

**CHAPTER 3**  
**WIRELESS TELEPHONES**  
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## CHAPTER 3

### WIRELESS TELEPHONES

#### 1. GENERAL INFORMATION.

a. Purpose. The purpose of this chapter is to describe the Department's standards and policies for wireless telephones and equipment, and to provide guidelines for reporting system or equipment outages, and billing discrepancies.

b. Objectives. The Department's objective is to provide reliable communications devices (wireless telephones) to further the mission of the Department. Integral to meeting that objective is the establishment of and adherence to standards for equipment acquisition, deployment, usage, and maintenance.

c. Responsibility. Telecommunications Section (TS) is the Office of Primary Interest for the acquisition of and support for wireless telephones and equipment. Each Division and Area or section commander is responsible for the overall control, operation, and inventory of the equipment assigned to their command. Any system or equipment deficiencies/outages, or billing discrepancies should be reported in accordance with this chapter, and/or established local procedures.

d. Policy. The Department's wireless telephone equipment will be managed, operated, installed, and maintained in accordance with this chapter. Any deviation from the scope of this chapter must be reviewed and approved by the appropriate Assistant Commissioner.

e. Equipment Assignment by Rank or Duty. Employees may be assigned communications devices, such as wireless telephones, to meet the needs of the Department. Equipment requests for wireless telephones require approval by the appropriate Assistant Commissioner.

(1) Wireless smart phones have become increasingly valuable as a collaboration tool for emergency incident deployment and the immediate dissemination of sensitive information. All commanders will be assigned a smart phone with departmental electronic mail capability and should have their assigned device readily available while on duty or on-call. Deviations from this policy require concurrence from the appropriate Assistant Commissioner.

(2) A designated assistant commander or alternate commander may be assigned a wireless phone. In addition, all commands may be issued additional wireless telephones for use by individuals designated by the command or kept in a pool for general departmental use. All new wireless service activations require Division and the appropriate Assistant Commissioner approval.

(3) Special investigative units such as field Division Investigative Services Units and the Border Division Mexico Liaison Unit may have each investigator and supervisor assigned a wireless telephone.

(4) Governor's Protective Detail supervisors and officers may be assigned a wireless telephone with voice and data capability.

(5) Officers and supervisors assigned to Protective Services Division, Dignitary Protection Section, and Capitol Protection Section, who provide security for legislative officers, state facilities, and/or the Capitol, may be assigned a wireless telephone. Members of the Threat Assessment Unit, Special Weapons and Tactics team or the Hazardous Devices Detail may also be assigned a wireless telephone.

(6) The Office of Air Operations will provide a satellite phone at the time of aircraft purchase and deployment. Air Operations Units assigned a satellite phone will contact TS for service activation. All service activations will be coordinated by TS. All other satellite phone requests will require approval from the appropriate Assistant Commissioner.

(7) Specialty emergency incident communications vehicles may have several wireless telephones with various different services assigned, depending on the use and assignment of the vehicle. These vehicles will normally be outfitted with all necessary wireless devices and services at their time of purchase.

## 2. WIRELESS TELEPHONES.

a. Deployment and Activation. Wireless telephone quantities, types (e.g., smart phones), new deployments, and additional activation must be justified. All requests for new devices and service activations must be submitted via memorandum through the appropriate chain of command. Once approved by the appropriate Assistant Commissioner, all wireless telephone acquisitions will be coordinated through TS.

b. Replacements. Upon a Division's request to TS, active wireless telephones which have been lost, stolen, or damaged will be replaced if equipment is available. All requests for replacement must be accompanied by a memorandum stating the circumstances of the loss or damage, and whether or not negligence was a factor. The memorandum must also include the cellular telephone's phone number and the R Tag number of the lost/damaged unit. As specified in Highway Patrol Manual (HPM) 11.2, Materials Management Manual, Chapter 8, Equipment, paragraph 25., the cost of a replacement device may be charged to the individual.

c. Use. The use of wireless telephones will be at the discretion of the user and limited to essential state business.

