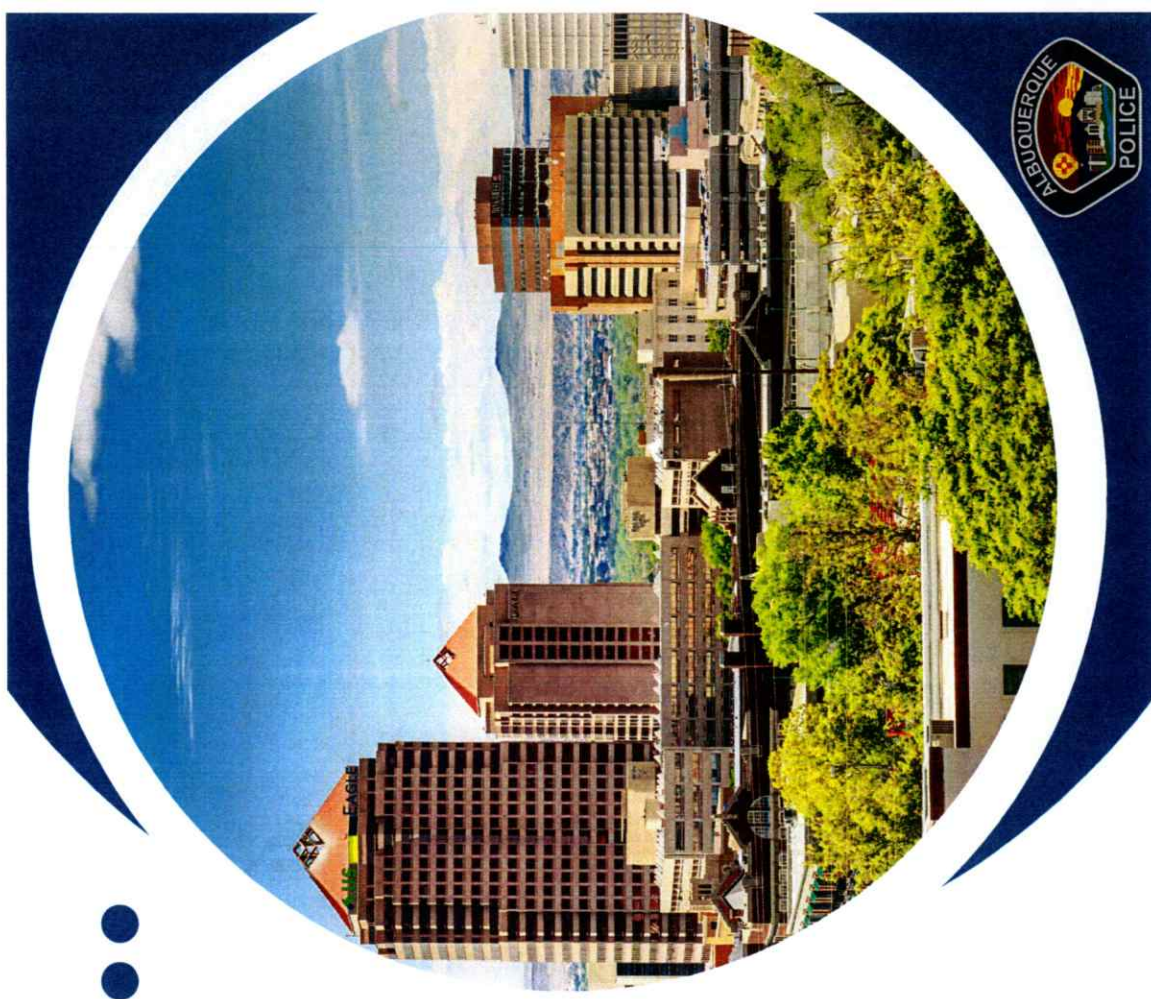


# HELP US BUILD COMMUNITY TRUST



The Albuquerque Police Department is working on a long-term project designed to increase safety and build community trust. We need feedback from you, please take this short survey!



# Smart911

smart911.com

## Stay Safe And Informed

Services in your area may vary but can include...



