



# SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



## 510.16 TIP LINE 04-13-17

### **PURPOSE**

The purpose of this order is to establish guidelines for activating the tip line.

### **POLICY**

It shall be the policy of the Sacramento Police Department to utilize the tip line to expeditiously answer calls related to a critical incident when the tip line is activated.

### **PROCEDURE**

#### **A. GENERAL**

1. The tip line shall not be activated without authorization from a Watch Commander (WC), Major Crimes Lieutenant, or Investigations Lead Supervisor.
2. The following personnel, listed in order of priority, shall be assigned to staff the tip line phone bank:
  - a. Investigations personnel (e.g. NCU Detectives).
  - b. Records Division personnel.
  - c. Communications Division personnel.

#### **B. WATCH COMMANDER / INVESTIGATIONS RESPONSIBILITIES**

1. The Watch Commander, Major Crimes Lieutenant, and/or Investigations Lead Supervisor shall be responsible for
  - a. Notifying the Communications Center to request an activation of the tip line.
  - b. Coordinating the release of the tip line telephone number through the PIO.
2. The Major Crimes Lieutenant or his/her designee shall be responsible for
  - a. Staffing the tip line phone bank.
  - b. Coordinating the notification to other city resources (e.g. City 311, VIPS Coordinator, Sacramento Law Enforcement Chaplaincy, Crime Alert, etc.).
  - c. Establishing a procedure that ensures that incoming tips are documented, assigned, and provided a disposition.

#### **C. COMMUNICATIONS AND RECORDS DIVISION RESPONSIBILITIES**

1. The Communications Division shall be responsible for
  - a. Facilitating the notification of personnel in the tip line activation group.
  - b. Preparing the area(s) and equipment at the Communications Center identified for the tip line phone bank.
  - c. Providing support to the Investigations Lead Supervisor and personnel staffing the tip line phone bank.
  - d. Serving as an overflow answering point by processing tips received on 911, the 7-digit emergency line, non-emergency line, or the dedicated tip line.
  - e. Providing additional personnel to staff the tip line phone bank, if requested.
2. The Records Division shall be responsible for
  - a. Dedicating personnel to facilitate processing tips through Cop Logic.
  - b. Providing additional personnel to staff the tip line phone bank, if requested.