

Call Back

YOUR CRIME STOPPERS CALL CENTER
NEWSLETTER

ALTERNATIVE ANSWERS MESSAGE CENTER LTD.

INSIDE THIS ISSUE:

- Your Success is Our Success!
- Tip Texting
- Client Tip Monitoring

SPECIAL POINTS OF INTEREST:

- Text Q&A 1
- Celebrating Success 2
- Free Web Tip Monitoring ! 3
- AA History 3
- Event Calendar 3
- Laws of the Universe 4
- CS Points 4

Donna's Desk

On October 4, 2007, Orlando Police Officer Al Gordon was shot and killed during a robbery while making a bank transaction at an ATM.

Though off-duty at the time, he initiated law enforcement action as he attempted to apprehend his attackers. In the days following this tragic event, both the Orlando Police Department and the Orange County Sheriff's Office worked tirelessly although no valuable leads developed.

Fillian, a call taker with Alternative Answers for Crimeline, understood the urgency of a tip she received from a very nervous and reluctant tipster claiming to have information. Joan, the on-duty supervisor with Alternative Answers assisted Fillian with the constant contact with the Tipster and Central Florida Crimeline's Law Enforcement Coordinator Detective Barb Bergin.

Through Fillian's experience, professionalism and extraordinary skills, she

was successful in extracting more detailed information when the tipster called back. Fillian kept the Crimeline Coordinator Barb Bergin aware of the developments and provided the Homicide Supervisor with each update. While the tipster became irate, Fillian understood that it was over frustration and fear and remained professional and calm. Because of her exceptional handling of the tipster, two violent murderers have been apprehended.

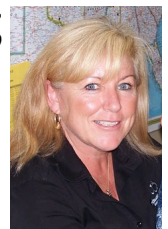


(Above: Donna Harms, Sheriff Kevin Beary, Det. Barb Bergin, Fillian)

Fillian and I recently traveled to Orlando, Florida to receive an award from the Orange County Sheriff's Office, presented by Orange County Sheriff Kevin Beary. I am so proud of the way all of our AA team members perform every day... but this is one example of how seamlessly and tirelessly AA worked for and with a Crime Stoppers program to bring the "bad guys" to justice. I know that success stories like the Al Gordon case happen everyday for our Crime Stoppers clients. Please let us know about them! It is very gratifying for myself and our staff to hear the outcome of these cases.

In closing, I would like to thank Fillian, Joan and the AA team for a job well done!

My Warmest Regards,
Donna Harms, CEO



(Above: Orange County Sheriff's Office Citation Award)



Remember to submit your Crime Stoppers Points! We love your feedback!

(See back page)

Text Messaging Lingo

Abt2: About to

BRB: Be right back

BTW: By the way

COS: Because

MYOB: Mind your own business

NP: No problem

OMG: Oh my gosh

PTMM: Please tell me more

TTYL: Talk to you later



Alternative Answers

Kudos!

I just wanted to take a moment to thank you and your staff for the fine job you all are doing. I didn't get the chance to inform you that on Tuesday of this week we had another brutal murder of a fruit stand vendor. This senseless act, touched the hearts of people everywhere and ignited an overwhelming response from community providing tips. However, it was your staff that took the tip which solved this murder. You and your staff should be commended for the fine job you do for Crime Stoppers of Miami, Inc. . Thanks. -Sergeant Sam Bronson (Miami Dade Police Department Crime Stoppers Unit)

This case is the reason that we use your service. The operator received a tip about a wanted fugitive Michael Bell wanted for Murder. This fugitive was reported to be at a address in Zachary Louisiana, which is a suburb of Baton Rouge. The operator called Baton Rouge Police who directed her to Zachary Police Department. Zachary Police Department then directed her to the East Baton Rouge Sheriff's department. With the operators help the suspect was located and not only arrested but an additional suspect was arrested for possession of narcotics as well. I am happy to report this case to you because of your employees hard work and determination this dangerous suspect is off the streets of our city.

We do appreciate the AA staff for going the extra mile!!!! - Sgt. Todd Weishar

Visit us online!
crimestopperscallcenter.com

Texting (SMS) Questions Answered

Q – What does SMS stand for?

A – Short Message Service. Text messages sent via cell phone are considered SMS messages.

