

	<p style="text-align: center;">BRIDGEPORT POLICE DEPARTMENT</p> <p style="text-align: center;">POLICY AND PROCEDURE GENERAL ORDER</p>	Distribution	General Order Number
		ALL PERSONNEL	<b>10.06</b>
		Original Issue Date	Reissue/Effective Date
		11/17/20	12/2/20
Order Title:  <b>911 MANUAL QUERY/REVERSE 911</b>		Accreditation Standard: POSTC:	Section
		10	
		Section Title SUPPORT AND TECHNICAL SERVICES	
Rescinds:		<b>Rebeca Garcia, Chief of Police</b>	

*This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting*

## **I. PURPOSE:**

The purpose of this general order is to establish procedures and guidelines regarding Bridgeport Police Department's 911 Manual Query / Reverse 911.

## **II. POLICY:**

It is the policy of the Bridgeport Police Department to provide emergency assistance to anyone requesting it. Also, to respond to and investigate all requests for emergency assistance received by telephone.

## **III. PROCEDURE**

- A. The Intrado equipment/software provided to the public safety answering points at the Bridgeport Police Department to perform manual queries/reverse 911 lookups for telephone numbers will be utilized in tracing phone numbers when a telephone number trace is warranted, and provided that the requirements outlined in this General Order are met.
- B. This equipment will be used in accordance with the provisions of C.G.S. § 28-28a in situations where emergency assistance is needed, and where the location of the needed assistance cannot be obtained from the caller or the 911 screen. It may also be used to investigate false or intentionally misleading reports of incidents requiring emergency assistance.
- C. All 911 hang-up calls shall be treated as requests for emergency assistance until verified that emergency assistance is in fact no longer needed.

- D. The manual queries/reverse 911 tracing system will not be utilized to conduct non-emergency investigations or for any other purpose where immediate emergency assistance is not required, i.e. harassing phone call, narcotics investigations, etc. Should a non-emergency telephone number trace be needed, the standard procedure of obtaining the trace via local phone company should be utilized.
- E. Prior to initiating a manual query/reverse 911 trace, authorization will be obtained from the Shift Supervisor.