

IDAHO STATE POLICE PROCEDURE

07.16 Wireless Phone Trace / Pinging

A. General

The Idaho State Police Regional Communications Centers (RCC) may receive emergency calls from wireless phones in which the callers are unable to provide their locations for responders. If it is determined either by voice, TDD, or background noise that an emergency response is required, or it is necessary for the Regional Communication Officer (RCO) to try to obtain the caller's location; the RCO is authorized to contact the wireless phone provider to request a phone trace or ping.

A wireless phone trace or ping shall only be used for the sole purpose of assisting the department in an emergency situation or when extraordinary circumstances arise. A general welfare check of citizens, family members, and officers does not constitute an emergency. In a missing person case, the reporting agency should handle the trace / ping.

In the event a situation arises that is not covered in this policy, the RCO shall contact a RCC supervisor for approval prior to the trace / ping request being initiated.

B. Definitions

“Emergency” means an unforeseen combination of circumstances, or the resulting state that calls for immediate action.

“Extraordinary Circumstances” means any situation where an emergency exists or public safety is endangered.

“Welfare Check” means ensuring the state of a person(s) or group of people’s well-being.

C. Wireless Phone Provider Trace / Ping Requests

Instructions for requesting traces /pings from various wireless phone carriers are maintained in the RCC CAD phone directory, NOTEQ. Wireless phone carrier instructions and phone numbers should be reviewed and verified annually.

D. Wireless Phone Trace/Ping Documentation

After the form or letterhead requesting the phone trace has been faxed to the wireless phone provider if requested, RCOs should ensure that the information is documented into the CAD call.

1. Save the form in the appropriate file.