

APD update 19-02

January 31, 2023

ECC staff were provided with training on the enhanced priority system, which went live in April 2019. When the five-priority system was added, the option of three response options (telephone report, online report or an officer) was eliminated. IF there was not a need for an officer to respond, an officer did not respond allowing field services to focus on responses requiring an officer.

Additionally, the creation of the Albuquerque Community Safety Department has allowed for a portion of community service type responses, chronic inebriants, under shelters persons, etc. to be sent to ACS rather than a field services officer being sent.

Lastly, in October 2021, the types of calls handled by the Telephone reporting Unit were expanded to include incidents with limited offender information. Limited offender information means the caller can provide a description of the offender but there is no specific identifying information an officer can follow up on.