





24 HOUR CRIME STOPPERS CALL CENTER
1-866-471-1723

CrimeSceneInformation

- Crime Stoppers Call Center located in La Porte, TX
- 30+ years law enforcement background
- Opened in 2006, with 3 programs
- Currently answer for 305 programs across the country.
- Solely answer for Crime Stopper's Programs
- Only Crime Stopper's call center in the USA
- Staffed 24/7/365

September 2023 through September 2024 Call Center Stats

- **Answered 402,354 calls**
 - *On average, 33,530 calls a month*
 - *Averaging, 1102 per day*
- **Taken 45,638 tips**
 - *On average, 3,803 tips per month*
 - *Averaging, 125 tips per day*

September 2023 through September 2024 Call Center Web/Mobile Stats

- **Reviewed 133,607 mobile tips**
 - *Tips submitted through P3 mobile app*
- **Reviewed 35,790 web tips**
 - *Tips submitted through web tips*

Different ways
Crime Stoppers' tip
lines are answered?



How is your Tip-Line Answered



Com-Center



Answering Machine



Departmental
Officer/Detective

Dispatch Center

- Dispatchers busy with high call volume
- 911 Calls
- Tipsters hear radio background noise and fear their anonymity
- Fear the call is being recorded
- Training of dispatch personnel
- Change in personnel
- Caller ID show within the dispatch center



Answering Machines/Voicemails

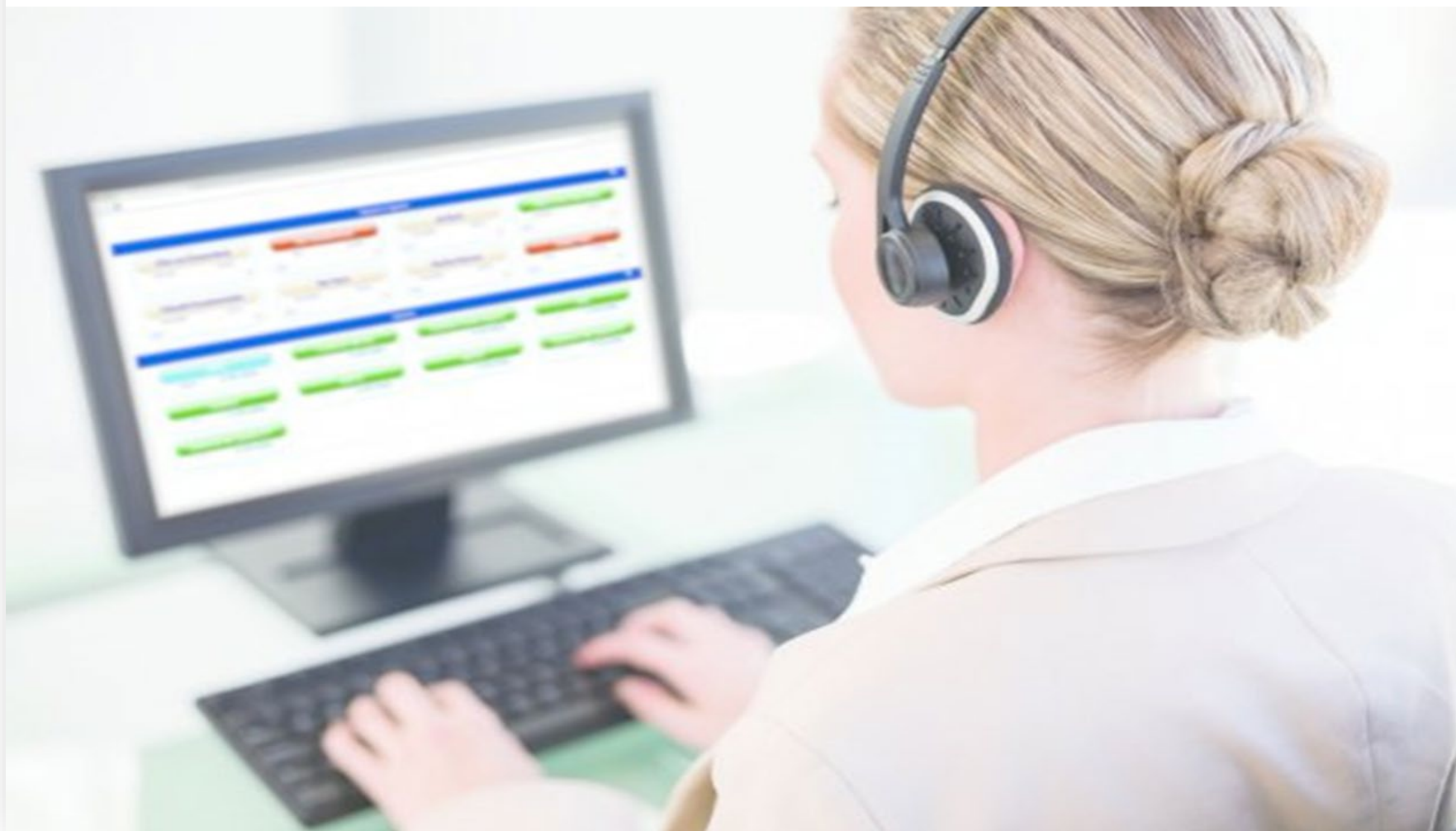
- Anonymity
- Voice Recording of Tipster
- Loss of Important Tips
 - Tipster does not feel comfortable leaving information
 - Tipster does not call back



Answered by Departmental Officers

- Understaffed departments
- Handling calls tips while out of the office
- Importance of keeping callers and tip information anonymous
- Handling of urgent calls/mobile tips during non-working hours
 - Family time/Vacations
 - Court appearances
 - On scene/working cases
 - Nighttime
 - Entering data into P3





Crime Stoppers Call Center



 **Submit a New Tip**

 **Review / Update Tip**

Increase Tip Volume

Totally Anonymous

Monitoring web & mobile Tips

Bilingual

Answered 24/7/ 365

Monthly Budget

Work With Small Programs

Major Crime Releases

Gracie is the best to work with



Answered by Call Center



Discussion Photos Events Files



Kevin P Boehm



July 27 · 👤

Pretty good week for Greater KC Crime Stoppers....two TIPS led to the ID and location of a suspect that killed a UMKC student and shot three of my fellow KCPD officers. (They will hopefully recover fully but thoughts and prayers are always appreciated).

Second, our Scholastic Crime Stoppers program is credited with preventing it's 11th suicide after a TIP was received that included a copy of the suicide note (as an attachment) that had been posted on social media. This was a first as school is not in session yet an anonymous tipster still utilized our program. Also need to credit Crime Scene Information who in addition to contacting me also contacted the police with the information saving valuable time!

👍❤️👀 25

6 Comments



Protecting Informant Identity

- Do not accept the name of the Tipster
- Do not disclose gender of the Tipster
- Do not Call, trace, or record any calls
- Do not include geographical references: next door neighbor etc.
- Take all Tips

Tips from your Call Center

Update Program's Admin Changes

Update Recipient List within your P3 system

Know who pays your phone bill and where the phone is connected

Test your tip line

