

 NORFOLK Department of Police	Administrative General Order - 418: Norfolk Crime Line		
	Office of Preparation: Strategic Management Division (mar)		
	CALEA:	None	
	VLEPSC:	None	
LEGAL REVIEW DATE:	5-01-2014	PRESCRIBED DATE:	5/16/14
City Attorney:	<i>Joels E. Clark</i>	City Manager/Director of Public Safety:	<i>Marcelo [Signature]</i>
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:		<i>[Signature]</i>	

Purpose

This order establishes procedures to support the Norfolk Chamber of Commerce Crime Line Program, which provides rewards for information on unsolved crimes. The order describes Crime Line, identifies responsibilities for personnel involved in the program, and explains payment of rewards to informants by the Crime Line Board of Directors.

Supersedes:

1. G.O. ADM 418, dated May 15, 2009
2. Any previously issued directive conflicting with this order

Order Contents:

- I. Crime Line Program
- II. Crime Information
- III. Crime Line Board of Directors
- IV. Police Department Support
- V. Disclaimer

I. Crime Line Program

The Norfolk Chamber of Commerce has established, and provides funding for the organization known as Crime Line, Incorporated. Based on information provided by the Police Department (Section IV.), Crime Line, through its Board of Directors, endeavors to provide rewards for information which leads to the solving of crimes as described in Section III. of this general order.

- A. Procedures of the Chamber of Commerce, Crime Line, and its Board of Directors are at their sole discretion. Neither the Chamber of Commerce nor its Board of Directors is an agent of, or is under the control or direction of, the Police Department or the City of Norfolk.
- B. Should the Chamber of Commerce, Crime Line, or its Board of Directors, vary from or discontinue activities as described in Section III., the Police Department, by amendment of this general order, may continue, discontinue, or alter, as deemed appropriate, its procedures or participation in the Crime Line Program.
- C. The City of Norfolk's obligation for the Crime Line Program is to receive and provide information through designated Norfolk Police Department personnel.

II. Crime Information

The Crime Line Program is designed to obtain information on unsolved crimes and the location of either wanted fugitive felons or previously unknown persons who have committed any of the following felonies: Homicide, Rape, Armed Robbery, Burglary, Arson, Aggravated Assault, or other crimes causing significant impact on the City.

III. Crime Line Board of Directors

The Crime Line Board of Directors will:

- A. Endeavor to award up to \$1,000 to the person(s) directly providing Crime Line information leading to the arrest of an adult, or to the equivalent apprehension in the case of a juvenile.
- B. Endeavor to give other rewards to persons who provide information regarding other crimes identified in Section II.
- C. Follow the established criteria for Crime Line awards:
 - 1. Crime Line rewards may be awarded to any person, except as restricted below, who contacts Crime Line and provides information which leads to the:
 - a. Arrest of an adult, or the equivalent apprehension in the case of a

juvenile.

- b. Grand Jury indictment of an adult, or the equivalent apprehension in the case of a juvenile.
 - c. Arrest of an indicted fugitive felon.
 - d. Recovery of stolen property or drugs.
2. Commissioned law enforcement officers or members of their immediate families are not eligible for Crime Line awards.
 3. Victims cannot collect on crimes committed against them.
 4. Perpetrators cannot collect on crimes committed by them.
 5. If two or more persons provide information about a crime that results in eligibility for a reward, the appropriate sum will be divided as the Board of Directors may determine.
- D. Follow the established Crime Line rewards procedure and method of payment:
1. Rewards up to \$1,000 for solved crimes, or for each arrested indicted fugitive felon, will be made to eligible persons.
 2. The Board of Directors has the final authority to determine eligibility of recipients, amount of each reward, and to facilitate payment of the reward.
 3. Payment will be made in cash to anonymous informants.
 4. Partial payment of a predetermined reward may be authorized by the Board of Directors prior to an indictment or prior to the arrest of an indicted fugitive felon.

IV. Police Department Support

The Norfolk Police Department has agreed to assist the Crime Line Program as follows:

- A. The Public Information Officer is designated to serve as the Police Department Crime Line Coordinator. The Crime Line Coordinator will:
1. Serve as liaison between the department and the Chamber of Commerce on all matters relating to Crime Line.
 2. Serve as liaison between the department and the news media for the dissemination of Crime Line information.
 3. Confer with the investigating officer who determines, based on its seriousness and/or because of the need for public assistance for an ongoing investigation, which crime needs to be publicized. It is the sole discretion of the investigating officer to determine the criteria for selecting crimes to be publicized and to disclose or withhold information regarding the operative criteria.
 4. Prepare a press release to be disseminated to the media. This press release will include a request for further information from the public in an effort to assist the Police Department in solving the crime. Final approval of the release must be made by the investigating officer prior to its dissemination to the media to ensure its accuracy and to guard against the release of confidential information.
- B. The Fugitive Section Sergeant serves as Crime Line Administrator. The Crime Line Administrator will:
1. Monitor Crime Line efforts, conduct follow-ups, maintain Crime line files, and facilitate the flow of Crime Line information being received from: Crime Line Phone (1-888-LOCK-U-UP), Text a Tip (274637), and Web Tips (Norfolkcrimeline.com).
 2. Collaborate with the investigating officer who will act on the received information and within seven days either advise the commanding officer of the disposition of the information or submit a progress report and request additional time within which to provide a final disposition status.
 3. Notify the Board of Directors of Crime Line callers who have provided information that meets the criteria outlined in Section III.C. above.
 4. Notify Crime Line callers eligible to receive awards and facilitate the dissemination of rewards to those callers by providing procedural guidance

on how to collect payment to those callers whose information has been determined eligible for rewards.

- C. The Police Operations Center Central Desk personnel are responsible for:
1. Continuous monitoring of the recorder equipped Crime Line telephone (664-4040). The phone is to be used only for incoming Crime Line calls and is to be answered by the Officer in Charge, or his designee, twenty-four hours a day, seven days a week. All incoming Crime Line calls will have priority over and preempt normal and routine calls for service. Callers will not be told to directly call any division to give their information.
 2. Answering incoming Crime Line calls and logging the following information in the Crime Line log book:
 - a) Crime Line sequence number, date, time, informant's name, address and phone number (if provided), nature of call, to whom information was referred, and disposition of information.
 - b) Code number assigned to informant who wishes to remain anonymous. The caller will be advised to use this number for identification instead of his or her name in future contacts.
 3. Completing the Crime Line Fact Sheet while talking to the informant on the phone.
 4. Ensuring that information received through Crime Line is immediately referred to either the supervisor of the investigation squad handling the crime or to the appropriate available investigator.
 5. Recording all calls concerning criminal matters.

V. Disclaimer

Funding and disseminating rewards for information is the sole undertaking and obligation of the Crime Line Board of Directors. Neither the Police Department nor the City of Norfolk has undertaken or accepted any obligation to fund or pay rewards.