



# Management Directive

## Commonwealth of Pennsylvania

### Governor's Office

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## Management Directive 720.06 Amended – Call Trace Procedures for Nuisance, Harassing, and Threatening Telephone Calls

Date: May 12, 2022

By Direction of:   
Michael Newsome, Secretary of Administration

Contact Agency: Office of Administration  
Human Resources and Management  
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**This directive establishes policy, responsibilities, and procedures for Commonwealth employees to trace or trap nuisance, harassing and threatening telephone calls and fax transmissions received while conducting business on a Commonwealth phone line.**

### 1. PURPOSE.

To establish policy, responsibilities, and procedures for Commonwealth employees to trace or trap nuisance, harassing, and threatening telephone calls or fax transmissions received while conducting business on a Commonwealth phone line.

### 2. SCOPE.

This directive applies to all departments, offices, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction.

### 3. OBJECTIVES.

To provide instructions for responding to nuisance, harassing, and threatening telephone calls or fax transmissions received on Commonwealth phone lines in order to enhance the safety and well-being of the workplace.

#### 4. DEFINITIONS.

- a. **Call Trace (Touch Tone \*57).** A telephone feature used to trace the last incoming call to a telephone or fax machine before another call is initiated or received. Upon completion of a successful trace, the caller's telephone number and the date and time of the call are recorded. This is for traditional and legacy voice services and does not apply to Skype or Teams calls.
- b. **Enterprise Service Desk (ESD).** The central point of contact under the current contract for reporting a Call Trace or Manual Call Trap.
- c. **Harassing Calls.** Telephone calls or fax transmissions which are menacing in nature and are designed to intimidate or seriously upset the called party.
- d. **Key System.** Telecommunications system that converts a single public switched telephone network (PSTN) into an array of internal business lines.
- e. **Manual Call Trap.** A telephone feature pre-programmed by the telephone company to trap call information received by a telephone or fax machine in the event Call Trace is not available. Once the trap has been placed on the receiving telephone or fax line, and the recipient has reported the date and time of the telephone call or fax transmission, the Unlawful Call Center can search their system for the reported call.
- f. **Nuisance Calls.** Telephone calls or fax transmissions which are non-threatening in nature but are reoccurring and annoying.
- g. **Private Branch Exchange (PBX) System.** A telephone system that handles the internal and external calls of a building, agency, etc.
- h. **Telecommunications Management Officer (TMO).** A Commonwealth employee designated by the agency head to oversee the telecommunication services within an agency and/or worksite.
- i. **Threatening Calls.** Telephone calls or fax transmissions threatening bodily harm to a called party or physical damage to Commonwealth equipment and/or worksite.
- j. **Unlawful Call Center (UCC).** Located within the Commonwealth's telecommunications carrier, the UCC handles unlawful and unwanted telephone calls and fax transmissions.

#### 5. POLICY.

- a. Commonwealth employees should take appropriate action consistent with the procedures outlined in this directive when in receipt of Nuisance, Harassing or Threatening Calls.
- b. All employees, managers and supervisors are to be made aware of the procedures outlined in this directive so that they can take appropriate steps to respond to and report these calls.

- c. Employees, managers and supervisors who misuse the Call Trace or Manual Call Trap procedures and/or are found to have perpetrated a Nuisance, Harassing or Threatening Call may be subject to disciplinary action, up to and including termination from employment. Violators may also be subject to appropriate legal action.

## 6. RESPONSIBILITIES.

### a. Agency Heads shall:

- (1) Designate an individual to serve as the point of contact who can respond to incidents involving Nuisance, Harassing, or Threatening Calls and ensure that this individual's name is known to agency employees, managers and supervisors. This person may be the TMO or other administrative staff.
- (2) Develop agency response and reporting procedures that integrate with *Management Directive 205.33 Amended, Workplace Violence, and Manual 505.06 Amended, An Agency Guide to Workplace Violence Prevention and Response.*
- (3) Ensure that all employees, managers, and supervisors are aware of the policies and procedures regarding the use of Call Trace or Manual Call Trap.

### b. Supervisors/Managers shall:

- (1) Ensure that all employees are aware of and understand the policies and procedures regarding the use of Call Trace or Manual Call Trap.
- (2) Provide appropriate dialing procedures to employees in those offices that have a Key System or PBX System.
- (3) Inform employees who have been the recipients of a Harassing or Threatening Call of the services available through the State Employee Assistance Program (SEAP). Reference *Management Directive 505.22 Amended, State Employee Assistance Program and Manual 505.03 Amended, State Employee Assistance Program.*
- (4) Notify appropriate management staff when a Nuisance, Harassing or Threatening Call is received.
- (5) In conjunction with the employee and appropriate management staff, determine if any safety measures should be implemented in the workplace in response to a Harassing or Threatening Call.
- (6) Inform the employee that information regarding the origin of calls being trapped or traced will be provided only to law enforcement, and that no information will be provided to the employee.
- (7) Support and assist the employee in following through with law enforcement, if appropriate.
- (8) Follow the steps described in Section 7. of this directive should they be the recipient of a Nuisance, Harassing or Threatening Call.

