



<b>Series</b> 300 Support Services	<b>Effective Date</b> 02/21/2019	<b>Review Date</b> <i>Three Years</i>	<b>Directive Number</b>  <b>301.2</b>
<b>Chapter</b> 301 - Communications			
<b>Reviewing Office</b> <i>Planning, Research and Deployment</i>			<input type="checkbox"/> <b>New Directive</b> <input type="checkbox"/> <b>Replaces</b> <input checked="" type="checkbox"/> <b>Revised</b> <small>Revisions are in <i>Italics</i></small>
<b>References</b>			

## **TELEPHONES, VOICEMAIL, AND CELLULAR PHONES**

### **301.2 - 1 PURPOSE**

The purpose of this directive is to establish procedures and guidelines on handling telephonic communication.

### **301.2 - 2 POLICY**

All telephone calls initiated or received by Department members shall be conducted courteously, professionally, and promptly, and as outlined in this directive.

### **301.2 - 3 Procedures**

#### **301.2 - 3.1 Answering the Phone**

1. Telephone calls shall be answered promptly. Members shall answer Department telephones by giving the name of the command, their rank or position, and their last name. *Members of Telephone Crime Reporting (TCR) and 911 operators shall only give their operator number, not their name.* Members calling other Department commands shall identify themselves and their command.
2. *Members* answering telephone calls shall determine the nature of assistance required and render appropriate service. Proper care should be taken to offer correct information at all times. If the member receiving the call cannot determine whether a response command should be requested or cannot satisfy the citizen's request, the caller shall be referred to a *supervisor*.

#### **301.2 - 3.2 Screening Telephone Requests for Police Service**

1. All telephone requests for police service except emergencies or crimes in progress shall be screened. Before denying or granting a request for police service, the procedures set forth herein shall be considered as well as the citizen's ability to make the report without great inconvenience.
2. If it is determined that emergency services are required at the scene, the member shall obtain pertinent information regarding the incident, request the citizen's telephone number, and shall notify the emergency services operator by dialing 9+224-1212; emergency services operators shall not be notified by dialing 911.

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3. In the event the request is not referred to an emergency services operator, the members will be advised to contact the citizen and either refer them to *Telephone Crime Reporting (TCR)* to make a telephone report or to appear in person at any precinct.
4. *Department members receiving calls for police service may transfer the caller to a 911 operator if the member determines police assistance is needed.*
5. Emergency services operators shall screen calls in accordance with the procedures established within Communications Operations.

**301.2 - 3.3 Transferring Calls**

Calls from citizens or calls from within the city's Centrex System, which have been connected with the wrong command or agency, can be transferred to the proper destination provided such destination is a component of the Centrex system. If the command or agency sought is not a component of the city's Centrex System, inform the caller of the correct number, if known. If the call necessitates a transfer to another Centrex number, the member shall inform the caller of the correct number and then transfer the call.

**301.2 - 3.4 Call Forwarding**

Designated locations *throughout the Department* have telephones with a "call forwarding" feature. If the call is not answered after three rings, the call will automatically switch to a designated number.

**301.2 - 3.5 Placing Local Calls**

To place a local call, dial "9" (dial tone will be continuous) followed by the desired seven digit number (e.g. dial 9 + 932-9911).

**301.2 - 3.6 Personal Telephone Calls**

Calls on Department telephones are to be used for official police business only. All *personal phone* conversations should be as brief as possible *and only made on a member's personal phone.*

**301.2 - 3.7 Phone Service**

1. All sworn members shall have access to a telephone where they can be reached immediately, if necessary. The member shall inform their commanding officers promptly when their telephone number is changed.
2. Sworn members who have difficulty obtaining telephone service shall notify their command and provide an alternate number where they can be reached immediately.

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**301.2 - 4 Voicemail**

1. Voicemail is a communication tool attached to designated Department telephone numbers to facilitate accurate telephone messaging. It is intended to enhance service to the public and not to replace direct personal contact with the caller.
2. While on duty during normal working hours, members shall check their voicemail a minimum of three times each shift. All messages shall be responded to in a timely manner. Old or unnecessary stored messages shall be promptly cleared from the system.
3. *Technical Support* shall monitor the voice mail system monthly. Inactive or voice mailboxes with excessive numbers of stored messages will be brought to the attention of the member's commanding officer for corrective action.
4. Commanding officers shall ensure that *Technical Support* is notified whenever a member who has been assigned a voice mailbox is transferred from their command or separated from the Department.
5. All requests to add or delete voice mailboxes shall be made direct to *Technical Support*.