(1) Policy. The primary use of wireless telephones during field operations is for emergency incident and traffic congestion management. The policy for use under these conditions should be included in the command's Standard Operating Procedures (SOP), after Division approval. Wireless use outside the scope of this policy or local SOP must be justified by the user.

(2) Aircraft. Wireless telephones should be used by aircraft crews only on the ground. Airborne use is prohibited, except in the case of a Federal Communications Commission-approved airphone or satellite telephone for aircraft use.

(3) Management and Control. In all cases, the user and commander will be responsible for controlling the use of wireless telephones assigned within their area of responsibility and for verifying that the use is appropriate.

(a) Picture attachments, text, and video messages sent from assigned wireless phones are limited to business essential matters.

(4) Mobile Device Management. All departmental wireless smartphones will be managed through Mobile Device Management software.

d. Equipment Acquisition.

(1) Requests for wireless telephones must be submitted through channels to the appropriate Assistant Commissioner, supported by a clear statement of need.

(2) Purchase. Wireless telephones are classified as Category 2 equipment and must be acquired through the normal budget and requisition process. Telecommunications Section will coordinate all purchases of wireless telephones.

(3) Donations. Offers for donation or interagency transfer of a wireless telephone shall not be pursued until approval is obtained from the appropriate Assistant Commissioner. Upon approval, equipment shall be forwarded to TS for testing. If the equipment passes inspection, Administrative Services Division will request permission from the Department of Finance to accept the offer. Donated wireless telephones will be returned to the owner until permission is granted. When permission is received, the equipment shall be sent to TS for inventory tagging and storage until deployment and activation is approved.

e. Maintenance.

(1) Responsibility. It is the responsibility of the user to maintain the equipment in proper working condition. See HPM 22.1, Command Inspections Program Manual, Chapter 20, Communications Systems, paragraph 4.d.

(2) Repair Procedures.

(a) Contact TS to verify if a wireless phone can be repaired.

(3) Replacement Parts. A limited supply of replacement parts (e.g., wall chargers, vehicle chargers, holsters) are on hand at TS. Contact TS for availability or instructions for obtaining parts.

f. Inventory Control. All wireless telephones purchased by the Department or received through donation, or interagency transfer, will have R number property tags attached before they are deployed. Telecommunications Section is responsible for maintaining records of location assignment. If the assigned location and/or the device user is changed, TS shall be notified, as soon as practicable, of the new location and/or new user.

g. Wireless Directory. A directory of wireless numbers and assignments is maintained by TS and available upon request. Information regarding changes in wireless numbers and assignments shall be updated by Divisions and submitted to TS as soon as practicable.

h. Billing.

(1) Consolidated Billing. Most invoices for wireless service are submitted in a consolidated statewide billing to TS. It is TS's responsibility to verify that rates charged are in accordance with the service agreement, that monthly costs per phone are recorded, and that the invoice is approved for payment. Telecommunications Section can generate usage reports for review by Executive Management and Division commanders when requested.

(2) Responsibility. Monthly statements are available upon request from the departmental wireless coordinator in TS. Responsibility resides with the commander to ensure departmental cellular usage is appropriate. All charges related to personal use shall be reimbursed to the Department. The amount of reimbursement should be the actual charges incurred as listed on the monthly cellular statement.

NOTE: Although there is no requirement to do so, commanders wishing to maintain a log of wireless telephone calls should use CHP 83, Record of CALNET and Toll; or Cellular Telephone Calls. If the commander determines that personal calls were made, procedures for obtaining and forwarding

payment are as described in Chapter 2, Telephone Systems, paragraph 3.b., of this manual.

(3) Corrections. Any errors in the statement address, or any other problems with wireless bills or statements, should be brought to the immediate attention of TS. Send a copy of the bill or statement in question, with errors marked and changes indicated, to TS.

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