### Safety Profile

Provide additional information to 9-1-1 so they can help you faster in an emergency



### Alerts and Notifications

Stay informed of weather, traffic, and other emergencies in your community



### Access & Functional Needs

Help emergency managers prepare for disasters by providing your health or access and functional needs information

## Your Safety Profile Is Free, Private, And Secure.

Your information will only be seen if you ever have to call 911.

Your profile also travels with you, so if you call 911 in any area that has Smart911, your information will be displayed to the call taker.



### People and Household Info

You can add key information about members of your household that would help anyone you care for in the event of an emergency, whether the call is from the home or any mobile phone



### Health Info

Sharing important information about you and your loved ones can give 9-1-1 and first responders access to critical information allowing them to respond more effectively



### Address and Location Info

Giving responders visual details on an emergency location helps facilitate faster response, as does information on access points like hidden driveways or gate codes.



### Other Info

You can also add as much or as little information about your vehicles, pets, service animals, along with any special notes that you would want responders to know.

TOP SOLUTIONS

## Public Safety and Trust

Gain neighborhood-level visibility into your community's confidence in local law enforcement efforts.

[Book a demo](#)

[Learn more](#)



Public safety has always been of critical importance to the success of a community. Emphasis on trust metrics and perception of safety should be the same as on the crime and clearance stats police departments have been reporting for decades. If you can't measure it, you can't manage it, and the things we measure tend to improve. Never before has improving police and community trust been more vital to the safety and health of a community.

## Developing a plan with Zencity

Research & Identify

Inform & Gather

Analyze & Report

Measure & Assess



### Research & Identify

Collect the data you need to determine your community's pain points and opportunities.

Use your findings from Zencity to inform your strategic priorities and draft your plan.

### Zencity Tools:



#### Surveys

Uncover areas of focus based on satisfaction scores.



#### Organic

Track organic conversations and community sentiment on key issues.



#### Engage

Solicit direct input with a meaningful, two-way mobile engagement experience.



# Albuquerque Community Connect Camera Registry and Integration

**Register or connect your surveillance camera.**

Become an Albuquerque Community Connect partner and provide law enforcement with footage that makes it easier and more efficient to make arrests. Detectives will use your evidence to identify and connect criminals to one another and to crimes. Community Connect is a partnership between the community, the City of Albuquerque and the Bernalillo County District Attorney's Office, the Albuquerque Police Department, the Real Time Crime Center, and the Bernalillo County Sheriff's Department.

Partnering with Albuquerque Community Connect is completely free and completely voluntary.

There are two ways to participate:

1. **Map Registry:** Add the location of your camera(s) to the registry map. If there is ever a crime reported in your area, law enforcement will request footage. The registry map is the recommended option for residences.
2. **Real-time Integration:** Integrate your camera(s) with the Real Time Crime Center to provide detectives with real-time video of crime. Real-time integration is the recommended option for businesses.

View more details on how to partner below. We look forward to working with you to create a safer Albuquerque.

## Community Connect Map Registry

### **Add Your Camera to the Map**

The registry map shows law enforcement all of the registered private cameras where law enforcement may request video footage from the community. By providing your contact information and the location of your surveillance cameras to the registry, detectives will be able to contact you if there is ever a crime reported in your area. You will be able to send footage using a secure link to quickly provide detectives with valuable information. There is no direct connection to the RTCC and your footage remains private unless you decide to share it with investigators. The registry map is the recommended option for residences.

## Community Connect Real-time Integration

### **Email Us to Link Your Camera to the RTCC**

Integrating your camera connections with the RTCC saves crucial time and offers virtual patrols, providing faster and more accurate responses in your area. Without integrating your video surveillance system, investigators need to spend time requesting footage. When crime happens near you, quickly and easily get your video straight to detectives and help solve crimes in your neighborhood. Real-time integration is the recommended option for businesses.

# **Partner Requirements for Real-time Integration with the RTCC**

## **Cameras:**

Camera systems must be compatible with the Real Time Crime Center system. Your current camera system may be used if it is compatible. Also, simply updating your network video recorder (NVR) with a compatible unit will allow integration. Installing Stratocast brand, cloud-based cameras that are compatible will allow you to participate without making changes to your existing system. Community Connect will provide support on installation requirements and check for and acquire compatible equipment.

