




City of Manassas Police Department General Duty Manual



Effective Date: 06-17-2008	GENERAL ORDER	Number: 05-04
Subject: Communication Devices		
<input type="checkbox"/> New <input type="checkbox"/> Amends <input checked="" type="checkbox"/> Rescinds	Reevaluation: <input type="checkbox"/> 1 yr. <input type="checkbox"/> 18 months <input checked="" type="checkbox"/> N/A	
General Order # 5-4 Dated: 12-07-2006		
Accreditation Standards: 41.3.4/ 46.1.1/ 81.2.5/	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 4

PURPOSE:

To establish guidelines for the use of both department issued and personal cellular phones, paging devices, and the voice mail system. This policy will also address the use of personal cell phone cameras.

POLICY:

Department cellular phones are for official use, and limited personal use. Members shall use Department cellular phones sparingly and judiciously. Members are authorized to use personally owned cellular phones while on duty, for official or personal business, provided that such personal business usage does not interfere with official duties, nor violate the provisions of this directive.

All sworn members and selected non-sworn members of the Department are offered Alpha pagers, in order to facilitate emergency and non-emergency personal communication. Members issued a pager may use the device for personal contacts as long as it does not interfere with their duties or become cost prohibitive to the Department.

The Department issues all sworn members and selected non-sworn members desk phones and access to the City's Voice Mail Message System, in order to facilitate message-taking, and to allow citizens and others easy access to Department members.

All Department electronic communication is governed by the provisions of the City Employee Handbook, and the provisions of this and other General Orders.

DISCUSSION:

The use of cellular phones, pagers, desk phones, voice mail message systems allows the Department enhanced communication abilities for both routine and emergency situations. This enhancement allows communication and notifications during unusual occurrences, such as Department mobilizations, hostage / barricade incidents, etc., and allows for efficient and effective information relays between the various components of the Department and its members.

PROCEDURE:

I. Responsibilities, Generally

- A. The Technical Services Supervisor is responsible for ensuring that cellular phones, pagers, voice mail message system connection and mobile computers are assigned throughout the Department according to current operational needs and requirements.
- B. The Technical Services Supervisor is responsible for monitoring the monthly service charges to help ensure accountability, proper use and billing.
- C. It is the responsibility of the operator of a vehicle equipped with a cellular phone or mobile computer, to ensure that the vehicle and the phone are locked, when the operator is not with the vehicle, in order to prevent loss or damage. The mobile computer may have the screen "blacked out" or the unit powered-down at the discretion of the operator. Hand held cellular phones must be secured at all times. Users of cellular phones are responsible for ensuring authorized use at all times.

Effective Date: 06-17-2008	GENERAL ORDER	Number: 05-04
Subject: Communication Devices		Page: 2 of 4

- D. It is the responsibility of any member issued a pager to maintain physical control of the unit and exercise due care in order to prevent loss or damage.
- E. Loss or damage, generally.
 1. Any loss or damage is to be reported by the member by his next duty day, through the appropriate chain of command, to the Technical Services Supervisor.
 2. Members who lose or damage their issued cellular phone, pager or personal computer or mobile computer through misuse, negligence, or abuse may be required to reimburse the Department for any repair or replacement cost.
- F. The Technical Services Supervisor is responsible for recording and publishing all Department cellular phone numbers, issued pager numbers, and mobile computer assignments. Such listings are regarded as "confidential," and are not to be provided to anyone outside of the Department except as authorized by a Division Commander. Individual members may provide their issued cellular phone number or pager number to family members and select others for Department business and limited personal use as outlined in Section II and III.
- G. Members shall not give out cellular phone numbers or pager numbers of other Department members to persons outside of the Department without proper authority. This restriction does not apply to voicemail message paging.
- H. Members shall not send false voicemail messages or pages to another member.

