

**GENERAL ORDER**

**USE OF CELLULAR TELEPHONES**

This order establishes policies and procedures regarding the use of cellular phones by command personnel and field supervisors.

**I. INTRODUCTION**

In order to improve the Department's communications capabilities, certain members are equipped with cellular telephones. Department cellular telephones are to be used for official Department business, e.g., operating command posts, making notifications in the field, or in the case of field supervisors, to call back citizens while directing patrol units.

**II. POLICY**

**A. GENERAL.** Members shall comply with the following policies:

1. Calls shall be strictly limited to official police business.
2. Because of their higher operational costs, cellular telephones are to be used only when it is necessary and appropriate. Cellular telephones shall not be used as an office extension when a regular telephone is readily available.
3. In addition, patrol supervisors shall:
  - (a) Restrict their calls to the 415 area code, unless required to complete official police business.
  - (b) Log all completed calls in CAD.

**C. REVIEW OF CELLULAR PHONE CHARGES.** Calls made through cellular telephones will be reviewed by the Department Telecommunications Manager in order to ensure compliance with this order. Any member whose monthly charge exceeds \$72.00 will be required to prepare a memorandum to the Chief of Police itemizing each call, the reason for the call, and certifying that the call was necessary, appropriate, and made pursuant to official police business.

- D. PENALTY FOR VIOLATIONS OF POLICY. Any member who violates this general order will be subject to appropriate disciplinary action and restitution for the cost of unauthorized cellular telephone calls.

### III. PROCEDURES

#### A. FIELD SUPERVISORS' CELLULAR PHONES

1. OPERATION. See operating instructions provided with the cellular telephone.
2. LOCK CODES. When leaving the vehicle for an extended period of time, e.g., end of shift, 10-7M, etc., ensure that the lock code is entered to prevent unauthorized use.
3. REMOVAL OF HANDSET. When the vehicle will not be used by a supervisor, e.g., the vehicle is down for service, assigned to patrol officers, etc., remove the handset from the vehicle and place it in a secure location.
4. LOGGING CALLS. Log all calls made from the cellular phone in the CAD history of the incident, e.g., "Cellular call made to Operations Center to notify on-call homicide inspector."

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#### References

DGO 8.01, Critical Incident Evaluation and Notification  
Event Management Manual