



**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION AUTHORITY  
POLICE SERVICE**

## **CRIME STOPPERS**

Effective Date: May 7, 2007  
Revised Date: March 15, 2010

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### **POLICY**

1. The South Coast British Columbia Transportation Authority Police Service (SCBCTAPS) is a participating member of the Crime Stoppers Program.
2. The Intelligence Coordinator is the SCBCTAPS appointed Crime Stoppers Liaison Member ("Liaison Member"), unless otherwise determined by the Deputy Chief Officer Operations. When the appointed Liaison Member or their designate is absent, the on-duty Watch Commander will act as the liaison.

### **REASON FOR POLICY**

3. To emphasize the importance of using community information as a tactic for solving crimes.
4. To ensure SCBCTAPS personnel process Crime Stoppers tips in accordance with Crime Stoppers Program requirements.

### **PROCEDURE**

#### **Program Explanation**

5. The Metro Vancouver Crime Stoppers ("Crime Stoppers") is an independent non-profit association and registered charity managed by a civilian Board of Directors working to help solve crime in partnership with citizens, the media and law enforcement agencies. The Crime Stoppers program encourages citizens (through an extensive multi-media advertising program) to anonymously report any information they may have about crimes. The information can be about crimes already committed or that may be committed in the future. The tip/information can be reported by:
  - Calling to 604-669-TIPS;
  - Emailing to via [www.solvecrime.ca](http://www.solvecrime.ca); or
  - Texting to "274637" and including keyword "BCTIP".
6. The success of programs like Crime Stoppers depends on the anonymity of the citizens calling with the tips. Crime Stopper tipsters are not required to attend court and may be eligible for a reward.

7. The Crime Stoppers telephone number will terminate at the Vancouver Police Department (VPD) where it is attended from 0800 to 2000 hours Monday to Friday except when the Crime of the Week is aired. On those days it is be attended to 2400 hours. Crime Stoppers Coordinators (1 VPD and 1 RCMP) will assess the information received from anonymous callers and, when it relates to a crime appropriate to the SCBCTAPS mandate, will contact the appointed liaison person at the SCBCTAPS. Information relayed will then be acted upon as set out under this policy.

### **Crime Stoppers Coordinator**

8. The Crime Stoppers Coordinator role includes:
  1. receiving information about crimes related to the SCBCTAPS mandate in the Transportation Service Region;
  2. assessing whether the information is of an urgent nature and should be acted upon immediately, or if it is not urgent and can be acted upon routinely;
  3. if the information is of an urgent nature, contacting the Liaison Member immediately by telephone or the Canadian Police Information Centre (CPIC), and following up later in writing;
  4. if the information is not urgent, communicating with the SCBCTAPS Liaison Member in writing;
  5. setting a diary date by which the Liaison Member is required to make return contact on each tip; and
  6. seeking any additional information, as required, from SCBCTAPS relative to evaluating any given tip for the purpose of paying a reward.

***NOTE: After hours information of an urgent nature will come from an answering service directly to the SCBCTAPS non-emergency telephone number.***

### **Receptionist/Complaint Taker**

9. The SCBCTAPS support clerk (Public Service Counter) or communications operator (back-up to Public Service Counter) will receive telephone calls on tips of an urgent nature from the Crime Stoppers Coordinator and will route them immediately to the Liaison Member or, if absent, to the on duty Watch Commander.

### **Public Service Counter - Mail Handling**

10. When the Public Service Counter receives mail (written correspondence) from the Crime Stoppers Coordinator, the support clerk will route it directly to the Liaison Member, or in his/her absence, to the on duty Watch Commander.

