

# Calling 911 – Emergency Calls

(Interpretation services available)

An emergency is anytime an individual's life, safety or property is *immediately* in danger or there is a crime in progress. Below is guidance on what to expect and tips to help you.

## What to Expect

- The system directs you to the nearest public safety dispatch center.
- Who, What, Where: Explain why you are calling and describe if the situation is still happening or not.
- The operator's questions will guide you.
- Give the exact location/address where help is needed, including information on apartment number, suite number, location inside building.
- Give your name, current location and phone number.
- Stay on the line. DO NOT hang up until the operator releases your call. Situations change constantly and updated information may be needed.

## Tips

- Remain calm - breathe.
- Answer all questions and follow directions as instructed.
- When describing a person include information on height, build, clothing, and unique features (scar, tattoo, facial hair).
- When describing a vehicle include type of vehicle, color, style (2 door, 4 door), distinguishing features, license plate (number – full or partial, color of plate, state).
- Direction of travel for both vehicle and person (if on foot).
- Cell phone users: Your address is not visible to the operator; the cell phone will list latitude and longitude.

# Non-Emergency Calls – 242-COPS (2677)

(Interpretation services available)

A non-emergency is a situation where an individual's life, safety or property is not in immediate danger, but a police response is needed.

## Types of non-emergencies

- Residential Burglary – with time delay or no offender on scene
- Commercial Burglary – with time delay or no offender on scene
- Loud Party
- Suspicious Activity

## Telephone Report Unit

- Auto Theft
- Auto Burglary
- Identity Theft
- Vandalism
- Larceny
- Lost Property

# Additional Resources

- Online Reporting (English only): <https://www.cabq.gov/police/file-a-police-report-online>
- APD App: Search Atlas One in Google Play or the App Store
- Substation Reports: Accident Reports; Offense Reports with no suspect information
- Hearing or Speech Impaired: The public safety dispatch center is equipped with TTY/TDD to allow communication with your device.
- Limited English Proficiency: Operators have access to telephonic interpreting services in hundreds of languages.

