



Alexandria Police Department

Directive 3.1



TELECOMMUNICATIONS

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3.1.01 PURPOSE AND POLICY

The purpose of this directive is to establish procedures for purchase, installation, issue, use and repair of the Department's telecommunications services including office telephones, mobile phones, voice mail, and emergency notification system.

It is the policy of this Department to promote effective communications with citizens and colleagues by providing good telecommunications technology.

3.1.02 AUTHORITY AND BACKGROUND

The Department of Information and Technology Services (ITS) oversees the City's telecommunications services and acts as liaison with Verizon, the local telephone service provider. The following Administrative Regulations guide the Police

Department's telecommunications policies: *10-5, Telephony Services and 10-7 Wireless Communications Devices.*

3.1.03 DEFINITIONS

Paging System: *A system used to electronically disseminate information to people.*

Page: *An electronic message sent by the Paging System to Paging Contacts, usually via a Paging Group*

Everbridge: *The current Paging System used by the City of Alexandria for the purpose of sending paging alerts via text, voice, and email.*

Paging Contact: *A person's electronic contact information registered with the Paging System (e.g. phone number or email).*

Paging Group: *A set list of Paging Contacts within the Paging System used to direct pages (e.g. Command Group).*

3.1.04 GENERAL RESPONSIBILITIES

A. **The Fiscal Management commander** will oversee the telecommunications budget.

B. **The Tactical Computer Section** administers the mobile phone system, long distance authorization and billing reviews.

1. Issue by January 1, April 1, July 1, and Oct. 1 of each year, or more frequently if needed, an updated directory of unit and employee telephone numbers for *cellular phones*.

C. **The Facilities Management Section Administrative Analyst** will administer the office telephone and voice mail systems, in coordination with ITS, to include:

1. Arrange for service and repairs, except for the Vice/Narcotics Section which coordinates office telephone/voice mail issues directly with ITS;
2. Process and document requests for telephone lines used to support fax and computer operations;
3. Document telephone systems by maintaining an up-to-date and accurate data base of all telephone numbers and voice mail numbers;

4. Annually verify and reconcile with ITS telecommunications staff the telephone numbers used by/billed to the Police Department, and by July 1 of each year report the list of current phone numbers and their use through the Fiscal commander to the Chief of Police;
5. Issue by January 1, April 1, July 1, and Oct. 1 of each year, or more frequently if needed, an updated directory of unit and employee telephone numbers for office *phones*.

D. **The Technology, Data and Analysis Commander** will administer telephone and cabling related to automated systems.

E. **Department of Emergency and Customer Communications (DECC)** will administer the emergency communications system, including documenting all telephones lines used in the system.

F. **Unit Commanders** will designate one or more telephone/voice mail *power users* who will maintain a working knowledge of the operation and features of the office telephone/voice mail systems in order to assist others in their unit.

G. **Supervisors** will ensure their subordinates comply with this directive.

H. **All employees will:**

1. Promptly report telecommunications problems or need for repairs to the appropriate administrator.
2. Whenever possible, use the personal extension to contact other police employees.
3. Refrain from moving office telephones from one location to another unless authorized by the Facilities *Management* Section supervisor.
4. Refrain from giving out (703) 838-4444 for any reason other than to request immediate police service, to reach Communications staff, or for contact in case of an emergency when other methods of contact have failed. Employees should distribute their office phone number or voice mail number *(703-746-3000)* for routine contacts. See 3.1.06 for voice mail procedures.
5. Refrain from giving out a private telephone number of an employee to any person outside of the Police Department. The employee receiving the request may relay the name and phone number of the caller to the employee.
6. Maintain a telephone at their residence or on their person and report any change to their direct supervisor and to Personnel and Training within 72 hours.

I. Telephone Closets

Police employees will not enter or give vendors access to the telephone closets without authorization from one of the staff listed below.

1. Facilities Security Manager.
2. Technology, Data and Analysis Division commander.
3. Facilities Management Section supervisor.
4. Support Services commander.
5. [DECC](#) supervisors.
6. Vice/Narcotics Section technical detective.

J. Electrical Closets/Mechanical Rooms

Police employees will not give vendors access to electrical closets or mechanical rooms except for System Operations, Facilities and Security Management, and Support Services commanders who may do so after notifying and coordinating with ITS.

3.1.05 OFFICE TELEPHONES

A. Installation and Modification Procedures

Employees may request office telephone/voice mail/fax line installation or modification by sending a memo through their commander, the Facilities Maintenance Section supervisor, and Fiscal commander to the Chief of Police. Requests will contain the following information:

1. Description and justification of need.
2. Relevant telephone and extension or voice mail box numbers.

B. The Facilities and Securities Management Section supervisor will review requests for feasibility and efficiency and calculate the cost. Upon approval by the police chief or designee, the Facilities [Management](#) Section supervisor will arrange for the service and notify the user. ITS estimates delivery time at 12 working days for adding new phones, and 5-15 working days for modifying existing phones.

C. Repair Procedure

Repairs for office telephones or voice mail may be requested through the ITS Help Desk at [703-746-3600](tel:703-746-3600).

3.1.06 VOICE MAIL

Callers may reach the desk or voice mail of any employee by calling (703) 746-3000. Callers may also use an automated directory at that number to locate an employee's personal extension/mailbox. Voice mail users may call this number to check their messages from a remote location. Messages are recorded in the telephone system and will be stored for 30 days unless erased. Users who become aware of excessive busy signals at this number should report this to the Facilities Management Section supervisor.

A. Voice mail users will:

1. Record up-to-date and appropriate greetings.
2. Check for messages as appropriate, preferably no less than once each workday.
3. Return calls promptly.
4. Keep their message retrieval password confidential.
5. Regularly erase obsolete messages in order to conserve storage space.

