




## ARLINGTON COUNTY POLICE DEPARTMENT DIRECTIVE MANUAL

<b>Chapter: 5</b> Procedures	<b>Effective Date:</b> May 4, 2017	<b>Amends/Supersedes:</b> November 16, 2015 January 18, 2013 January 25, 2007	<b>By Authority of the Chief of Police</b>   Charles A. Penn
<b>Accreditation Standard(s):</b> OPR.01.06, ADM.24.02, ADM.24.06			

### 519.01 Wireless Communication Devices

- I. Policy** - The use of wireless communication devices by police personnel has the potential to improve operational and administrative efficiency, and also permits officers to respond more quickly to citizen inquiries and requests.

Consequently, it is the policy of the Department that use of wireless communication devices by on-duty personnel is authorized, provided that such use occurs in a safe, professional manner and, if using a county-owned device, that the County does not incur significant expenses unrelated to official County business. Each employee assigned a County-owned wireless communication device is responsible for the proper care and operation of that device.

**II. General Procedures**

- A. General Use – All transmissions on wireless communication devices should be kept as brief as possible. Employees shall not make transmissions of an unprofessional nature or which might interfere with other transmissions. Profane or obscene language is prohibited at all times.
- B. Issuance of County-Owned Wireless Communication Devices - County-owned wireless communication devices may be issued to employees based on their job assignment or to employees whose duties and responsibilities require quick access to telephone and/or electronic services while traveling or while deployed to the field.

Any employee who believes that they, or their subordinate, need a County-issued wireless communication device may submit a written request through their chain of command to the respective Deputy Chief of Police, who shall then render a decision.

- C. Lost, Stolen or Damaged Wireless Communication Devices – County-owned wireless communication devices are not covered under warranty for damage by water, shattered screens, or other destruction. Employees using County-owned wireless communication devices shall take all reasonable steps to protect and safeguard those devices. Devices that are lost or damaged as a result of employee carelessness, neglect, or misuse may be replaced at the employee's expense. County staff will review malfunctions and accessory damage on a case-by-case basis and replace the item at their discretion. Employees found responsible for the destruction, loss or misplacement of department equipment through negligence may be subject to disciplinary action.

- D. Restrictions – Cellular telephones, mobile and portable radios, and MDT's are capable of interfering with blasting operations under certain conditions. For this reason, this equipment should not be used in the vicinity of blasting caps or any area designated for blasting.

### **III. Specific Procedures**

#### **A. County-Issued Cell Phones**

1. Phone Selection – Phones supported by Department of Technology Services (DTS) are the only options available for County-issued phones. Phone selection will be based on the service provider, availability, and cost at the time of issuance. Employees authorized to receive a phone will be issued the County standard phone unless a request is made to upgrade the phone.

Employees are authorized to upgrade their phone selection using the options supported through DTS. The upgrade will be based on the County standard phone line available at the time unless the employee's position provides for an alternate selection. The employee's cost of an upgraded phone will be determined by subtracting the cost of the County standard phone from the cost of the upgraded phone provided by DTS. Payment for an upgraded phone shall be made in advance of the phone request from DTS. This may be paid by submitting a check to the Fiscal Management Unit, payable to the Arlington County Treasurer.

An upgraded phone shall be classified as a Department issued phone. All Department issued phones and its data are the property of the County, until such time the Department no longer provides the monthly service.

Each phone will be capable of providing the end user with the necessary tools to perform the duties of their position.

A cell phone case, car charger, and wall charger will be included with a department issued cell phone. Cell phone life expectancy and replacement is scheduled at a minimum of 18 month intervals. Phone replacements required prior to 18 months will be reviewed on a case-by-case basis.

2. Phone Plans – current smartphone plan:
  - a. Unlimited talk time.
  - b. Unlimited word and photo texts.
  - c. Unlimited data transfer.
  - d. If you plan to travel abroad, international calling can be arranged by contacting the police department equipment manager or DTS two weeks prior to travel.
  - e. Calls to Directory Assistance are not covered by the plan and shall incur an overage fee.
  - f. Airplane Mode may be turned on to prevent the transmitting or receiving of calls and data. Wi-Fi connectivity will function in this mode and allow access to Internet service where available.

3. Replacing Phones - The department will not be responsible for replacing a lost, stolen or damaged upgraded phone outside of warranty. If a replacement is required, the department will issue the County standard phone issued by DTS. County staff will review the age of the lost, stolen, or damaged upgraded phone, and on a case-by-case basis, permit the employee to purchase another upgraded phone at their discretion.
4. Returning Phones – If an employee's position changes from an authorized cell phone holder, to a position where one is not authorized, the department issued cell phone will be returned to the Equipment Manager by the date your authorized position ends. Transferring cell phone data to a secured location and making the proper notifications to contacts is the employee's responsibility. If you need assistance, you may schedule an appointment with DTS. Please allow 3-5 working days to arrange an appointment.

