2050
- NE Area Command.............................823-4455
- FH Area Command.............................332-5240
- NW Area Command.............................768-4850

**FOR A COMPLETE LIST AND BRIEF DESCRIPTION OF THE VARIOUS CRIME PREVENTION PROGRAMS AVAILABLE TO ADULTS AND CHILDREN IN OUR COMMUNITY, PLEASE CALL 924-3600 OR GO TO WWW.CABQ.GOV/PO LICE. WE WILL BE PLEASED TO MAIL YOU A COPY FOR YOUR REFERENCE.**

**APD CRIME PREVENTION UNIT**
400 ROMA NW, ALBUQUERQUE, NM 87102

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**DESCRIBING A SUSPECT**

**FACE**
- SHAPE OF FACE
- Hairline
- Marks, scars
- Injuries
- Wrinkles
- Shape of ears
- Cheeks
- Facial hair
- Neck
- Adam's apple

**BODY**
- DESCRIPTION FROM HEAD TO FOOT
  - Race
  - Sex
  - Apparent age in 5 to 10 year units
  - Height in feet and 2 inch units
  - Weight/Build in 10 pound units
  - Hair, eye & skin color
  - Scars, marks, tattoos
  - Clothing description from head to toe
  - Head coverings, eyeglasses, coat, jacket, shirt, sweater, blouse, vest, pants, skirt
  - color, length, material, type, collar, sleeves, legs and condition
  - Shoes, socks
  - Unusual features

**LICENSE PLATE NUMBER**
- numbers, letters, words, colors, state, sticker year

**TYPE OF VEHICLE**
- automobile, mini-van, SUV, pickup, motorcycle, etc.

**COLOR**
- describe in your own words

**YEAR AND MAKE**
- Chevrolet, Ford, Chrysler, Jeep, GMC, Toyota, etc.

**STYLE**
- 2 door, 4 door, 4x4, etc.

**MODEL**
- F-Series Pickup, Camry, Accord, Malibu, Taurus, etc.

**NUMBER OF OCCUPANTS**
- how many people: men, woman, children, any animals

**GENERAL CONDITION**
- new, old, any marks, dents, scratches, missing lights, mismatched parts, etc.

**UNUSUAL FEATURES**

**DIRECTION OF TRAVEL**

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**DESCRIBING A VEHICLE**

**LICENSE PLATE NUMBER**
- numbers, letters, words, colors, state, sticker year

**TYPE OF VEHICLE**
- automobile, mini-van, SUV, pickup, motorcycle, etc.

**COLOR**
- describe in your own words

**YEAR AND MAKE**
- Chevrolet, Ford, Chrysler, Jeep, GMC, Toyota, etc.

**STYLE**
- 2 door, 4 door, 4x4, etc.

**MODEL**
- F-Series Pickup, Camry, Accord, Malibu, Taurus, etc.

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**UNUSUAL FEATURES**

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CALL THE TELEPHONE REPORTING UNIT

768-2030 and/or website cabq.gov/police

TO REPORT THE FOLLOWING:

Thefts
Thefts from Vehicles
Vandalism
Missing Persons over 12 years of Age
Threats & Harassment
Runaways
Simple Assaults
Supplemental Information to Reports Already Taken

EMERGENCY 911

An emergency call is defined as a situation where a person’s life or property is in danger or threatened. In-progress calls are where crimes are being committed at the time of your report.

EXAMPLES OF EMERGENCY CALLS

Accident with injuries 911
Attempted suicides 911
Rescue calls 911
Ambulance calls 911
Person injured or bleeding 911
All fire calls 911
Strangers forcibly entering neighbor’s house or car 911
Strangers carrying household articles, appliances, luggage, etc. from neighbor’s house 911
Someone trying to gain entrance to your home 911
Group of persons with weapons preparing to fight 911
If your house is broken into while you were gone, DO NOT ENTER HOUSE 911
Automobiles stopping to pick up persons walking along the street if it looks like the person doesn’t want to go — especially young children 911
Shootings, stabblings 911
Armed robberies 911
Rape 911

NON-EMERGENCIES 242-COPS (2677)

A non-emergency call is a situation where a person’s life and or property is not in immediate danger. Included under this definition are crimes against property, crimes against persons where the victim is not injured and offenders are not at or near the scene. However, a police officer is needed to respond to investigate and take a report.

EXAMPLES OF NON-EMERGENCIES

Smashed doors or windows in unoccupied homes or stores 242-COPS
Abandoned car on street 242-2677
Someone finding large sum of money and offering to share it 242-COPS
Persons loitering near school 242-2677
Persons offering merchandise at unusually low prices 242-COPS
Information and rumors of impending crimes 242-2677
“Late” discovery of crimes against persons or property 242-COPS

INFORMATION 768-2020

When information is needed, such as Police Department telephone numbers, report inquiries, or general police information, dial 768-2020. If a police report is needed and an officer is not required at the scene, you may make a police report over the phone.

When police assistance or medical transportation is needed in a non-emergency you should make your request through the Police Communications Center at 242-2677.

ENHANCED 911 SYSTEM

With the ENHANCED 911 SYSTEM, the number assigned to the telephone being used, the location of record of phone and the name of the person(s) to whom the telephone line is leased are displayed in the APD Communications Center.

In this way, calls can be traced even if the caller is interrupted or the call is terminated abruptly. Note: Telephones operating off a central switchboard display the switchboard number only no extensions are shown.

HEARING IMPAIRED PERSONS using a TDD may call 911. The call will then be transferred automatically to a TDD for response. The telephone number specifically for the hearing impaired may also be used: 768-1980 (TDD).

911 calls for service from outside the city limits will be answered by Bernalillo County if within county boundaries. Otherwise, dial ‘0’ for Operator.

911 calls from Kirtland AFB and UNM will be answered by security offices for those areas, respectively.

IMPORTANT 911 CALLS ARE FREE ON PAY PHONES

When you call 911 for a police, Fire or Medical emergency, it may be for the first time. Be prepared to give the following information and to answer any other questions the emergency operator may ask you. This will help verify the information provided through the Enhanced 911 System.

Information the operator will want to know:
1. A description of the emergency you are reporting.
2. The address or location by the street intersection of the emergency you are reporting.
3. Your name, address and telephone number.
4. Number of persons involved.
5. Description of the persons involved.
6. Direction taken by escaping suspects.
7. Is suspect in vehicle or on foot?
8. License number and description of vehicle.
9. Other details and circumstances.

DO NOT HANG UP. Stay on the line to supply other details or to guide officers to the scene.