B. Voice mail greetings

1. Individual voice mail greetings will be recorded in the user's voice and will include:
 - a. Employee's name.
 - b. Employee's assignment: employees who do not work regular business hours will include information in their voice mail greeting as to their current and near future work hours and days.
 - c. Employee's availability (away from the office, out all day, etc.); in advance of extended absence from work for vacation, training or other reason, employees will record a greeting that advises of their absence, their anticipated return date and a referral for assistance on matters that cannot wait for their return. For the purpose of this directive only, an absence of a workweek (a series of workdays between days off) or longer is considered an extended absence.
 - d. Whenever possible, an option or referral to speak with someone right away.
2. Operations units' automated greetings will include a referral to (703) 838-4444 for immediate police service.
3. Advise citizens to contact Information Services at (703) 746-6200 for copies of accident reports.

- C. Voice mail communications are not confidential and may be accessed by the City, as necessary.

3.1.07 LONG DISTANCE

- A. **Personal Long-Distance Calls and Faxes:** The use of any City telephone, wireless device, or fax machines for personal long-distance communications is prohibited except for emergencies. *The cost of any personal long-distance phone call that an employee makes must be paid by the employee to the City.* Reimbursement will be by check made payable to Alexandria City and delivered to the Fiscal Management Section. See AR *10-5, Telephony* Services, for more information.
- B. **Additional Services** – Additional services, directory assistance, or operator-assisted calls should be made conservatively, and such services utilized only after other, more cost-effective means are exhausted or unavailable.
- C. **Telecommunications Billing Procedure (circulating bills, verification, etc.)**
The city requires periodic verification of long distance and cellular telephone bills. Fiscal Management conducts this process and is responsible for collecting personal reimbursement from employees as required by Department and City policy.

3.1.08 WIRELESS TELEPHONE/COMMUNICATIONS DEVICES

All use of City wireless telephone service equipment, whether analog or digital, used for voice, data, facsimile, and or/graphic communications will be done in compliance with the Administrative Regulations of the City of Alexandria. In summary, employees are responsible for managing their use within the monthly funded plan applicable to their device; and for reimbursing the City when excessive use occurs for non-business purposes.

- A. **Contracts** for wireless service shall be negotiated by the City's Department of ITS, under the auspices of the Finance Department's Purchasing Division.
- B. **Employees** shall exercise safety when operating wireless devices. Use of devices during the operation of a motor vehicle must comply with current State law.

3.1.09 EVERBRIDGE

The [Systems Operation Section](#) handles the oversight/administrative aspects of the system; [DECC](#) handles the actual system operation; and the CAD technical manager handles any technology issues with the system.

The [Everbridge](#) system has two primary elements: The first is for emergency warnings to citizens of a danger/threat to their safety and the second is for emergency callback notification of City personnel.

The employee notification element may be used to execute employee callbacks, City government closing notifications and level of readiness changes. Such calls could involve a small pre-designated group or all City employees, depending on the needs of the situation. Each agency desiring this capability must ensure that their individually desired employee database information is provided in an acceptable format for loading into the DCC system. City Human Resources will provide and update the employee database every six months.

For citizen warnings the system may be utilized during hazard/disaster situations where there is actual or clearly threatening danger to the public, to include; terrorist events, natural disaster/weather emergencies, hazardous material incidents, flooding dangers, utility dangers, civil disturbances, major crimes, and lost or missing children or diminished adults. The public warning element must be used judiciously to avoid negative public feedback from perceived inappropriate use. If utilized, only those citizens clearly at imminent risk will be included in the notification.

Authority to utilize the system is limited. Two persons within each of the authorized agencies have been designated to request use of [Everbridge](#). The initially authorized agencies are: Police, Fire, T&ES and CMO.

The authorized requestor will contact the on-duty Police watch commander [\(703\) 746-6744](#) to present the request and indicate that the message has been created. The Police watch commander will ensure that the requestor is an authorized sender and that the nature of the message meets this policy. The Police watch commander will then ensure the [Everbridge](#) alert is sent by [DECC](#) in a timely manner. Once confirmation of the alert being sent/completed is received, it will be relayed to the original requestor.

It is the responsibility of the authorized requestor to initiate a follow up [Everbridge](#) call to the receivers of the original [Everbridge](#) call when the danger/threat is past.

In each case that the public warning element of [Everbridge](#) is used, the original requestor will ensure a timely notification to the City PIO. In any event, the Police watch commander will notify the Police Department PIO.

In any case where *Everbridge* is used, and the speed of sending of the message is not critical, a member of the Systems Operations Section will operate the system and send the message.

A. Responsibilities:

1. Commanders

- a. *Use the Paging System to send Pages such as those outlined in directive 10.8B.*
- b. *Assist with ensuring the Paging Group of any team they are in charge of (if applicable) is up to date.*

2. Supervisors

- a. *Ensure their assigned employees maintain their contact information within the Paging System.*
- b. *Direct employees to the Everbridge administrator(s) when the employee has a problem updating their contact information, or have technical difficulties receiving a Page.*

3. Everbridge Administrators

- a. *Ensure new employees are added to the Paging System and exiting employees are removed in a timely manner.*
- b. *Assist employees with any trouble using the system.*
- c. *Maintain Paging Groups.*
- d. *Request updates to Paging Groups from Commanders at least twice a year.*
- e. *Provide reports of sent Page information as requested.*

4. Employees

- a. *Register with the Paging System.*
- b. *Maintain their Paging Contact information within the Paging System.*
- c. *Work with the Everbridge Administrators if they require assistance with updating their Paging Contact information or receiving Pages.*

BY AUTHORITY OF:

**Michael L. Brown
Chief of Police**