

**SAN DIEGO POLICE DEPARTMENT
PROCEDURE**

DATE: September 1, 2016

NUMBER: 2.10 - COMMUNICATIONS

SUBJECT: PROCEDURES FOR LAND LINE AND CELLULAR
PHONE DEVICES

RELATED POLICY: [2.10](#)

ORIGINATING DIVISION: OPERATIONAL SUPPORT

NEW PROCEDURE:

PROCEDURAL CHANGE:

SUPERSEDES: DP 2.10 – APRIL 26, 2013

I. PURPOSE

This Department procedure establishes guidelines for the use of Department land lines and Department-issued cellular devices.

II. SCOPE

This procedure applies to all members of the Department.

III. BACKGROUND

Department members, depending upon assignment, may be issued a desk phone (land line), cellular device, or both. Assigned equipment is for the employee's work-related use and remains the property of the City of San Diego. The provisions of Administrative Regulation 90.20 govern the use of office and wireless telephones. The regulation applies to all City employees and includes official telephone calls during and beyond normal working hours, and personal telephone calls involving the use of City telephone equipment.

IV. DEFINITIONS

- A. Land line – typically, a desktop, hard-wired telephone utilizing a phone jack to transmit and receive information.
- B. Cellular phone – wireless voice phone or PDA (Personal Digital Assistant).
- C. Cellular Phone Coordinator – Operational Support Commanding Officer or designee, responsible for the day-to-day management of the Department Cellular Phone Program.

V. LAND LINE CALL PROCEDURES

A. Local Calls

- 1. In order to complete a local call, employees will dial "9" to get an outside (non-Centrex) line; then dial the telephone number.
- 2. Collect calls originating within the County of San Diego, excluding personal collect calls, may be accepted by any Police Department employee.
- 3. Personal collect calls originating within the County of San Diego may not be accepted by any Police Department employee, except in case of emergencies. Employees accepting such collect calls should notify their commanding officer or their designee.

B. Long Distance Calls

- 1. In order to complete a direct dial long distance call, employees will dial "9" to get an outside line, then dial "1," the area code, and the telephone number.
- 2. Before accepting a collect call, the employee shall ask the operator where the call originated.
- 3. Collect calls originating outside the County of San Diego may be accepted only by commanding officers or their designees.
- 4. The City provides two toll-free numbers for North County residents to access the Police Department. Residents of Rancho Bernardo, Rancho Penasquitos, and San Pasqual may use (858) 484-3154, while residents of Del Mar should use (858) 755-0355. Both of these toll free numbers are available at the City's expense.

C. Personal Calls

Telephone services are provided by the City for its employees to conduct City business. The use of City land line telephone services for personal calls is not encouraged. However, calls within the local area, such as to call one's home, doctor, etc., have been, and are, matters of past practice and work conditions. As such, they are permissible, as long as the practice is not abused. Such calls are permissible on a limited basis as determined by each commanding officer. Personal long distance calls should be made through the use of a personal telephone credit card or with operator assistance and charged to the caller's home telephone number.

VI. **CELLULAR CRITERIA**

- A. Cellular (wireless) telephones are issued to users as defined by the following categories:
1. Administrative – employees at the level of Chief, Captain and Lieutenant, or their civilian equivalents, who are subject to field call-out.
 2. Investigative – employees assigned to proactive and reactive investigative assignments where cellular telephone communication is required to talk to victims, witnesses, suspects, or confidential informants and the use of a Mobile Communications Terminal (MCT) or radio would not be appropriate.
 3. Patrol – sergeants and employees assigned with Community Relations responsibilities that require cellular telephone communications to handle critical incidents.
- B. Cellular telephones should also be issued to:
1. Employees, civilian or sworn, subject to field call-out, if their job tasks cannot be completed without a cellular telephone. Units with rotating on-call responsibility shall be issued only a sufficient number of cellular telephones to share among on-call personnel within the unit.

For the purposes of this procedure, field call-out is defined as a response to an ongoing investigation, field emergency or a critical incident, such as an officer-involved shooting, that requires immediate and frequent telephone communications.

2. Employees with tasks which cannot be completed without a cellular telephone where no other means of communication is available to them. However, strong consideration should be given to the use of pagers and/or radios in lieu of cellular telephones.

