CSU Bakersfield

Business and Administrative Services

University Police Department

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To: **University Police**

From: Chief Marty Williamson

Date: March 10, 2015

Subj: Anonymous Phone Tip Line

Directive: 15-2

It is recognized that victims and witnesses to crimes are sometimes reluctant to call police they do not wish to have their identities known. These victim/witnesses could potentially have information vital to maintaining a safe campus environment, mitigating potential crimes, or information that could aid in active or undiscovered crimes. In an effort to allow those that may be reluctant to contact authorities directly, the University Police Department has created the UPD Anonymous Tip Line.

The phone number for the Tip Line is 661-654-INFO (4636). The Tip Line is designed in such a way that when a person dials the number, the phone will automatically route to a pre-recorded message on the voicemail system, prompting the caller to leave as much information as they chose and without having to provide information regarding their identity. We have been told we cannot trace numbers from this line.

Procedures

As soon as is reasonable near the beginning of their shift, the on duty dispatcher will check the voicemail account associated with the Tip Line number.

The on duty dispatcher will review the voicemails left to determine if any possible credible information has been received. In the event that a question arises regarding the validity of a call notify a Supervisor so they can review the call.

Throughout the shift, the on duty dispatcher should monitor the notification light on the Tip Line for activity. As soon as is reasonable, after a new voicemail has been received, the on duty dispatcher shall review the message.

In the event any message left on the Tip Line requires an immediate emergency response, the on duty dispatcher will create a call for service, dispatch officers and notify a supervisor as soon as practical.

In cases where information is received via the Tip Line and the information is not deemed to warrant an immediate police response, an obvious wrong number, or an obvious nuisance type call, (crank call), a case report will be generated rather than a call for service.

Using the Case Log screen in RIMS, the dispatcher receiving the Tip Line information will select the Add Case option. Under the offense the dispatcher will select TipLine, in the box they will enter the ID number for the Lieutenant, select Supervisors under the assign to this division and then click the box to restrict access only to this division.

Once a case has been created the dispatcher that received the information will select the notes tab within that case and enter all pertinent information received via the Tip Line for that case.

The Lieutenant will review any information received and determine what type of follow up or action is to be taken. Whatever action is taken the case report will reflect that action. If the Lieutenant sends the information for an investigation, the responsible officer and sergeant will insure that all reports are filed and the case is ultimately closed.

Keep in mind that there is potential for sensitive information to be received on this line. If so, the information will be handled as confidential and not discussed outside of a need to know basis. If the information received is sensitive, the Lieutenant will be notified immediately. If he is unavailable, the Chief will be notified in his place.

Below is the pre-recorded message that will be heard by callers using the Tip Line for reporting:

Hello,
Thank you for calling the California University Bakersfield Police Department anonymous Tip Line. If you need immediate assistance please hang up and call 661-654-211 or 911. To leave an anonymous tip, wait for the tone and then leave detailed information regarding the situation you are reporting. Include what happened, the date and time it happened, and any suspect or suspect vehicle information you can provide. Feel free to leave your contact information if you wish to do so, though it is not required.

Thank you for your help.