Q – What exactly is TipSoft SMS?

A – It is our new secure & anonymous Tip via Text Message product.

Q – Is this product secure enough for Crime Stoppers use?

A – Yes, we feel that it is.

We've gone to great lengths to apply an encrypted alias ID to the originating number.

See our separate Security summary document for more details.

Q – So just what does this SMS stuff make possible?

A – Tipsters will now be able to submit an anonymous tip to you via text message from their cell phone. You will also be able to reply back to them without knowing their true identity or having access to the source phone number. You communicate with them via one of several means... none of which involve you actually having to talk on your cell phone.

Visit www.smscrimetips.com to review the full list of "Frequently Asked Questions."

Kevin Anderson / Anderson Software / 936.569.0447 / support@anderssoft.com

Did you know?

140 characters are allowed per text message in Canada,

US carriers allow 160.



Upcoming Events

Alternative Answers will be attending the following upcoming events.

We hope to see you there!

CSI International Conference: August 6-9, 2008 (Des Moines, Iowa)

OACS Provincial Training Conf.: June 2008

*** Winners of airline tickets from the Texas Crime Stoppers Conference are....

Teresa Simpson & Lora Bradshaw. Congratulations ladies! It was great to see everyone in Wichita Falls. — Rick ***

Quotable...

Let no one
come to you
without
leaving
better.....
-Mother
Theresa

Staff Emails

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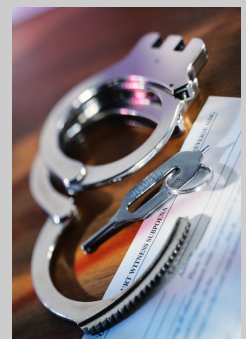
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WebTip / TextTip Monitoring

FREE

Have you taken advantage?

Established clients are eligible for this service.

Contact Donna for more details.

Expiration Date: 12/30/08

Welcome to all of our new
BRITISH COLUMBIA
AND YUKON CRIME
STOPPERS ACCOUNTS.



WELCOME ABOARD!!!!
It's our pleasure to serve
you.

Effective Training... The key to success

Training is the key for all success and Alternative Answers is supporting and creating training systems for all staff to experience a higher level of success. We have a positive culture and work environment based on our two main Core Values: "Alternative Answers creates Accurate, Complete and Timely Reports in a Courteous and Professional Manner" and "We are a Proud, Professional, Organized Team."

Alternative Answers has incorporated an intensive pre-employment training process that is raising the standards and effectiveness of our call takers. The training process is based on assessments, simulated calls, listening skills, questioning skills and decision making skills. Our new intense training process prepares the new staff members for the challenging work at the AA Crime Stoppers Call Center.

After in-depth computer based training and personal coaching on these subjects, each new staff member is tested on different scenarios with simulated calls. As a result of this new training process, new staff members are now experiencing success and creating better quality reports much more quickly. They are also assimilating into a positive work environment with ease.

We welcome any training that Crime Stoppers Coordinators would like to offer. With our own in-house training facility available we would embrace your skilled training.



Toll Free Phone: 866-414-8889

E-mail: donnaharms@alternativeanswers.ca

Your 24 Hour Crime Stoppers Call Center

A native American boy was talking with his Grandfather.
 “What do you think about the world situation?” he asked.

The Grandfather replied. “I feel like wolves are fighting in my heart. One is full of anger and hatred: the other is full of love, forgiveness and peace. “

“ Which one will win?” asked the boy, to which the Grandfather replied, “ the one I feed”

(Unknown Origin)

Crime Stoppers Points...



We Have You Covered

Alternative Answers has a “Points Program” in place for all successful Crime Stoppers tips taken by AA. For each successful tip taken, the operator is awarded one Crime Stoppers point. These points are then redeemed for a variety of items in our Reward Catalog. By implementing this system it has been beneficial for both Alternative Answers and Crime Stoppers.

Please fax participation forms to 905-951-2416

Crime Stoppers Location: _____

Date of Call: ___ / ___ / ___

Report # _____

Dollar Amount Seized: _____

of Arrests Made: _____

Additional Info: _____

Congratulations!
You have earned 1 Crime Stoppers Point!



Operator Initials : _____

Crime Stoppers Coordinator

Alternative Answers