VII. CELLULAR PHONE PROCEDURES

- A. Operational Support Administration will be responsible for maintaining an accurate and updated inventory of all Department cellular telephones.
 1. Personnel in investigative assignments where a cellular telephone is required for short-term use must submit a memorandum approved by their supervisor to Operational Support, stating the reason for issuance of the telephone and how long the telephone will be required. The cellular telephone may be checked out for no more than 14 days at a time. In cases where the telephone is required for longer than the 14-day limit, approval must first be granted through the Cellular Phone Coordinator.
 2. Each area command is issued pool phones that are available for use. The Equipment Officer in Operational Support Administration will act as liaison with the command's designee.
- B. All requests for new cellular telephones must be submitted in writing to the Cellular Phone Coordinator in Operational Support Administration. The request will be evaluated and filled using a pool cellular telephone whenever possible. Requests for the purchase or permanent issuance of a cellular telephone must be justified by cost savings, improved efficiency, enhanced safety, or enhanced service.
- C. Cellular telephones are provided for conducting City business. Commanding officers are responsible for ensuring the appropriate use of cellular telephones in accordance with this procedure. Personal use of Department-issued cellular telephones is discouraged. However, there may be circumstances when on-duty personnel find that the only practical means of communication on urgent personal matters is their assigned cellular phone. In such instances, the assigned cellular phone may be used.
 1. IRS regulations consider the use of any Department-issued cellular phone for personal use to be a fringe benefit and may be considered taxable/reportable income by the Department member. Department members are to use Department-issued cellular phones for conducting City business. Personal calls made using a Department-issued cellular phone may require reimbursement to the City per IRS Regulations, Section 280F (d) (4), Section 1.132-5.

2. Current call plans contracted by the City feature unlimited local and long distance service. However, the plans do not cover calls made outside of the United States. During routine audits, these out-of-country calls, if not business-related, would necessitate reimbursement to the City due to additional fees billed.
- D. Text messaging, like phone calls, should be reserved for official business.
 - E. Personnel are prohibited from downloading ringtones, games, weather alerts, or similar items onto Department-issued cellular devices. Such services accrue additional expense to the Department. Violators are subject to having to reimburse the City for the additional cost.
 - F. Many cellular devices are now equipped with a camera. Taking photographs or video shall be for official police business only. Methods of capturing and preserving photographs or video evidence on phone cameras shall be in accordance with Department Procedure 3.26, Videotaping and Photographing by Department Personnel, Third Parties, and Impounding/Preserving Procedures.

VIII. ACCOUNTABILITY PROCEDURES

- A. The Deputy Director of the Communications Division of the General Services Department will be responsible for delivering exception reports to the various commanding officers within the Department. These reports will identify land line telephones with usage rates that are higher than average.
- B. Commanding officers are responsible for reviewing land line telephone usage reports, including long distance and local calls. They will also ensure that personnel follow the guidelines documented in the City of San Diego Administrative Regulation 90.20, Office and Wireless Telephones.
- C. The Department, through the Communications Division of the General Services Department, will regularly audit the usage of cellular phones to determine if Department members are using Department-issued cellular phones for business purposes only.
- D. The Cellular Phone Coordinator in Operational Support Division is responsible for the day-to-day management of the Department Cellular program. In addition, the Cellular Phone Coordinator is responsible for monthly auditing of cellular devices.

IX. WIRELESS STIPEND PROGRAM

- A. AR90.25 creates a Wireless Stipend Program that provides flexibility for employees that are required to carry a mobile phone, while reducing the City's overhead associated with mobile phone contract management. The Wireless Stipend Program allows City employees (who are approved by their Department Director for mobile phone services) to utilize their personal mobile phones for business purposes. Employees who do not wish to participate in the program may continue to use a City-issued device. Refer to AR90.25 for details
- B. Qualified employees requesting a stipend will complete the Wireless Stipend Agreement (Form IT-064) located on Citynet at <http://citynet/documents/forms/index.shtml>. Completed forms are to be signed and returned to the Cellular Phone Coordinator in Operational Support (Headquarters building). The Cellular Phone Coordinator will review the forms for accuracy and, once approved, the forms will be forwarded to Payroll for stipend processing. This processing could take up to two weeks.
- C. If an employee has a voice-only/text phone stipend and they move to an assignment requiring a data phone, a memorandum with the upgrade request and justification must be submitted to the Cellular Phone Coordinator in Operational Support. If an employee changes assignments and is no longer eligible for a City-issued phone, or the assignment change results in a change from a data phone back to a voice-only/text phone, a memorandum indicating the changes must be submitted to the Cellular Phone Coordinator in Operational Support. The coordinator will then submit the necessary paperwork to change or terminate the stipend.
- D. Notify your Payroll Specialist and Cellular Phone Coordinator within five working days if there are any changes to your cell phone set-up/activation, use, or plan, such as a change to, or termination of, your phone number, carrier, or plan eligibility. Any changes to your cell phone use or plan that would result in a reduction of, or halt to your stipend that are not reported in the time indicated, will need to be repaid to the City.
- E. All employees who are using a mobile device to connect to City information technology resources will be subject to AR90.66. This Administrative Regulation includes the following security requirements:
- Inactivity time-out of no more than 60 seconds to lock the device.
 - Requiring a PIN, or password, to unlock the device.
 - Requiring that a PIN, or password, must be at least four characters in length.
 - Resetting the device to factory default after a PIN, or password, is entered incorrectly ten consecutive times.

- Supporting remote wipe functionality to ensure that devices that are lost or stolen can be reset to factory default remotely.
- Establishing encrypted communication between the mobile device and the City network resources.

Refer to AR90.66 for additional information.

- F. If an employee moves to an assignment that no longer requires carrying a City-issued cell phone, the employee must notify the Cellular Phone Coordinator in Operational Support so the stipend can be discontinued.