

	STANDARD OPERATING PROCEDURE State Form 39870 (R/S-06)	Reference Number CIS-010
	Subject Usage of Department Telephone Lines and Cell Phones	
	Special Instructions Replaces - CIS-010 Dated Sept. 17, 2018. Replaces CIS-013 Dated March 31, 2021. Replaces ENF-042 Dated Jan. 15, 2015.	Effective Date December 29, 2022

I. PURPOSE

Establish guidelines for the use of department telephone lines and cellular telephones (“Cell Phones”).

II. POLICY

Use of Department telephones or cell phones shall be to conduct official business as outlined in this procedure. Personal cell phone usage is limited as outlined below.

III. PROCEDURE

- A. Police employees shall be available by telephone (either personal or department issued) when off-duty to allow for immediate contact by the Department in cases of emergency or other circumstances.
- B. Police employees shall keep their phone number, both personal and department, up to date in the Department Directory, Shield, and with their commanders. Employees should also list their preferred contact number whether personal landline, cell phone, or department cell phone in Shield.

C. Department Telephone Lines (Landline or VoIP):

- 1. Telephones located at Department facilities are to be utilized for conducting routine and emergency Department business. Calls that are not related to official business shall not be excessive nor shall they be of such frequency and length as to interfere with the office environment or work functions.
- 2. Information (411) calls for official business shall only be made after all available efforts to obtain a desired telephone number have been exhausted. Non-business or personal information calls are not authorized.
- 3. Voicemail (“VM”) may not be available on all facility telephones. If VM is available, it is the discretion of the individual employee whether or not to utilize this function; unless directed to set-up and use the function by the local commander in accordance with the procedure below.

D. Faxes:

- 1. When possible, email shall be utilized instead of faxes.

2. All fax transmissions shall be for official Department business only.
3. Intelligence information of “Criminal Activity Reports” (CARs) shall **not** be sent by fax.
4. All fax transactions shall include a cover sheet that contains the sender’s name, recipient’s name, date, number of pages, a reference number for reply and a brief statement to indicate message content.

E. Department Issued Cell Phones:

1. Cell phones shall be issued to employees by a designee of the Assistant Chief of Staff (AC/S) Communications and Information Systems (CIS) after receiving approval for issuance from the Director of the Fiscal Division.
2. Only CIS shall authorize the issuance, maintenance, and/or transfer of department issued cellular devices/numbers. No issuance, maintenance, or transfer shall be completed without prior authorization by CIS.
3. Department cell phones shall only be used by Indiana State Police personnel, unless exigent circumstances exist requiring use by a non-department employee.
4. Employees must use good judgment in the use of their Department issued cell phones.*
 - a. The employee’s use of a Department cell phone is subject to review at any time and any unauthorized use or abuse of it may result in disciplinary action.
 - b. Commanders shall be notified if inappropriate use is identified.
 - c. Employees may exercise *de minimis* use of Department cell phones for limited personal use. *De minimis means so insignificant that it does not give rise to a level of sufficient importance to be dealt with judicially.*

*Note – A Department cell phone is property of the Department, and the employee does not have a privacy interest in its contents. Employees should also be aware that the contents of their Department cell phones may be the subject of discovery and released in response to proper court process.

5. Cell phones shall be charged and ready for use at the beginning of a shift and remain on and charged during a shift.
6. When on duty, the cell phone shall be in the possession of the employee or the employee’s commission and shall be on with the ringer activated, unless silenced for a meeting. Cell phone calls shall not be made or received if a prisoner is in the commission unless it is required to conduct business involving the current situation.
7. When off-duty, an employee operating a Department commission shall have their department cell phone in their commission and on with ringer activated. When off-duty and not operating a department commission, the phone shall either be left in a secure location or carried with the employee. If a department cell phone is the only means of

contact, an off-duty employee must be always reachable on their department phone. (Cell phones may not be carried out-of-country without prior authorization of CIS).

8. Employees who lose their department cell phone or accessories, or intentionally or negligently damage their department cell phone or accessories may be charged the repair or replacement cost of the phone or accessory.
9. Cell phones shall only be used in a “hands-free” manner while operating a vehicle that is in motion. If a cell phone is unable to be used in a “hands-free” manner and the employee is operating a vehicle which is in motion, the employee shall safely move the vehicle off the traveled portion of the roadway, prior to making or receiving a phone call. **Texting while driving is prohibited**, unless using a hands-free method such as voice to text.
10. Employees may silence their Department cell phone while attending a meeting, but should turn the ringer back to active upon conclusion of the meeting.
11. Employees shall answer incoming calls (unless operating in an undercover capacity) in a professional manner, e.g., Indiana State Police, Trooper Doe.
12. Cell phones shall be turned off while in an area where explosives may be present or are known to be present.
13. Unless exigent circumstances exist, officers shall not be given assignments by other agencies through a cell phone. Police employees that receive a request for assistance from another agency on their cell phone shall refer the requesting agency to the Regional Dispatch Center.
14. Employees that are issued a department cell phone shall not routinely use their personal cell phone while on duty. Personal calls while on duty are allowed, but shall be limited in duration and frequency as to be *de minimis* in nature.
15. The use of personal devices/phones to conduct Department business may subject the device and records from the device to legal disclosure.

F. Voicemail

1. When available, the following guidelines for setting up a greeting and monitoring VM shall apply to all Department facility telephones, where the voice message system has been activated, and to all department cell phones.
2. VM greetings, except for undercover personnel (see 3 below), shall be professional and brief and include the employee’s name.
3. When setting up a VM greeting, undercover personnel shall omit any use of the employee’s name, rank or title.
 - a. If issued a Department cell phone, specifically for undercover work, the employee may use a greeting that perpetuates the cover and should avoid using any reference to a complete name (actual or alias).

4. Employees shall routinely check their voicemails and return calls. Employees are prohibited from routinely having voicemail boxes that are full.

G. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.