### **Tip Investigation and Records**

11. The Liaison Member will:
  1. when on duty, receive all telephone calls directly from the Crime Stoppers Coordinator, and

2. in all cases where tip information has been received from the Crime Stoppers Coordinator, ensure a General Occurrence (GO) file is created on PRIME in response to the tip (if there is an existing GO due to an ongoing or concluded investigation in relations to the incident being tipped, enter the incident number in related events as a cross reference) and record actions being taken in response to the tip.
  - A. GO to be coded using Zcode for offence type, CCJS: 3 Assist Provincial Agency
12. The Liaison Member will:
  1. paraphrase all essential reported information and index all entities on the GO, except details that could jeopardize the identify of the tipster;
  2. NOT quote directly, or scan or paste the information received from the Crime Stoppers Coordinator;
  3. ensure that the identify of the tipster is not revealed due to the information contained in the GO;
  4. complete a synopsis page with a brief summary of the information received and, for reference purposes, may include the Crime Stopper tip number on the synopsis page.
13. The Liaison Member will communicate the related PRIME event numbers (includes new GO and related GO if applicable) to the Crime Stoppers Coordinator, as soon as practicable.
14. The Liaison Member will, as necessary, assign an investigator (consulting with the Watch Commander and Inspector Operations as appropriate) to investigate the tip.
15. Viewing of the Tip Sheet will be restricted to the Liaison Member and the investigating Member, unless otherwise authorized in writing by the Inspector Operations. E-Mail fan-out of the Tip/Disposition Sheets to Members will not be permitted, nor circulation to any external party.
16. A hard copy of the Tip/Disposition Sheets may be produced for the reference of the Liaison Member and investigating Member. No other SCBCTAPS personnel will be permitted to print or retain a copy of Tip/Disposition Sheets. Hard copies of the Tip/Disposition Sheets must be kept in a secure location by the Liaison Member and investigating Member.
17. The Liaison Member will ensure that any Tip Sheet electronically received and being electronically retained, is stored on a secure drive that is only accessible to the Liaison Member.
18. The investigating Member will retain the tip investigation file (if any) in a secure location, and upon completion of the investigation, transfer any hard copy of the Tip/Disposition Sheets to the Liaison Member and submit the investigation file pursuant to normal records procedures.
19. The Liaison Member will retain the archive tip file (if any) in a secure location under the Liaison Member's custody or control.

20. The Liaison Member will assign diary dates and ensure investigation reports on tips are completed by the assigned Member, as required. This should be done via the Follow-up facility on PRIME and managed in Workflow.
21. Within thirty days of receiving the tip (or as otherwise required by Crime Stoppers Coordinator), the Liaison Member will communicate to the Crime Stoppers Coordinator on the status of the investigation.
22. The Liaison Member will be responsible for completion and return of the Tip Disposition Return Sheet, in accordance to the instructions on the Tip Disposition Return Sheet and set due date.

### **Intel Only Tips**

23. When the Liaison Member receives a Tip Sheet that is marked, "Intel Only", the Liaison Member will extract the relevant content from the Tip Sheet and forward it to Supervisors and Members as appropriate.
24. For Intel Only tips, the Liaison Member will not be required to open a GO or complete/submit a Disposition Sheet (not a requirement of the Crime Stoppers Program).
  1. A Supervisor and/or Member receiving such Intel information from the Liaison Member will create a GO, as appropriate.

### **Information Handling**

25. SCBCTAPS Members will adhere to the following information handling requirements:
  1. do not use or rely on Crime Stoppers tip information for obtaining any Judicial Authorization without taking steps to preserve Police Informant privilege, and apply to seal all warrant applications;
  2. tip information should be independently confirmed;
  3. in police reports (PRIME) and Reports to Crown Counsel, Members may, if necessary, refer to the fact that tip information came from Crime Stoppers, but do not include the contents of the tip itself. The Member may restate or paraphrase the tip in a report, but do so in general terms only;
  4. do not mention "Crime Stoppers" when dealing with a suspect or witness and never reveal to a suspect or witness a Crime Stoppers tip number or any of the contents of a tip;
  5. Crime Stoppers tips are legally privileged and they are the property of Crime Stoppers. The information must be returned after viewing or upon request.