II. Cellular Phones

- A. Department-owned cellular phones are authorized for official police business. Exceptions may be made for family situations or personal matters that require attention and where alternative forms of communication are not suitable or easily available. Personal cellular phones may be used on duty for official business and personal business, provided that the usage does not interfere with the employee's performance of official duties and is in accordance with other applicable sections of this directive. Supervisors have the authority to restrict or prohibit the use of personal cellular phones at any time while on the job.
- B. Members shall not take any photographs or video of department training, crime scenes, accident scenes, or investigative images with personally owned cellular phone cameras and/or other personal recording devices. No photographs or video will be taken, printed, downloaded, or distributed for any member's personal use, whether obtained by a cellular phone camera or other personal recording devices.
- C. Department-owned cellular phones may be used in off-duty capacities only for the conduct of police-related business or during off-duty details managed by the department.
- D. Cellular phones are an augmentation to the department's communication system, not a substitute for radio communication. Members are reminded that cellular phone systems are not considered "secure" communications, and it is possible for others to monitor cellular phone conversations. Therefore, members should discuss sensitive information carefully. Whenever possible, the police radio or a nearby private phone is used as an alternative to cellular phone use. The use of the cellular phone is reserved for those situations where its use arises out of operational necessity.
- E. Department members may operate department / City vehicles while using a cellular phone during unusual circumstances or circumstances that require immediate action and when other means of communication is unavailable or inappropriate. When practical, members should pull off the highway to a safe location when using cellular phones, unless a hands free device is available and being utilized. **ANY USE OF THESE DEVICES DOES NOT DIMINISH THE RESPONSIBILITY OF THE OPERATOR TO DRIVE SAFELY.**
- F. The use of cellular phones incurs service charges for all incoming and outgoing calls. Long distance calls or calls made from outside the normal service area incur additional service charges. Under certain conditions, incomplete calls or busy signals may also incur service charges. Users may be required to reimburse the Department for calls made inappropriately. Any problem with the operation or billing procedures for cellular phones is reported to the Technical Services Supervisor as soon as possible.

Effective Date: 06-17-2008	GENERAL ORDER	Number: 05-04
Subject: Communication Devices		Page: 3 of 4

III. Notification System

- A. The City of Manassas currently utilizes the Unified Critical Communication Suite—Everbridge, to send out mass notifications and alerts to employees and the public.
- B. All PSCC members shall be trained in using the Everbridge system to send out messages or alerts as necessary.
 - 1. Mass notifications to the public may be authorized by the Chief of Police, any on-duty Captain, or the On-call Captain.
 - 2. In the event that none of the above members are immediately available, the on-duty shift supervisor should make the determination on sending out mass notification to the public.
- C. Provided home telephone numbers for sworn members are entered into the system to enable receipt of notifications. Members may have additional numbers, such as personal cellphones, entered as well.

IV. Desk Phone / Voice Mail

- A. In order to aid in the efficient relaying of messages, all sworn members and selected non-sworn members are issued desk phones and are connected to the City's Voice Mail System. This service allows the member to receive voice mail messages as well as regular phone service. The member's phone service number doubles as his voice mail number.
 - 1. Citizens are informed of the member's desk phone / voice mail number by a variety of means, and this number is not considered confidential.
 - 2. Access to check recorded messages in the member's voice mail system is controlled by an individual password that is determined by the member only. Members shall not give their password to any other individual.
 - 3. The member shall openly provide his voice mail phone number to citizens to expedite the delivery of information.
 - 4. The member is encouraged to provide his voice mail phone number on his business card.
- B. The City Information Technology Department is responsible for the administration of the City's Voice Mail System. The Technical Services Supervisor is the Department liaison and point of contact.
- C. Members who are issued desk phones shall record an appropriate greeting for their voice mail message. Supervisors are responsible for periodically checking the content of voice mail messages of their subordinates.
 - 1. While the specific text of the greeting message is at the discretion of the member, it shall be professional, businesslike and courteous. The message should include the following:
 - a. The member's name and title.
 - b. The Department's title.
 - c. The member's current work assignment / schedule.
 - d. If so programmed, the instructions for paging the member.
 - e. An alternate contact name / phone number, if appropriate.
 - f. A request for the caller's name, phone number, and a short message.
 - g. The member's assurance that he will contact the caller as soon as practicable.
 - 2. The member shall change his greeting message whenever he will be unavailable for extended periods, such as vacations, during in-service training, or at other times when he will not be able to return calls within a reasonable amount of time.
 - a. The member should give the expected date of his return to duty.
 - b. An alternate contact name / phone number, if appropriate.
- D. The Voice Mail System retains an "unopened" voice mail message for 99 days before an automatic deletion of that message.
- E. A member who receives a voice mail message while on duty shall, as promptly as practical, make a return call or other contact.

Effective Date: 06-17-2008	GENERAL ORDER	Number: 05-04
Subject: Communication Devices		Page: 4 of 4

- F. A member who is off duty is encouraged (but not obligated) to check and respond to his voice mail messages.

Attachments: N/A

Index as: Cellular Phones
Telephones
Voice Mail
Mass Notifications
Everbridge Notification System

References: N/A