

	POLICY & PROCEDURE	SERIES # 1430	PAGE 1 OF 3
	SUBJECT		EFFECTIVE DATE
	<b>CRIME LINE TELEPHONE PROCEDURES</b>		<b>01/21/05</b>
DISTRIBUTION		AMENDS/SUPERSEDES/CANCELS	
ALL MANUALS		P&P # 1430 dated 3/26/03	

I. PURPOSE:

The purpose of this policy is to establish guidelines and procedures for answering the Crime Line telephone, documenting anonymous tips, and providing the results to the Crime Line Coordinator.

II. POLICY:

It is the policy of the Hampton Police Division to operate the Crime Line telephone 24 hours a day in order to gather the most accurate information and disseminate that information to the appropriate unit for investigation.

III. PROCEDURE:

A. Answering Crime Line Calls

1. The Crime Line Coordinator will be responsible for answering the Crime Line telephone during normal business hours, Monday through Friday, 0730 – 1630 hours.
2. After normal business hours, weekends and holidays, all Crime Line calls will be forwarded to a cellular telephone or voicemail which will be monitored by Investigative Services. The Investigative Services supervisor will manage the answering of the Crime Line telephone and/or checking of the voicemail messages. The Investigative Services supervisor may assign a designee to manage calls.

B. Documenting Information on the “Fact Sheet”

1. The Crime Line telephone should be answered, “Hampton Crime Line”.
2. The persons answering the telephone will initially determine if the caller has previously been assigned a Crime Line code number. If a number has not been previously assigned, the caller will be assigned the next number from the code number log. Once the code number has been assigned, it will be recorded on the “Fact Sheet” in the designated place. When the Crime Line phone is answered after normal business hours

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APPROVED:  
CHIEF OF POLICE



and the caller has not been previously assigned a code number, the person taking the call will advise the caller to call the Crime Line number between 0800-1630 hours, Monday through Friday, to obtain their confidential code number. The caller should be able to provide the date, time and information they furnished to obtain the confidential number.

3. All pertinent information received from the caller will be recorded on the Crime Line “Fact Sheet”. These sheets must include the date, time and name of the person taking the call.

#### C. Routing of Crime Line Information

1. During normal business hours the information will be immediately entered into the Peninsula Crime Line computer and forwarded to the appropriate unit for action. Four (4) copies will be maintained. One copy will be filed in the Crime Line records and three (3) will be forwarded to the appropriate unit for dissemination to the unit’s Lieutenant, Sergeant and Investigating Officer.
2. After normal business hours, weekends and holidays, all Crime Line “Fact Sheets” will be placed on the desk of the Crime Line Coordinator. The Crime Line Coordinator will assign a code number and enter the information into the computer the following business day and disseminate the information to the appropriate unit.
3. Callers providing information that requires immediate attention should be handled as any other call for service. The information will be captured on the “Fact Sheet” and Communications will be notified immediately via radio or telephone.

#### D. Follow-up on Crime Line Information

1. In order for Crime Line to work effectively, the Crime Line Coordinator must have feedback concerning each of the anonymous tips in a timely fashion regarding the investigator’s findings. Every effort should be made to return the “Fact Sheets” to the Crime Line Coordinator within 15 days of the initial call. This report does not need to be a detailed narrative of the findings, but rather a preliminary report that the coordinator can pass on to the caller. This report can also serve to solicit additional information regarding that case. If the information was somewhat helpful, but you need additional help in a certain area, this request can be made on the report to the coordinator so he can solicit that specific information from the caller.
2. If the information resulted in an arrest, recovery of stolen property, seizure of drugs or of a gun, this information should be documented at the bottom of the “Fact Sheet” and returned to the Crime Line Coordinator. The results should include the names of any persons arrested, their charges, the amount of narcotics or stolen property recovered and how many cases were cleared as a result of the

information that was provided. This report will allow the coordinator to begin making arrangements for the appropriate reward.

3. It is understood that some “Fact Sheets” will take additional time to investigate depending on the type of case. If more time is needed to conduct the investigation, the supervisor should simply let the coordinator know when an initial report is expected so that they will know what to tell the caller should they call back.
4. On a quarterly basis, the Crime Line Coordinator will compile a list of all Crime Line calls that have remained open for more than 90 days. This “Inactivity Report” will be forwarded to each of the unit commanders for action.

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