**301.2 - 4.1 Recording a Voice Mail Message**

Members should select the appropriate greeting to be recorded from one of the below listed samples:

**Standard Message:** "Hello, this is (rank & name) of the (command). I am either away from my desk or on my phone. Your call is important so please leave a detailed message at the tone and I will return your call as soon as possible. If your call is of an emergency nature, hang up and dial 911."

**Updated Message:** "Hello, this is (rank and name) of the (command). Today is (day, date). I am either away from my desk or on my phone. Your call is important so please leave a detailed message at the tone and I will return your call as soon as possible. If your call is of an emergency nature, hang up and dial 911."

**Out of the Office All Day:** "Hello, this is (rank & name) of (command). Today is (day, date) and I will be out of the office all day. I will be checking my messages periodically so please leave a detailed message after the tone. I'll return your call as soon as possible. If your call is of an emergency nature, hang up and dial 911."

**On Vacation:** "Hello, this is (rank & name) of the (command). I'll be on vacation starting (day, date) and will return to the office (day, date). In my absence, you may contact (name and telephone number) for assistance." When utilizing a greeting, which contains a date or other specific message or direction, the member shall ensure that the greeting is updated promptly upon return to duty.

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Dial 6-5155 (internal) or (313) 596-5155 (external). If dialing from the Centrex number, to which the voice mailbox is attached, enter the four-digit password. If dialing from a number other than the Centrex number of which the voice mailbox is attached, enter the five digit Centrex telephone number of the voice mailbox, press the "\*" key and enter the four digit password.

**301.2 - 5 Obtaining Unlisted Telephone Numbers**

1. If a sworn member determines that an unlisted telephone number is necessary to the identification and imminent apprehension of a suspect for a serious crime (i.e. homicide, kidnapping, etc.), the member shall bring this situation to the attention of a supervisor. The supervisor shall review the request and, if it is determined that the requested information is vital, the supervisor shall secure a subpoena detailing that request and present it to the *appropriate* telephone security department.
2. Under no circumstances shall the sworn member who originated the request contact the telephone company personally.
3. In cases of life-threatening situations where it has been determined that an unlisted number is required, Communications Operations shall be contacted.
4. Internal Affairs requests shall be made directly to the telephone company by the appropriate command's commanding officer.
5. *Communications Operations* will assist members in identifying the name and address of a telephone subscriber if the member has the subscriber's telephone number and it is necessary for the apprehension of a person suspected of committing a serious crime.

**301.2 - 6 Cellular Phones**

Wireless telephones shall be used for business purposes only, except for incidental personal use. Assignment of cellular phones shall be made in accordance with Department organizational need and necessity as well as the importance of 24-hour contact capability. Additionally, cellular phone assignments shall be made based upon these criteria after factual justification is made.

**301.2 - 6.1 Requesting Cellular Phones for Continuous Assignment**

1. To obtain a cellular phone for continuous assignment, an Inter-Office Memorandum (DPD568) shall be prepared by a member holding the rank of commander or non-sworn *member* holding the title of deputy chief or above. The memorandum shall be forwarded through channels to the *Department of Innovation and Technology (DoIT)*. The memorandum shall contain specific data that directly relates to the previously stated criteria. In addition, detailed examples relating to the necessity of a cellular phone shall be included to support the request.

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2. This memorandum shall be prepared in triplicate and distributed as follows:
  - a. Original and one (1) copy to the *Department of Innovation and Technology* and;
  - b. One (1) copy retained by the commanding officer requesting continuous assignment of the cellular phone pending approval of the request.
3. *Upon approval, members will be notified by the Department of Innovation and Technology.*

**301.2 - 6.2 Cellular Phone Repair**

When it becomes necessary to repair a continuously assigned cellular phone, the member using the cellular phone shall contact *Department of Innovation and Technology* and make arrangements for the repair and the issuance of a temporary cellular phone. Member shall also ensure that a notation is made in the desk blotter or unit file.

**301.2 - 6.3 Return of Assigned Cellular Phones due to Retirement or Separation**

On or before the last working day prior to retirement or resignation, members with assigned cellular phones shall return the cellular phone to *Department of Innovation and Technology*. If a member is suspended or assigned to special duty status, the member's commanding officer shall ensure that the cellular phone is returned to *Department of Innovation and Technology*.