



Superior Police Department Anonymous Crime Tip Program Public Fact Sheet

In response to the ever increasing technological environment we live in, the Superior Police Department has initiated three services for use by the public through a contract with Citizen Observer. They are:

1. **Tip411:**

User types 0spdtip0 plus their tip on their cell phone or PDA and texts it to 08474110 (TIP411). The text message is encrypted and an alias is generated, masking the identity of the sender from the police. The police have no way of determining the user's identity.

The sender is then able to converse (anonymously) with the police department regarding their tip and any additional information they may be able to provide at police request.

Citizens can go to www.ci.superior.wi.us/spdtips and click on the link to learn more about anonymous text tips.

2. **New Anonymous Web Tip link**

Users go to www.ci.superior.wi.us/spdtips and follow the link for "Anonymous Web Tips." The user then fills in a form and submits the tip via the Internet. The tip goes through a secure server where, again the identity of the sender is masked from the police.

3. **Police Department Text/e-mail Alert Program**

Users go to www.ci.superior.wi.us/spdtips and follow the link for Police Department Alerts. The user then fills out a form which will allow them to receive alerts sent by the Police Department either by text message or e-mail. The alerts that will be sent will focus on matters of safety to the citizens of Superior, and may include such things as requesting help with information on critical events (e.g. robberies, violent assault, etc.), Amber Alerts, etc.

Call 911 in an emergency...

If you see a crime in progress, need to report an emergency or file a police report, please call 911.

These new crime tip services are for **non-emergency** investigative information only and will not generate a radio call or summon the police to your location.

How to Submit a Tip via Text Messaging

To text a tip to the Superior Police Department, you must have text messaging enabled on your phone. To begin your tip session, text the word "spdtip" to the number 847411, which spells the word "Tip411" on your phone's keypad.

While handset menus differ by carrier or model, here are some basic steps on how to compose a text message:

Find "Messaging" or "SMS" on your phone's main menu.

1. Create a new text message or send text or SMS text.
2. When composing your message:
 - Enter the number 847411 as the mobile # or in the "to" line
 - Then, in the message body, type word spdtip, a space, and then your crime tip information (spdtip is not case-sensitive)
3. Hit "Send" to send the message.
4. You will receive a response from Citizen Observer shortly, which will start the secure text dialogue.
5. If officers determine that more information is needed you may get a reply text asking for that information (again your name/phone number will not be known to law enforcement only the randomly generated citizen observer tipster number).
 - When you complete your tip submission, for your safety, you should always delete all text messages to and from 847411 from your text message in box and out box.

What is Text Messaging and How Do I Know If I Can Send or Receive a Text?

Text messaging is also known as SMS or "short message service." Text messaging is a way to communicate on your mobile by sending or receiving plain text messages. To determine if you can send text messages, it is best to contact your wireless provider or refer to your mobile device's manual.

You will generally not be asked to reveal your identity to the Police in order to provide information about a violent crime and the Police will not be able to trace the text message in any way. A special computer server will encrypt your message and mask your identity before sending your tip to the Police. This service is truly anonymous.

It is important to note that not all tips may be acted on, particularly if they do not contain sufficient actionable information. Citizens are encouraged to provide as much information as they are comfortable in giving.

Types of Crimes to Submit

The Superior Police Department wants information on every type of crime, not just those covered in the media. The text tip line is not traced, and we are not interested in the user's identity. We believe these new anonymous forms of providing tips to the Police offer a way for callers to rid their neighborhoods of crime SAFELY.

When to Submit a Tip

You may submit a tip anytime, anywhere, 24/7.

Cost to Send

Although the service is free and requires no purchase or fee for participation, standard messaging rates and other fees may apply. Check your mobile plan for more details.

Help

At any time, from your mobile phone, send a text message with the word "HELP" to Tip411 (847411) for program information. This is for operational information, not to solicit help from the Superior Police Department.

Privacy

No mobile phone information is collected by the Superior Police Department as part of this program. Your "Tip411" tip is completely anonymous to the Superior Police Department and is only identifiable via a tip code that will be provided to you. Any information you submit is directed to the Superior Police Department's Investigations Division, who will disseminate the information to the appropriate officers.

When should I call 911?

In Superior or Douglas County you should call 911:

- **During an Emergency**
- **When you require the response of an officer to an incident.**
- **When you need to file a police report.**