



CRYSTAL POLICE DEPARTMENT

Department Policy Manual

TITLE: Telephone Procedures
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GENERAL GUIDELINES

Employees initiating or answering a telephone call shall identify themselves to the responding party by giving their rank, title and name before beginning to converse.

Employees shall not disclose the home telephone number or address of other employees to any but authorized or other competent authority. Other callers may be advised to leave their telephone numbers so that the police officer or employee may return the call.

CELL PHONE CALLS

Employees should not use cell phones while driving a department vehicle. In such cases where a call must be made while driving, the hands-free feature of the cell phone should be used unless impractical or the content of the call is private and others are present in the vehicle with the employee.

It is understood that in policing, there are times when a cell phone call must be made while driving. It is the purpose of this policy to discourage calls while driving when the call is not urgent or timely in nature.

LONG DISTANCE CALLS

Long distance calls dialed through the city of Crystal long distance carrier should be limited to business calls. