**HELENA POLICE DEPARTMENT** VOLUME 5

*Patrol Field Operations* CHAPTER 3

##### **STANDARD OPERATING PROCEDURES** SECTION C

SUBJECT: Cellular Telephones and Pagers ISSUED DATE: 10/17/06

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RESCINDS:

1. **PURPOSE**
2. **POLICY**
3. **GENERAL GUIDELINES**

#### PURPOSE

#### To provide procedures for the issuance and use of Department cellular telephones and pagers.

* 1. To increase the availability of communication resources for the Department, for employees and the citizens the Department serves.
  2. To establish regulations concerning employee use of personally-owned communications equipment while on duty.

#### POLICY

#### Helena Police Department employees are prohibited from having personally-owned communications devices (including cell phones, laptop or tablet computers, etc) while on duty, unless specifically authorized by the Chief of Police

#### Personal devices may be kept in lockers or other areas outside the employee’s immediate work area and may only be used during his/her lunch period or authorized break times.

#### An employee’s work area includes any city-owned vehicles, desks, office spaces or on their person while at work.

* + 1. Permission to have or use a personal communications device while at work may be rescinded at any time if, in the judgment of the Chief of Police, the use of the device is unduly interfering with the performance of the employee’s duties.
    2. If an employee is authorized to have a personal phone while on duty, he/she is prohibited from using the personal device while on details or in view of the public, unless extenuating circumstances exist.
  1. The Department will issue a cellphone to all sworn staff, in addition to certain authorized civilian personnel. The determination to issue a phone to an employee or revoke that privilege lies solely with the Chief of Police. Purchase, replacement, maintenance and cost of devices is the responsibility of the Department.
  2. No other stipends, allowances or other payments to individuals will be made for use of personal communication devices. Official business will be conducted on Department-issued devices and will not be done on personally owned ones.
  3. Unless extenuating circumstances exist, Department employees shall not utilize cellular telephones while operating a Department vehicle, unless the telephone and vehicle are equipped for hands-free use. Unless extenuating circumstances exist, Department employees shall not dial calls while the vehicle is in motion unless voice-dialing or other hands-free methods are used.
  4. Employees will not install or utilize any unauthorized applications (“apps”) or services on department-issued devices, nor otherwise alter or modify the device itself. Any charges or costs incurred through unauthorized services or apps, or by intentional changes/alterations to a device, will be charged to the employee.
  5. Employees may be issued alphanumeric pagers as assignment dictates or by individual request of employees.
  6. Employees issued cell phones are required to carry them at all times while on duty, unless operational or personal safety dictates otherwise.
  7. Employees issued cell phones should carry them while off duty as they are the department’s primary means of communications with employees in emergency situations. Officers in special assignments and supervisors may be required to carry their department issued cell phone while off duty.

#### GENERAL GUIDELINES

* 1. Department cellular telephones are provided to employees for Departmental business use. Limited personal use is allowed. No personal commercial business or outside work-related business will be conducted on a Department phone.
  2. Devices are managed and preconfigured with authorized applications before being issued to employees through a central device management application service.
     1. Staff will monitor usage of Department cellular phones. Devices may be remotely accessed, locked or erased by staff if suspicious activity is present or if a device is lost, misplaced, stolen, damaged beyond use, or in other similar situations.
     2. Employees may not access their own personal accounts and services on Department devices. For example, an employee’s personal social media account will not be accessed, even if the underlying app is authorized (such as Facebook or Twitter).
  3. Select content of Department-issued devices is archived via a third-party partner. Content to be archived is determined by the Chief of Police and may be constrained by limitations of the archiving service, operating system or device. Archived content may be accessed by Department staff at any time as authorized by the Chief of Police.
  4. Devices remain the property of the Department and the City of Helena. All content on issued devices and within authorized apps installed on Department devices remains subject to inspection, download or review by Department staff. All content such as photos, audio, video, downloaded items, and data associated with phone applications shall remain professional and directly related to job duties.
  5. Department-issued devices should be used by employees for routine criminal investigative purposes, such as photos, videos, transfer of documents, etc. Once evidentiary or other confidential items are transferred to evidence or other storage, such items should be deleted from the cellular device.
  6. Employees will not forward or sync department-issued devices to personal landline or cellular telephones, nor forward or sync personal devices to the department-issued device. Employees may link electronic calendars together so as not to maintain multiples.
  7. Any available “hot-spotting” service, or any other method to share cellular data services from a Department device to another device, will not be used for personal purposes.
  8. Employees should refrain from using dialed directory assistance from a cellular phone. Internet access is provided to access directory assistance information.
  9. Headphones, ear buds, other personally worn hearing devices, and other cellular accessories (such as Bluetooth-connected smart watches, fitness trackers, etc) are prohibited from being connected or paired with department issued cell phones while on-duty.
  10. Issuance and maintenance of equipment
      1. The Chief of Police will designate staff member(s) responsible for the administration of Department cellular telephones, including record keeping, budgeting, retrieval and dispensing.
      2. Review of and recommendations for authorized phone applications may be made through an advisory committee appointed by the Chief of Police. Approval of phone applications are at the pleasure of the Chief.

* + 1. The Support Services Commanding officer is responsible for the administration of Department paging equipment, including record keeping, budgeting, retrieval and dispensing.
    2. Replacement batteries for department pagers are available from Supervisory Officers.
    3. Cellular phones are issued to employees with all factory-shipped accessories, in addition to a protective case. The phone shall remain in the protective case. Employees may not change out accessories without permission of the program administrator.
    4. Requests for replacement devices or accessories for cellular telephones should be made on the Department Lost, Stolen, Damaged Property form. The request will be forwarded to staff and will be filled at the discretion of the Chief of Police or his designee.
    5. Any purchase of cellular accessories must be pre-approved (chargers, cases, screen protectors, etc).
  1. Lost, Damaged and Defective Equipment
     1. Any Department-owned cellular telephone or pager that is lost, damaged or stolen must be immediately reported to the employee’s supervisor. The supervisor should report the lost or stolen device to staff with access to the device management tools, so the device can be remotely deactivated. Employees will turn in devices that are damaged beyond use to their immediate supervisor at the time the Lost, Stolen, Damaged Property report is completed.
     2. Lost, stolen or damaged items are replaced or repaired at the discretion of the Chief of Police. If negligence is suspected resulting in the theft, loss or damage to property, the item may not be repaired or replaced at the Chief’s discretion.
     3. Issued devices will be replaced or upgraded at the Department’s discretion.
  2. Transfer to new assignment or separation
     1. When a department member leaves his/her position with the department or is transferred from an assignment where he/she was issued a cellular phone or pager to an assignment where they will not have one, the department member will return the equipment to his/her immediate supervisor.
     2. The equipment will be forwarded to Department staff responsible for cellular equipment, who will inspect the equipment to ensure it is undamaged and operational, before reissuing the equipment as needed.
  3. Failure to abide by these rules and policy may result in disciplinary action.