

14.110 TELEPHONE AND FACSIMILE MACHINE USE

Purpose:

Establish guidelines for official use of cellular phones, telephones, facsimile (fax) machines, and wireless data devices, e.g., Android, iPad, etc., used by Department personnel.

Definitions:

Excessive Use – Over 400 personal minutes per month.

Policy:

When making or receiving telephone calls, Department personnel will conduct themselves in a professional and courteous manner. Personnel will not engage in disputes with telephone operators under any circumstances.

Employees will reimburse the City for any costs associated with excessive personal use of cellular phones or wireless data devices.

Cellular phones and wireless data devices are issued to expedite the facilitation of official City business when away from normal telephone service. The use of cellular phones or wireless data devices are intended for police related business only.

Personnel will inform Finance Management Section of any changes or additions to Department cellular phone or wireless data device numbers.

Procedure:

A. Making Long-Distance Telephone Calls

1. Definity System: 310 Ezzard Charles Drive, 824 Broadway, 2000 Radcliff Drive, District 2, District 3, District 4, District 5, Western Avenue, and 800 Evans Street
 - a. Dial 9 + 1 + area code + 7 digit number.
 - b. Enter the extension number* when you hear the second dial tone after the 3 beep confirmation tone.

*If the extension number begins with "1," you must change the "1" to "9;" e.g., "1970" would be entered as "9970."
2. Centrex System: Impound Unit and Court Control.
 - a. Dial 8 + 9 + 1 + area code + 7 digit number.
 - b. Enter the extension number* when you hear the second dial tone after the 3 beep confirmation.
 - c. *If the extension number begins with "1," you must change the "1" to "9;" e.g., "1970" would be entered as "9970."

3. Other non-network telephones: Firearms Training/Target Range
 - a. Dial 1 + area code + 7 digit number.
- B. Long-Distance Telephone Fraud
 1. Department personnel should be aware of frauds involving the use of telephone lines for long distance and overseas billing.
 - a. To avoid telephone fraud, **do not** transfer anyone to an outside operator from an incoming telephone call.
- C. Cellular Phone or Wireless Data Device Authorization and Use
 1. Department personnel who are assigned to a position where a cellular phone or wireless data device was previously approved or is desired must complete and submit the following through the chain of command:
 - a. The Cellular Phone/Wireless Data Device Authorization Form provided by the Technology and Systems Section Radio/Equipment Clerk
 - b. A Form 17 to the Police Chief requesting a Department issued cellular phone.
 - c. A Form 630, Equipment/Supply/ and Service Order Form.
 2. After approval by the Police Chief, the forms will be forwarded to Technology and Systems Section, where the cellular phone or wireless data device will be activated. Cellular phones and wireless data devices will be distributed and tracked by the Technology and Systems Section.
 3. Finance Management Section will conduct an annual review of cell phone usage and audit lines that appear to have excessive personal use. Phones with less than 1000 minutes of usage per month will be exempt from the personal use audit.
 4. If excessive personal use is established, a monthly payroll deduction will be implemented to reimburse the Police Department for associated costs. The employee will be notified and must sign a release approving the deduction. The deduction will be made in the second pay period of each month.
 - a. Monthly Payroll Deductions will be as follows:
 1. 401-800 minutes will be \$20.00 per month
 2. 801-1200 minutes will be \$30.00 per month
 3. Over 1200 minutes will be \$40.00 per month
- D. Use of Facsimile (Fax) Machines:
 1. Department personnel will use facsimile machines for the transmission of official documents only.
 2. A Department fax cover sheet must be used when faxing documents. Personnel will include their name, district/section/unit, and phone number on the cover sheet.

3. When faxing confidential information, Department personnel will contact the receiver to ensure an authorized person receives the fax. Exercise extreme care when sending confidential faxes.