

"Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods."

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE
2208.2, SPEAKOUT HOTLINE**

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CHIEF OF POLICE:	ORLANDO ROLÓN

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POLICY:

This directive establishes the purpose of the SpeakOut Hotline and the procedures outlining how the tip information reaches the appropriate personnel. This procedure ensures the tip information is addressed expeditiously and investigated accordingly. The purpose of the SpeakOut Hotline is to provide young people with a 24-hour anonymous hotline to contact with information about safety and security issues at a school or anything else that may be affecting them or someone they know.

PROCEDURES:

1. SPEAKOUT HOTLINE

SpeakOut Hotline is the sister program of CrimeLine. SpeakOut, like CrimeLine, answers calls twenty-four hours a day, seven days a week. SpeakOut is specifically designed to be user-friendly for the young people in our community and in our schools. CrimeLine operators take the SpeakOut tips and forward them to the appropriate law enforcement agency. The caller will be given a reference number in the event they want to follow up on the tip or add more information to it. Most importantly, the caller remains anonymous – there is no caller ID, and the call is not recorded.

Any young person can contact SpeakOut Hotline by telephone, internet or mobile app. The resources available are:

- Internet – www.speakouthotline.org
- Telephone – 1800-423-TIPS
- Mobile App – P3 Tips App (for iPhone/Android)

2. DISSEMINATING INFORMATION

When the SpeakOut Hotline receives a tip with information referencing possible problems on a school campus, the following procedures shall be followed:

Immediate – During School Hours

When SpeakOut Hotline gets a tip during school hours that requires an immediate response (campus/officer/safety/student, the hotline call taker will attempt to contact the assigned School Resource Officer (SRO) or the SRO Supervisor. The SRO and/or SRO Supervisor will respond to the information accordingly. The SRO Supervisor will determine if additional notifications need to be made. If the assigned SRO or SRO Supervisor cannot be reached, then the SpeakOut call taker will contact the on duty Watch Commander with the information. The on duty Watch Commander will determine the appropriate course of action in response to the information in the tip.). If assistance is needed from Orange County Public Schools (OCPS), OCPS District Police can be contacted at 407-317-3333.

Immediate – After School Hours

When SpeakOut receives a tip after school hours that requires an immediate response (campus/student/officer safety), the Speak Out call taker will contact the on duty Watch Commander with the information. The on duty Watch Commander will determine the next course of action. The information should also be forwarded to the assigned SRO or SRO Supervisor (note: the assigned SRO or SRO Supervisor may not be reachable after school hours). If assistance is needed from Orange County Public Schools (OCPS), OCPS District Police can be contacted at 407-317-3333.

Non-Urgent – SpeakOut Hotline

When the SpeakOut Hotline gets a tip that does not require an immediate response (campus/officer safety), the call taker will contact the appropriate SRO supervisor via telephone and forward the tip via email. It is necessary to contact the SRO Unit before the tip information is provided to the school, as tips often contain confidential and sensitive information. The SRO Supervisor will assign the tip to the appropriate SRO. The assigned SRO is responsible for investigating the tip and forwarding the results to their Supervisor. It is the SRO Supervisor's responsibility to ensure the tip is investigated and the results forwarded to the SpeakOut Hotline.

When the information received does not directly affect a school, the SpeakOut Hotline will direct the tip to the appropriate law enforcement agency or crisis service agency.

3. ADMINISTRATIVE DUTIES

The SpeakOut Hotline Coordinator will be responsible for the administration of the program. The SpeakOut Coordinator will be responsible for maintaining a list of schools, the School Resource Officers (SRO) assigned to those schools and current contact information for the SROs and SRO Supervisors. Each law enforcement agency is responsible to update contact information within one week of any changes to personnel.