Upon your transition, you may choose to purchase the phone at the current price established by DTS. The employee must assume responsibility for all costs associated with the phone by transferring service to a personal account. The department will not separate the phone and service if you desire to keep the phone number associated with the cell phone. This request shall be made within 10 days prior to your transition.

If an upgraded phone was purchased by the employee, upon a transition, the employee may maintain possession of the phone. The employee must assume responsibility for all costs associated with the phone by transferring service to a personal account. The phone number and service plan may also be cancelled together.

5. Employee Use of Cell Phones - Employees are permitted to use County-owned cell phones for personal and professional business while on-duty and off-duty. However, employees are financially responsible for charges incurred outside the County's phone plan. Employees with overage fees will receive a billing statement which may be paid by submitting a check payable to the Arlington County Treasurer.
6. Managerial Control - The Deputy Chief of Police for the Systems Management Division shall have managerial authority over the issuance and use of cell phones, and shall designate one employee from the Division to manage the program.
7. Lost or Stolen Device - If a County-owned cell phone is lost or stolen, the assigned employee shall immediately notify the telephone service provider. The employee shall notify a police supervisor immediately before or after the call to the service provider. If the employee is not in Arlington County, notification may be arranged by telephone through the ECC.

The supervisor shall ensure that a police report is written and submitted, either by the device's user or by another officer assigned to that task.

8. Cell Phone Use While Driving - The use of cell phones while driving shall be in accordance with [Virginia Code § 46.2-818.2](#).

## B. Radio Communications

1. Emergency Use – Except in an emergency, an employee shall not transmit when advised by the dispatcher to “stand by,” or when any transmission would interfere with any communications already in progress.

When an employee is presented with a critical incident involving a serious threat of bodily harm or death and requires the dispatcher’s immediate attention, the word “priority” should be transmitted after their call sign.

The portable radio is equipped with a button which is capable of transmitting a message to the ECC indicating that the employee has an emergency.

Employees faced with a situation which is not an emergency as defined above but who need immediate access to the channel shall also use priority after their call sign.

2. Changing Channels – Employees switching from the primary assigned channel shall notify the dispatcher prior to the change, then monitor the new channel for radio transmissions prior to initiating any transmission.
3. Change of Status – An employee shall immediately advise the dispatcher by radio or MDT of any change in the employee’s status (i.e. available for call, enroute, arrival at a scene, traffic stop, etc.).

Any employee who clears a call for service should also indicate the disposition of the call or action taken on the call to the dispatcher.

4. Supervisor’s Responsibility – Except for situations described below, supervisory employees should monitor the primary assigned channel for employees under their supervision.

A supervisory employee should switch all involved units to another channel in order to permit normal operations to continue on the primary channel, in a tactical situation which has stabilized and where sufficient units are on scene to handle the incident.

A situation which is developing or changing in nature, such as a pursuit is usually kept on the channel it began on with non-involved units directed to another channel when needed for other assignments.

5. Call Priority – When an employee has been dispatched on a call, that call has priority and must be answered promptly. Non-hazardous traffic violations may have to be overlooked. In cases of an aggravated violation, the employee will have to use the employee’s own judgement. In any case where a situation arises which delays the prompt response to a call, the dispatcher must be notified immediately.

6. Equipment Malfunction – Employees experiencing a malfunction of their equipment shall report it to their supervisor who shall determine whether the equipment is malfunctioning and should be taken to the radio shop and/or reported to the appropriate unit.

Loss or theft of a portable radio should be reported to the on-duty ECC supervisor immediately so that the radio may be disabled.

7. Dead Spots – Employees discovering a geographic dead spot, an area where transmission is non-existent or weak, should report this information to the ECC, detailing the location and how it was determined that the radio would not receive or transmit communications.
8. Phonetic Alphabet – The phonetic alphabet is to be used in all radio transmissions and other official Police Department verbal communications to identify letters when spelling out words, names, or abbreviations not commonly understood. When commonly used abbreviations such as DMV or FBI are used, the phonetic references are not needed.

Letter	Word		Letter	Word
A	Alpha		N	November
B	Bravo		O	Oscar
C	Charlie		P	Papa
D	Delta		Q	Quebec
E	Echo		R	Romeo
F	Foxtrot		S	Sierra
G	Golf		T	Tango
H	Hotel		U	Uniform
I	India		V	Victor
J	Juliet		W	Whiskey
K	Kilo		X	X-ray
L	Lima		Y	Yankee
M	Mike		Z	Zulu