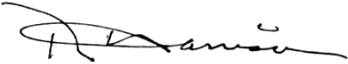


TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Telephone Use		
NUMBER	1109.05	EFFECTIVE DATE	March 29, 2011
Scheduled Review Date	July 01, 2016	ISSUE DATE	March 29, 2011
Date Reviewed	June 17, 2014	REVISION DATE	
APPROVED BY		(Reserved for Expansion)	

I. Scope and Purpose

- A. The purpose of this policy is to establish guidelines and provisions for the use of Departmental telephones and cellular phones.

II. Policy

- A. It shall be the policy of the Texarkana Police Department to establish, manage and coordinate guidelines surrounding the use of Department telephones and Department issued cellular telephones. All members of the Agency shall recognize and adhere to the provisions and guidelines established within this policy.

III. Procedures

- A. During hours in which they are on duty, members of the Agency shall limit all personal telephone calls to no more than a few minutes. The Department understands there are occasions when employees of the Agency will need to make or receive personal conversations; however, any such conversation should be brief and should not interfere with the Department's mission.

B. Cellular Telephones

1. The Department issues cellular phones to Division Commanders and those supervisors/officers who—because of a specialized assignment—require the need of a cellular phone.
2. All Department generated cellular phone bills are subject for internal review each month to ensure all of the issued phones remain within the designated call plan. All calls and additional data transfers which are determined to have occurred outside of the call plan are subject to reimbursement for any costs associated with the activity that occurred outside of the call plan.
3. Unless such a call is essential to business matters of the Department, long distance phone calls should be avoided when using a Department issued cellular phone. Should a long distance call become necessary, members of the Department are encouraged make the call from a landline in non-emergency situations.
4. Departmental phones shall be answered in a professional and timely manner. When answering the telephone, the main receptionist—or the person placed in that position—shall answer all incoming calls through the switchboard by saying "*Police Administration*".

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5. All members of the Department are required to maintain a personal telephone should the Agency need to contact the member in an emergency situation or during those situations when an officer assigned to a specialized position is required to return to duty with no advanced notice.
 - (a) All members of the Department shall keep the Agency informed of their current telephone numbers by reporting any change in their number through the established chain-of-command. Such notifications shall be made within twenty-four (24) hours of the change. For the purposes of this section, a Department-wide email will be sufficient for these notifications.

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