- Businesses with an existing Genetec brand system can partner with Community Connect with no additional equipment needed.
- Businesses with an existing IP camera system can partner with Community Connect by replacing the NVR with a Genetec device. Email us for more information on compatible systems.
- Businesses without a surveillance system, or would rather supplement with a compatible system, can partner with Community Connect by installing Stratocast brand, cloud-based pan, tilt, and zoom (PTZ) cameras.

## **High-speed Internet:**

Real-time integration requires a high-speed internet connection at the location of the camera.

## **SCAN Update**

Albuquerque Community Connect Camera Registry has replaced the SCAN network. Current SCAN participants are invited to partner with Albuquerque Community Connect Camera Registry, providing convenience and saving time by no longer needing to meet with a police officer or detective to provide footage.

## **Contact**

If you have any questions or concerns, please contact us at [CCsupport@cabq.gov](mailto:CCsupport@cabq.gov).



# Calling 911 – Emergency Calls

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)

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: <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 the Language Line which will provide translation.



# Auto Theft Prevention

Taking precautionary and target hardening measures can reduce your chances of becoming the victim of an auto theft. The listed tips below can help make your vehicle an unappealing target for auto thieves.

## Precautions

- Always roll up your windows, lock the doors and take your key, even if you will only be away for a short time.
- Never leave your car running unattended.
- Park your vehicle in a visible area with good lighting.
- Never leave a second set of keys hidden inside or attached to your vehicle.
- Park in attended lots, when possible, providing more potential for witnesses.
- If you have a garage use, as an alternative park in your driveway.
- Lock the garage door and your vehicle.
- Do not leave the title inside the vehicle.

## Devices

- **Kill Switch** – Interrupts the electrical, fuel or ignition system.
- **Steering Wheel Lock** – Prevent the steering wheel from being turned more than a few degrees; visible from outside the vehicle.
- **Collar** – Prevent the steering column from being stripped.
- **Brake Lock** – Prevent the brake from being engaged to remove the transmission from Park.
- **Etching** – Etching the VIN number on the vehicle's glass can make it less valuable to thieves.

*The majority of auto thefts take place night or in the early morning hours, and over half occur in residential areas including apartment complexes.*

# Auto Burglary Prevention

Auto burglary is a crime of opportunity; vehicles are easy targets and often contain property that is attractive to thieves. Large parking lots and neighborhoods with a lot of on-street parking can be prime targets for theft. Use the easy, inexpensive tips below to reduce your risk.

## Precautions

- Leave nothing in plain-view inside your vehicle.
- Park in visible, well-lit areas.
- Roll up windows and lock doors.
- Place items in your trunk before reaching your destination.
- Secure the trunk, hatches, bed-mounting tool boxes and canopies.

## Remove These Items

- Garage door openers
- Electronic items (laptops, cell phones)
- Luggage/bags
- Financial documents/instruments
- Cash
- Firearms
- Mail
- Wallets/Purses





# General Crime Prevention

Being safer doesn't require changing your lifestyle, personality or the things you enjoy doing. Planning ahead can keep you safer at home, at work, and while enjoying your favorite activities.

## At Home

- Have your key in hand when approaching your residence.
- Wait outside if anything appears suspicious – open door, broken window, etc.
- Keep doors and windows locked at all times; consider supplementary locks if you leave a partially open window for ventilation.
- Leave a key with a trusted neighbor or family member. Never hide a key outside in a flower pot, under the doormat or in a fake rock.
- Trim landscaping for visibility.
- Utilize exterior lighting – leave exterior lights on all night. Consider motion sensor lighting for sides of home.

## At Play

- Advise someone of your route/routine before you head out.
- Vary your route and schedule so you are not predictable.
- Carry proper identification.
- Be aware and alert to your surroundings.
- Carry the necessary tools in case of an emergency.
- Avoid outdoor activities after dark.
- Use personal protective gear.
- Know your limits.
- Play well with others – invite your friends!
- Make safety a habit.
- Everyone can't do everything, but everyone can do something.

