

Policy 343 General Police Department Communications

343.1 PURPOSE AND SCOPE

The accomplishment of the Mountlake Terrace Police Department's mission is dependent on the clear communication of expectations and standards for various department functions and responsibilities. The standards identified are intended to improve the Department's service delivery to our various customers.

343.1.1 PRINCIPLE

The Mountlake Terrace Police Department understands that successful communication is critical to the provision of effective, efficient, and professional service to the community. The following policies and procedures have been developed to encourage that all types of communications are effective and that each employee wisely uses the various methods of communications available.

343.1.2 PRACTICES

Practices:

A. Mail Boxes: All employees shall review the items in their mailbox and/or in-box during each workday and make any necessary responses. Mailboxes shall not be used for storage and shall be kept neat and clean.

B. E-Mail: All employees shall review items sent to their e-mail address at least once during each workday and make any necessary responses.

C. Telephone Messages: Each employee will review all telephone messages provided to them at least once during each workday. All employees will return telephone messages as soon as possible and no later than during their next work shift.

D. Personal Telephone Calls: All telephone calls of a personal nature made by on-duty employees, including those made on personal cellular telephones, shall be brief and infrequent. Members who make personal toll or long distance calls from departmental telephones shall have all fees charged to their personal telephone or reimburse the City of Mountlake Terrace accordingly.

E. Personal Technology Devices: There are many devices available that facilitate persons in organizing their time, storing valuable information, and increasing communications. Employees are encouraged to take advantage of developing technology. Employees shall limit the time the use of such devices for personal / non-work related activities to their authorized breaks. Employees in uniform shall be mindful of public impression when using these devices in a public setting.