

Crime Stoppers and Call Centers



CHALLENGES THE CALL CENTERS FACE

- ✓ Update contact information for your program ASAP
- ✓ Keep the call center updated with office hours or changes
- ✓ Always provide information when the program will be available for updates
- ✓ Update and edit special instructions with the call center
- ✓ Advise when there is a high-profile case or media release which will lead to increased calls or tips

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- ✓ Keep your distribution list updated in P3
- ✓ Edit your tip sheet template in P3
- ✓ Maintain accurate on-call lists with the call centers
- ✓ If your program has the call center update the tipsters keep the tips updated
- ✓ Notify the call center when there are problems with the service your program receives

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- ✓ Use all of the features of P3 including the ability to submit questions to the call takers which they can ask the tipsters should they call back
- ✓ Recognize the success of tips taken by the call center, consider sending a report every couple months with information on successful tips taken by the call centers

CHALLENGES THE PROGRAMS FACE

- ❑ Minimal information in tip, this makes tip unactionable by LEO
- ❑ Wrong city and state – causes issues with jurisdiction
- ❑ Incorrect spelling of names, streets etc (please verify with tipster)
- ❑ Location – apartment numbers missing, cross streets, what does location look like, etc.

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☐ Failure to use template for guidance or direction

☐ What agency is investigating the case

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COMMUNICATION IS THE KEY.

**STAY IN TOUCH WITH YOUR CALL CENTER
TELL THEM THE GOOD AND BAD.**