## At Work

- Get involved in improving workplace safety; report needed repairs or safety concerns.
- Walk to and from parking areas with co-workers.
- Be discreet; don't advertise vacation plans or social activities to customers or clients.
- Report suspicious behavior or activity to security and/or management immediately.
- Escort visitors in secured areas.
- Let someone know where you will be and when you're expected back.
- Trust your instincts

## Getting There

- Avoid walking alone, if possible. Walk with purpose and confidence; avoid distraction – cell phone, headphones.
- Choose busy, well-lit areas.
- Walk facing traffic.
- Keep your car in good working order.
- Have your key ready when approaching your car.
- Drive with doors locked and windows rolled up.
- Locate well-lit and frequently used bus stops.
- Check bus schedules in advance.
- Sit near the driver on buses.
- Confirm the ride-share driver before getting in the car.
- Check the ride-share driver's rating.
- Be a backseat rider.
- Call and wait inside for your ride-share.





# Residential Burglary Prevention

Residential burglaries primarily occur during the day when people are away from home at work or at school. Burglars target unoccupied homes with easy or concealed access and quick escape routes. They look for small expensive items that can easily be traded for cash – jewelry, electronics, guns and even prescription medication and personally identifying information.

## Target Hardening Strategies

### Lighting

- Install lights by all exterior doors. Keep lights on all night – consider dusk to dawn sensors.
- Install motion sensor lighting for the sides of the home, where people should not be after dark (solar options are available).
- Ensure house numbers are illuminated.

### Doors & Windows

- Change the locks when moving into a new home.
- Keep doors and windows locked.
- Ensure exterior doors and the door leading from the garage to the home are solid core or metal construction.
- Install four screw strike plates with three inch screws to penetrate the door frame.
- Use dead bolt locks on exterior doors and the door leading from the garage to the home.
- Install supplementary locks (track locks, pin locks or dowels) on sliding windows and sliding glass doors.
- Install eye-viewers on all exterior doors.

### Landscaping

- Trim trees to a canopy of six feet.
- Prune hedges to three feet.
- Ensure landscaping is trimmed away from doors and windows to eliminate hiding places.
- Ensure landscaping does not block or obscure lighting.

### Tips

- Secure valuables such as jewelry and firearms in a safe.
- Secure documents with personally identifying information – passports, social security cards, birth certificates – in a safe or safe deposit box.
- Never allow strangers in your home.
- Verify workers by ID cards and calling employers.
- Never give keys to workers.
- Never hide a key outside.
- Consider hiring a house sitter while you are away.
- Ask neighbors to assist with trash and recycling bins and newspapers.
- Use timers on lights to give the impression you are home.

## Neighborhood Watch

Neighborhood Watch is a cornerstone of crime prevention on your block. It is a partnership between neighbors and law enforcement to foster communication and information sharing. Contact your Area Command Crime Prevention Specialist to organize a Neighborhood Watch on your block.



# Child Safety

Teach children to be safe at home and while out. "Stranger Danger" can be a difficult concept to grasp as children encounter strangers daily; a better approach is to teach children about good "friends" or "helpers" who assist during emergencies such as: **Teachers, Police Officers, Firefighters, Doctors and Paramedics.**

## General Safety Tips

- Children should know their full name, address and phone number.
- Teach children that adults should not ask children for help, adults ask other adults for help.
- Do not drop off children at shopping malls, movie theaters or parks for unsupervised time.
- Never leave children unattended in vehicles.
- Tell children it is ok to say "NO" to someone they don't know or someone who is making them feel uncomfortable.
- Tell children which neighbors they may visit.
- Teach and reinforce the "buddy system."
- Know their friends and friends' parents.

## Safety at Home

- Post rules where children can see them.
- Choose babysitters carefully. Check references and listen to feedback from the children.
- Teach children how to lock the door and never let anyone in or let anyone know they are home alone.
- Instruct your children to check in with a trusted neighbor or call you as soon as they get home.
- Make sure they know how to call 911 in case of an emergency and post other important numbers.
- Establish rules about having friends over or going somewhere without your permission.
- Set and enforce limits and boundaries.
- Foster good communication.