**c. Employees shall:**

- (1)** Be familiar with the policies and procedures regarding the use of Call Trace or Manual Call Trap.
- (2)** Follow the steps described in Section 7. of this directive should they be the recipient of a Nuisance, Harassing or Threatening Call.

**7. PROCEDURES.**

**a.** Upon receipt of a Nuisance Call, the recipient shall:

- (1)** Instruct the caller to cease calling.
- (2)** Notify a supervisor of the call.
- (3)** If the Nuisance Calls continue, follow the steps described in Subsection b. below.

**b.** Upon receipt of a Harassing Call or continued receipt of Nuisance Calls, the recipient shall:

- (1)** Instruct the caller to cease calling.
- (2)** Annotate the time of the call, the phone number dialed by the harassing individual, and any caller ID information accessible or available to the recipient.
- (3)** Initiate a Manual Call Trap as described in Subsection f. below.

**c.** Upon receipt of a Threatening Call that is a bomb threat, the recipient shall:

- (1)** Follow the procedures in *Management Directive 720.07 Amended, Bomb Threats and Suspicious Packages*.
- (2)** Annotate the time of the call, the phone number dialed by the threatening individual, and any caller ID information accessible or available to the recipient.
- (3)** Initiate a Manual Call Trap as described in Subsection f. below.

**d.** Upon initial receipt of a Threatening Call that is not a bomb threat, the recipient shall:

- (1)** Annotate the time of the call, the phone number dialed by the threatening individual, and any caller ID information accessible or available to the recipient.
- (2)** Initiate a Manual Call Trap as described in Subsection f. below.

- e.** Initiating a Call Trace:
  - (1)** Hang up the telephone or disconnect the fax transmission.
  - (2)** Immediately pick up the telephone again or activate the fax machine and dial the trace code (Touch Tone \*57) and then hang up. This action initiates a trace of the last call, so it must be performed before dialing any other numbers and before another call is received.
  - (3)** After completing the Call Trace procedure, the recipient shall report the call and all relevant call detail information to the supervisor/manager and the agency TMO.
  - (4)** The supervisor/manager shall notify Human Resources, Safety/Security, and the Workplace Violence Coordinator, as well as the appropriate law enforcement agency.
  - (5)** As directed by the supervisor/manager or TMO, the recipient shall report the call to the ESD at 1-877-373-2672 and state that a Call Trace was performed.
  - (6)** The ESD will immediately open a trouble ticket and refer it to the appropriate telecommunications provider.
  - (7)** The telecommunications provider will also engage other telecommunication partners via a ticket process and work in parallel as appropriate to address the situation.
- f.** Manual Call Trap procedure:
  - (1)** For calls received on Commonwealth phone lines, regardless of the platform used for the calls but excluding cellular lines, the recipient shall contact the ESD at 1-877-373-2672 to request a Manual Call Trap for the specific telephone or fax number which received the call. When the trap has been placed on the line, and the recipient has reported the date and time of the call, the appropriate telecommunications provider can search its system for the reported call.
  - (2)** For calls received on Commonwealth issued cellular lines:
    - (a)** The recipient shall annotate the time of the call, the phone number dialed by the threatening individual, and any caller ID information accessible or available to the recipient.
    - (b)** The recipient shall immediately contact their supervisor/manager and TMO to engage the appropriate cellular provider.
- g.** The recipient shall immediately prepare a written description of the call to include specific information related to the call and the activation of the Call Trace or the Manual Call Trap and provide the documentation to appropriate management staff.
- h.** The recipient may choose to file a complaint with the appropriate law enforcement agency. Management may support and assist the employee, as appropriate.

- i. In cases where the call contains a threat to Commonwealth property, management will contact the appropriate law enforcement agency.
- j. Agencies **must** report all incidents of workplace violence to the Office of Administration (OA), Human Resources and Management, Office of Employee Relations and Workforce Support, Bureau of Workforce Support via the electronic workplace violence reporting system available via the [OA's Workplace Violence website](#). Agencies must enter all incidents that are reported to them, regardless of whether the investigation determines that the incident represents workplace violence. Agencies may enter the reports at the conclusion of the investigation or may enter the reports at the time the incident is brought to their attention and then later update the report once the investigation has been concluded.
- k. In cases where a police report has been filed for a Threatening Call, the OA's Enterprise Unified Telecommunications team may be able to place a block on the offending number depending on the phone system in use. This block will restrict that phone number from calling most Commonwealth services and will be used only in Threatening Calls. The following information is necessary to request an enterprise block: the police report number, police jurisdiction, a copy of the report, if available, as well as the time of the call, the phone number dialed by the harassing individual, and any caller ID information accessible or available to the recipient. Submit this information in an email to OA, Enterprise Voice Services [OASVCVUCD01@pa.gov](mailto:OASVCVUCD01@pa.gov).

**This directive replaces, in its entirety, *Management Directive 720.06 Amended*, dated April 25, 2016.**