

CHAPTER 3
TELEPHONES
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CHAPTER 3

TELEPHONES

1. POLICY. The information contained in this chapter will provide policy for the operation of the Department's communications centers' (CC) telephone systems. Additional information regarding the management and repair of telephone systems is contained in Highway Patrol Manual (HPM) 60.2, Telecommunications Management Manual, Chapter 2, Telephone Systems.

2. HEADSET/HANDSET USAGE.

a. Operational Usage. Although the use of a headset is always recommended, usage is not mandated statewide. In CCs with a high volume of telephone calls, headset usage could be mandated by local policies.

(1) Only departmentally approved headsets shall be used by Public Safety Dispatcher (PSD) and Public Safety Operator (PSO) personnel.

b. Headset Cleaning. Following local procedures, PSDs and PSOs shall clean and sanitize their assigned telecommunications equipment, as needed, in order to keep it in good working order. Procedures for headset repair are located in Chapter 9, Communications Center Radio Equipment, of this manual.

3. TELEPHONE SYSTEM MODIFICATIONS/REPAIRS.

a. Modifications. All requests for modifications or additions to any telephone system shall be directed to Communications Centers Support Section (CCSS) for action. Payment for services cannot be authorized without approval from CCSS prior to the work commencing.

b. Maintenance/Repair. Telephone systems for all CCs, Area offices, and headquarters buildings are covered by maintenance agreements and/or service contracts.

(1) Repair service within CCs is handled through CCSS. Requests for telephone system repair in Area offices and headquarters should be routed to Telecommunications Section (TS).

(2) Offices with systems not covered by maintenance agreements shall contact their respective Division for approval to obtain an "X Number" prior to requesting repair service from a vendor.

(3) Either CCSS or TS will assist in the identification of appropriate vendors and should be contacted if problems occur in obtaining appropriate and timely maintenance.

4. CELLULAR TELEPHONES. The Department will provide, with appropriate justification, cellular telephones, service, and equipment to departmental personnel on an as-needed basis. Refer to HPM 60.2, Chapter 3, Wireless Telephones and Pagers, for further information and approval.

5. TELEPHONE USAGE. In state offices, telephones are provided for conducting official business. The use of state telephones by employees for other than state business shall be restricted to emergency matters only. The State Administrative Manual prohibits the use of state telephones for personal long distance or toll calls. The control of telephone use is the responsibility of the assigned local Area, section, or Division commander.

a. With some exceptions, CC telephone lines are recorded and monitored; PSDs and PSOs shall have no expectations of privacy when utilizing CC equipment. Transmissions sent and received via fax are also monitored, and are not considered private.

b. Commanders shall establish procedures to ensure telephone usage by their command is appropriate. Although there is no requirement to do so, commanders may use the CHP 83, Record of CALNET and Toll; or Cellular Telephone Calls, to maintain a telephone log.

c. If it is determined an employee has made a personal long distance telephone call, the Area or Division office is responsible for obtaining payment from the employee. Refer to HPM 11.1, Administrative Procedures Manual, Chapter 24, Payment of Invoices, for further information.

6. 1-800-TELL-CHP.

a. The Department has designated 1-800-TELL-CHP (1-800-835-5247) as the nationwide number that shall serve as the point of contact for the public to access the California Highway Patrol (CHP) for nonemergencies. Capitol CC is responsible for answering all calls from the nationwide toll-free number, 24 hours a day, seven days a week. Refer to General Order 100.71, Toll-Free CHP Public Information Number 1-800-TELL-CHP, for further information.

7. ALTERNATE ANSWER CIRCUITS.

- a. Purpose. When technically possible, alternate answer circuits have been provided in CCs. The purpose of the alternate answer circuits is to ensure uninterrupted 9-1-1 service to the public in the event calls cannot be answered at the primary location. Examples of appropriate uses of alternate answer circuits are when equipment or primary circuit failure precludes answering 9-1-1 calls at the primary location, in the event a CC must be evacuated, or in any other emergency situation.
- b. Activation. Each alternate answer circuit is activated by toggling a switch located in the CC which is provided for that purpose. Some CCs may have more than one alternate answer switch. In these cases, each switch must be toggled independently or all 9-1-1 circuits may not be rerouted. The alternate answer switch locations are prominently labeled so that personnel can easily ascertain if they are in "normal" or "alternate answer" status. Whenever the switches are activated, 9-1-1 calls will be forwarded to other CCs that are predesignated as backup centers to the location activating the switch.
- c. Notification. When a CC activates their alternate answer circuit, notification shall be made to CCSS and the backup center(s) that will be receiving the forwarded calls.
- d. Verification. After a CC activates their alternate answer switch(es) and notification has been made, test calls shall be made to each affected 9-1-1 circuit to ensure the backup plan is operating correctly.
- e. Cancellation. When the situation requiring the CC to activate their alternate answer circuit has been resolved, all alternate answer switches are to be returned to normal. Test calls shall be made on each affected 9-1-1 circuit to ensure calls are routing accurately to the primary center.
- f. Exceptional Situations. Occasionally, a situation may occur where a CC cannot activate the alternate answer switch(es) or the switch(es) do not work properly when activated. In such situations, personnel can request the telephone company manually switch calls to the backup location. During regular business hours, personnel should notify CCSS and explain the necessity to manually activate alternate answer. After regular business hours, personnel should contact the Emergency Notification and Tactical Alert Center and request that CCSS staff be notified.
- g. Regular Testing Required. All alternate answer circuits should be tested at least once a month to ensure proper operation. In the event that the circuits do not

switch correctly during these tests, trouble tickets should be opened to have the circuits repaired by calling 1-877-500-4911. Additionally, any circuit malfunction should be reported to CCSS for tracking.

8. MISROUTED WIRELESS 9-1-1 CALLS. Wireless 9-1-1 calls are routed using a manual process which requires the 9-1-1 county coordinator and the CHP representative to evaluate the expected coverage of each sector based upon maps provided by wireless service providers. A misrouted wireless 9-1-1 call is a 9-1-1 call that was routed to a Public Safety Answering Point (PSAP) other than the designated PSAP assigned by the CHP and the county coordinator.

a. Policy. A misrouted wireless 9-1-1 call shall be reported to CCSS by the CC for investigation to determine if a reroute of the cellular sector is required.

b. Procedure.

(1) Upon receiving a wireless 9-1-1 call that the PSD/PSO believes is misrouted, the PSD/PSO shall:

(a) Document the information using the Computer Aided Dispatch (CAD) system. This information shall include the caller's telephone number, date, and time of call.

(b) Forward the CAD log to the Public Safety Dispatch Supervisor (PSDS).

(2) The PSDS will review and forward the information to CCSS via e-mail to ccss@chp.ca.gov.

(3) Communications Centers Support Section will investigate the reported misrouted call.

(a) If determined to be routed as designed, CCSS will advise the PSDS that no further action is necessary.

(b) If determined to be a misrouted call:

1 Communications Centers Support Section will contact the county coordinator to advise them of the misrouted call and request approval to reroute the sector to the correct PSAP.

2 After approval has been provided by the county coordinator, CCSS will contact the wireless carrier or their third party representative.

3 After confirmation has been received by CCSS from the wireless carrier, CCSS will notify the PSDS via e-mail that the reroute has been completed.

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