IDAHO STATE POLICE PROCEDURE

07.16 WIRELESS PHONE TRACE/PINGING

I. 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, Telecommunications Device for the Deaf (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 must 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/or officers does not constitute an emergency. In a missing person case, the reporting agency should handle the trace / ping.

Prior to any trace / pings being initiated, the RCO must contact an RCC supervisor for approval. If the ping is being initiated from the field, a field supervisor must approve the request.

II. 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.

III. WIRELESS PHONE PROVIDER TRACE/PING REQUESTS

Instructions for requesting traces /pings from various wireless phone carriers are maintained in the RCCCAD Notepad. Wireless phone carrier instructions and phone numbers must be reviewed and verified annually.

IV. 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 must ensure that the document is attached and the information is updated in the CAD call