



TALLAHASSEE POLICE DEPARTMENT

GENERAL ORDERS

 Proudly Policing Since 1841	SUBJECT Harassment Investigations		 Nationally Accredited 1986
	CHIEF OF POLICE <i>Signature on File</i>		
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AUTHORITY/RELATED REFERENCES

CID SOP 10, Case Management
 CID SOP 12, Follow-up Investigations

ACCREDITATION REFERENCES

CALEA Chapter 42

KEY WORD INDEX

Documentation

Follow-Up Procedures

***57 Call Trace Method**

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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, annoy, abuse, threaten or harass 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 with the intent to annoy, abuse, threaten, or harass any person at the called number; 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 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 subscribers to identify harassing, obscene or threatening callers. This service works for both landline and cell phones.

PROCEDURES

I. DOCUMENTATION

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

- A. What is said, sent, relayed or done during the contact(s)).
- B. The frequency of the contacts.
- C. How long the victim has been receiving the calls or messages.
- D. Any information that might help identify the harasser, (e.g., a description of the harasser's voice, former relationships, co-workers, employer/employees, or acquaintances who may be considered the harasser.
- E. Whether or not a *57 method of tracing was initiated and a successful trace received.
- F. Document all social media and email accounts (i.e. Facebook, Instagram, Snapchat, etc.) that are used for the harassment.

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 or cellular phone..
- C. The caller will hear a recording saying to "press 1" if he/she wishes to continue the trace.

III. FOLLOW-UP PROCEDURES

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

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