

Bernalillo County Fire Department
Special Instructions When Responding
To Your Home

Because of our unusual street number in Sky View Acres it is difficult for anyone out of the neighborhood to find a residence without instructions. This also applies to fire and law enforcement and other emergency personnel responding to 911 calls.

When you make a 911 call it is an emergency and it often times difficult to remain calm during the call and provide information to the operator. Fortunately there is a little known system that can make it very easy for emergency personnel to be directed to your residence as well as provide other important information to assist emergency personnel.

The QWest Telephone system allows for residences and businesses to attach detailed information to their QWest telephone number that will display to the 9-1-1 operator when you call for an emergency.

If you have special instructions or information that you would like the 9-1-1 operator to know when you dial 9-1-1, complete and mail the attached form.

Please allow 2 weeks for the information to be activated. If you have questions about this service, or to verify the information was entered call 798-7000.

Bernalillo County
Request for Implementation of
9-1-1 Automatic Detail Information

Citizen Address Response Enhancement - CARE

(The "Special" instructions you furnish will be displayed automatically to the 9-1-1 operators when you dial 9-1-1. Your name and address are currently displayed unless you have an unlisted number.)

Name: _____
Telephone Number: (505) _____
Address: _____

Special Directions to Residence (If Applicable)

Special Medical Conditions of Residents (If Applicable)

Other Special Instructions (Gate Code, Emergency contact numbers, etc)

The Bernalillo County Fire/Rescue Department is authorized to make routine visits to my residence to check the health status of:

_____ **Yes, I want a visit** _____ **No, I do not want a visit**

Signed: _____

Mail To: Bernalillo County 9-1-1 Communications Center
10401 Holly Av NE
Albuquerque, New Mexico 87122

For further information contact any Communication's Supervisor at 505-798-7000