# If Your Child is Missing

*Information 911 Needs: Child's name, date of birth, height, weight, unique identifiers – braces, glasses, birth marks, scars, clothing description. Provide a current photo to Officers.*

## At Home

- Check around the house for the child, be sure and check:
  - Closets
  - Beds (in and under)
  - In appliances
  - In vehicles
- Call 911

## At a Store or Event

- Notify the Manager
- Notify on-site Security
- Call 911





# Travel and Holiday Safety

The holidays are a joyous time of year. It is also a time when individuals need to be alert to the possibility of crime. Taking simple precautions can ensure a safe and happy holiday season.

## Preparing Your Home

### Lighting

- Install lights by all exterior doors. Keep lights on all night – consider dusk to dawn sensors.
- Use timers on lights to give the impression you are home.

### Doors & Windows

- Ensure doors and windows are locked.
- Ensure exterior doors and the door leading from the garage to the home are solid core or metal construction.
- Secure and lock garage door; consider disabling the garage door opener while you are away.
- Don't display gifts in full view of windows or where they can be seen from outside the residence.

### Landscaping

- Trim trees to a canopy of six feet.
- Prune hedges to three feet.
- Ensure landscaping is trimmed away from doors and windows to eliminate hiding places.

### Tips

- Secure valuables, such as jewelry, firearms and personally identifying information in a safe.
- Never hide a key outside.
- Consider hiring a house sitter while you are away.
- Ask neighbors to assist with trash and recycling bins and newspapers.
- Breakdown boxes before placing them out for recycling.

## Shopping, Traveling, and Online

- Park in a well-lit area, lock your vehicle, and roll up the windows. Store packages out of sight.
- Avoid carrying large amounts of cash, pay with a debit or credit card.
- Avoid wearing expensive clothing or jewelry.
- Pay attention to your surroundings, trust your instincts.
- Do not buy more than you can carry; ask a friend or store employee for assistance.
- Beware of any type of solicitor at the door – criminals sometimes pose as couriers or seeking donations.
- Save all receipts; start a file to assist in reconciling holiday and/or travel bank statements.
- Use secure websites for purchases. Look for "https" in the URL or the locked padlock at the bottom of the page.
- Print and save all confirmations from online purchases.
- Track packages through shipping website.
- Ship packages requiring a signature.
- Have packages delivered to a friend, relative, neighbor or employer.



# Workplace Safety

Bring your crime prevention savvy to work. Almost any crime that can happen in your neighborhood or home can happen at work. Bring the following prevention skills to the workplace.

## Preventing Theft and Other Workplace Crimes

- Keep valuables such as your wallet, purse and keys in a locked drawer or filing cabinet.
- Escort visitors in secured areas; ask whom they are visiting and notify that individual.
- Let someone know where you will be and when you're expected back.
  - Utilize shared calendar system
- Report any needed repairs or safety concerns to a member of the management team.
- Be discreet; don't advertise vacation plans or social activities to customers, clients or visitors.
- Report all suspicious behavior or activity to security and/or management immediately.

## Evaluate Common Trouble Spots

### Reception Area/Service Desk

Ensure the reception desk is equipped with a panic button or other means of emergency communication. Consider cameras and a remote lock for the front door.

### Stairwells

Ensure stairwells are well lighted; avoid using the stairs alone.

### Elevators

Don't enter an elevator with someone if you are uncomfortable. Stand toward the front, near the control panel.

### Restrooms

Be aware of who else may be in the facility. Avoid restrooms where the main entry door can be locked from the inside.

### After Hours

As practical, don't work late alone. Create a buddy system or ask security to escort you to the parking lot or public transportation.

### Parking Lots or Garages

Choose a parking lot or garage that is well-lighted, with an attendant. Lock your car and roll up the windows completely. If you notice loitering or suspicious activity notify security or the police.

# Violence in the Workplace

Violence in the workplace can take many forms – from arguments and profanity to sexual harassment to robbery and homicide.

- Install easy to use phones with emergency buttons; panic buttons; have sign-in policies for visitors and office access procedures.
- Use care in hiring, conduct thorough background checks and reference checks. Ensure clearly defined procedures for termination.
- Recognize potential indicators: depression, frequent absences, increased irritability and impatience.
- Provide a referral process for victims of domestic violence.
- Provide a confidential employee assistance program.



**ONE  
ALBUQUE  
RQUE** APD