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.