

OPS TIPS SYSTEM OVERVIEW AND MANAGEMENT GUIDE

The OPS Network TIP System is a very robust anonymous TIP system that allows agencies to engage community members, chat "real-time" and share TIPS with other OPS Network agencies, all from an easy-to-use web-based platform.

The OPS Network TIP System features:

- Agency members can communicate live with TIPSTERS in "real-time". The TIPSTER uses the agency's Community Interface to communicate with Agencies securely and anonymously.
- TIPSTERS can also submit a TIP via the agency's Community Interface and then return at any time to update the TIP, in the "Continue a TIP" area , and/or read any responses from officers, by entering the Random ID and Pin Number they received when sending their initial TIP.
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Managing TIPS (Agency):

- **RED:** All new TIPS, or TIPS with a new response from the TIPSTER, will appear in RED, indicating that no action has been taken on the TIP, and will remain RED until a response is sent.
- **GREEN:** Open TIPS that are active, have been responded to, and are waiting on Tipster response, will remain GREEN
- **GREY:** Closed TIPS will be listed in GREY.

OPS Inner Agency TIP Sharing:

- Agencies can share TIPS with other OPS Network agencies by clicking on the "Share" icon and selecting the appropriate agency.
- Once a TIP is shared, the receiving agency can communicate with the TIPSTER via their OPS TIPS System, while the TIPSTER can still interact via the original agency interface, making it easier for the TIPSTER to remain engaged.
- Each Agency with "shared" access to the Tip can view ALL communication from both the TIPSTER and the officer(s) responding.
- Once a TIP is shared with another OPS Agency, the receiving agency can assign the TIP to an officer, as well as close or re-open the TIP, all without affecting the agency that originally shared the TIP. These features remain independent to each agency.
- ALL notes added for inner-agency use will be viewable by all shared OPS agencies. Agencies can also use the internal note feature to advise shared agencies of any updates or outcomes.

TIP Management Guidance:

- ALL approved agency members who have access to the agency's OPS TIPS System will be notified of new TIPS received by the agency via internal OPS notification and email.



- Agency members should not respond to a TIP until assigned to do so by an approved supervisor.
- All approved supervisors should review all new TIPS and, based on the type of TIP received, the appropriate supervisor should:
 - A. Respond to the TIP and assign the same to themselves.
 - B. Assign each TIP to an authorized and appropriate officer within the agency.
 - The assigned officer will receive a notification that a TIP has been assigned to them, at which time they can manage and respond to the TIP appropriately.
 - Assigned TIPS will appear in the "My Assigned TIPS" tab for the assigned officer, while also remaining viewable on the main screen.
- Agency staff should add internal notes regarding the status of a TIP, supervisors instructions, TIPS results, reason for closing the TIP, etc.. (Internal notes are not viewable by the public, but are viewable by all Agency Officers with access to the Tip)
- Once a TIPS is completed, the assigned officer should close the TIP.

NOTE: All TIPS should be assigned to an agency member to ensure they are responded to and to ensure that new messages from a TIPSTER are received.

NOTE: All TIPS should be reviewed and closed, with a note advising others of the action taken and/or the disposition of the TIP.

NOTE: TIPS CANNOT BE DELETED. So even TIPS that offer little viable information to follow up on should be responded to and then closed, indicating that they were read and no action could be taken.

