



TALLAHASSEE POLICE DEPARTMENT GENERAL ORDERS MANUAL

 Proudly Policing Since 1841	SUBJECT Harassing Phone Calls	 Nationally Accredited 1986	
	CHIEF OF POLICE <i>Signature on file</i>		
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AUTHORITY/RELATED REFERENCES

CID SOP 12, Follow-up Investigations
 CID SOP10, Case Management

ACCREDITATION REFERENCES

CALEA Chapter 42

KEY WORD INDEX

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POLICY

Members shall follow accepted guidelines when documenting and investigating harassing, obscene and threatening phone calls.

DEFINITIONS

Obscene Phone Call: Any call at a location where a person has reasonable expectation of privacy wherein the caller makes any comment, request, suggestion, or proposal which is obscene, lewd, lascivious, filthy, vulgar or indecent, and by such call or such language intends to offend any person at the number called.

Harassing Phone Call: Any call wherein the caller, whether or not conversation ensues, without disclosing his/her identity and intends to annoy, harass, abuse, threaten; or makes or causes the telephone of another to repeatedly or continuously ring with intent to harass any person at the called number; or makes repeated phone calls during which conversation ensues, solely to harass any person at the called number.

Threatening Phone Call: Any call wherein the caller makes any comment, request, suggestion or proposal which is obscene, lewd, lascivious, filthy, vulgar or indecent, and by such call or such language intends to threaten any person at the called number; or

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makes a call whether or not conversation ensues, without disclosing his/her identity and with intent to threaten any person at the called number.

***57 Phone Call Trace:** A service provided by ~~the~~ Embarq phone company for **all** subscribers to identify harassing, obscene or threatening callers. ~~Call trace methods are not effective with trunk phone lines or cellular phones.~~

PROCEDURES

I. DOCUMENTATION

All obscene, harassing and threatening phone calls will be documented on an offense report form. The following information should be included:

- A. What is said or done during the call(s).
- B. The frequency of the calls.
- C. How long the victim has been receiving the calls.
- D. Any information that might help identify the caller, (e.g., a description of the caller's voice, former relationships, co-workers, employer/employees, or acquaintances who may be considered the caller.
- E. Whether or not a *57 method of tracing was initiated and a successful trace received.

II. *57 CALL TRACE METHOD

- A. Inform the victim of the *57 method of tracing calls, if they do not already know of the service.
- B. Explain to the victim the last call received can be traced by dialing *57 on a touch-tone phone or 1157 on a rotary dial phone.
- C. The caller will hear a recording saying to "press 1" if he/she wishes to continue the trace.
- D. One of two messages will then be heard: either the call has been successfully traced or the trace was not successful.

III. FOLLOW-UP PROCEDURES

- A. Inform the victim to keep a continuous list of dates and times calls are received and what the caller says.
- B. Advise the victim to file a supplemental report documenting any continued harassment.