



# HEADQUARTERS MEMORANDUM 03-03

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## Subject: Cellular Telephone/Pager Policy

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### Policy

The policy of the department is to ensure cellular telephones and pagers are used in accordance with set guidelines, inventoried, and kept within budgetary constraints.

The cellular telephones are the property of the department. Employees assigned telephones are responsible for the care and use of the telephones and compliance to the policy.

### Cellular Telephone Assignments

Cellular telephones have been issued to all officers holding the rank of sergeant and above, as well as to specific units and some individuals due to unique duties and responsibilities. The telephones are provided for use while conducting department business. Circumstances arise that may necessitate personal calls from department telephones, however, such calls are to be kept to a minimum number, should be as brief as possible, and should not disrupt service delivery or performance of official duties.

The decision on telephone assignments is made by the Chief of Police upon recommendation from the Cell Phone/Pager Committee, which includes a representative from each bureau. Memoranda requesting consideration should be addressed, via chain of command, through your division director or station commander to the Cell Phone/Pager Coordinator, Planning and Research Section. Budgetary issues could, at any time, alter or rescind the assignment of a telephone.

### Sergeant and Above

Officers holding the rank of sergeant and above will retain the same telephone number regardless of promotion and transfer, except for assignment to SID. Upon assignment there, sergeants and above will turn their telephone in to Central Supply. Upon leaving SID, sergeants and above will be reissued a telephone from Central Supply. Upon an employee's separation from the department, the telephone will be turned in to Central Supply as part of the employee's serialized equipment inventory.

### Unit/Position Assignment

Telephones are provided to other personnel on the basis of assignment. Upon promotion/transfer from assignment or separation from the department, the unit telephone will remain at the unit/division and will be turned in to the unit supervisor. The bureau administrative lieutenant, or the administrative sergeant in the Office of the Chief, will notify the Cell Phone/Pager Coordinator of the personnel change. The coordinator will update the Emergin paging software and notify Central Supply to update serialized equipment records and the Corporate Address Book.

If a position vacancy is eliminated or will not be announced within 30 days of availability, the unit supervisor will turn the telephone in to the respective bureau administrative lieutenant or the administrative sergeant in the Office of the Chief. The administrative lieutenant or sergeant will turn the telephone over to Central Supply, where it will be turned off.

### **Temporary Assignment**

Officers, not assigned a cellular telephone, who are on temporary assignment for 60 days or more to a unit where officers are typically assigned a cellular telephone will receive one to use during that assignment only, subject to availability and budgetary restrictions. The unit supervisor will advise Central Supply of the duration of the temporary assignment and be issued a telephone for the officer. The unit supervisor is responsible for returning the telephone to Central Supply at the end of the assignment.

### **Temporary Promotion**

Corporals in a position not assigned a cellular telephone who are temporarily promoted to sergeant will respond to Central Supply and be issued a telephone to use during that temporary promotion only, subject to availability and budgetary restrictions.

### **District Station Telephones**

One Nextel telephone shall remain secured in the operations area of each district station to be used only in the event of radio communications failure. In such an instance ECC will dispatch calls via the Nextel to the station PSA who will relay the call information to shift personnel.

### **Emergin Paging Software/Corporate Account**

The department will utilize Emergin paging software to facilitate individual and group text paging via cellular telephones and Arch pagers. This web-enabled software is located at <http://polhqw2k/nextel> and can be accessed by department members from any county computer. Passwords have been issued for security purposes. Supervisors wishing to create or modify a group for paging purposes should contact the Cell Phone/Pager Coordinator. A group can be configured to allow for one-step paging of many people (i.e., all K-9, all 3D sergeants, all Honor Guard, etc.).

The paging software is to be utilized for police business only, and only to convey messages where timeliness is a factor. Messages should not be sent via the paging software if e-mail or Web Board dissemination will suffice and expeditious delivery is not imperative. All pages should be professional in content and avoid unnecessary personal commentary. The paging software automatically maintains an activity and message log that is accessible by the software coordinator.

The department also maintains a database of Nextel users utilizing the Corporate Account feature at [www.nextel.com](http://www.nextel.com) which is updated by Central Supply. This feature provides users a list of the Nextel telephone numbers for all department telephones accessible via your cellular telephone. Instructions for using the paging software and for downloading the Corporate Account to your telephone can be located on the Nextel Conference of the Administrative Web Board.

### **Damaged or Lost Telephones**

Malfunctioning Nextel telephones are to be taken by the assigned employee to the Nextel office located at 4340 East West Highway, #900, in Bethesda, 301-951-5724. Nextel will replace warranty items. Damaged equipment should be taken to Central Supply for replacement.

Lost or stolen telephones should be reported immediately to Nextel by dialing the emergency number, 1-866-691-6191, and asking that service be suspended. Central Supply should be contacted on the next business day. A lost property report should be immediately initiated and a copy brought to Central Supply for replacement.

### **Grant Funded Telephones**

Telephones acquired utilizing grant funds will be disconnected and returned to the unit supervisor immediately upon termination of that funding. The unit supervisor will return the telephone(s) to Central Supply.

### **Pagers**

Employees issued cellular telephones will turn in their pagers to their bureau administrative lieutenant or administrative sergeant in the Office of the Chief, except for members of the Emergency Response Team. Certain other exceptions will be made on a case-by-case basis. Pagers will be issued to other sworn and civilian personnel on an as-needed basis. Requests for pager issuance should be addressed via chain of command through your division director or station commander to the Cell Phone/Pager Coordinator, Planning and Research Section. Upon an employee's separation from the department the pager will be turned in to Central Supply as part of the employee's serialized equipment inventory.



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William O'Toole  
Acting Chief of Police

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