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## UCPD Tip Line Procedure

### 217.1 PURPOSE AND SCOPE

To establish the process for receiving, triaging and disseminating tips that come in from the Union City Police Department's tip line.

### 217.2 PROCEDURE

The Union City Police Department operates a tip line, allowing for citizens to report crimes, traffic offenses and other public safety concerns. These tips are frequently anonymous, but citizens can leave their identifying information (name, phone number, etc.) if they choose. The tip line is managed internally by department IT personnel.

The Tip Line phone number is 510.675.5207. The tip line email is [Tips@UnionCity.org](mailto:Tips@UnionCity.org)

The tips come in both through phone and/or email. Voicemails left by citizens on the tip line and emails sent to the tip line email address have been set up to be routed to all UCPD Investigations and UCPD SSU personnel.

Should a received tip be of any value or use to investigators and/or the traffic unit, the Investigations Sergeant should forward the tip to the correct person for follow-up.

For example: Should a citizen report a non-exigent traffic related issue, the Investigation's Sergeant should forward that tip to the Traffic Sergeant to be handled in the appropriate manner. Should a citizen report a valuable tip which may be helpful in a criminal investigation, the Investigations Sergeant should forward that tip to the primary investigator of the related criminal case.

In every case where a tip is forwarded to the appropriate unit and/or investigator, the recipient of the forwarded tip should respond (via email) with their acknowledgement of receiving the tip. In the event the tip relates to a criminal investigation (SSU/Investigations), the recipient of the tip should respond to the Investigations Lieutenant with their acknowledgement and disposition of that tip.

Voicemails left on the tip line can be manually checked utilizing the following steps:

- From any Cisco phone, dial [REDACTED]
- When prompted, enter your extensions [REDACTED]
- Enter PIN [REDACTED]
- Follow system prompts to navigate system and listen to messages

To obtain or access call logs (historical), please contact IT personnel to assist.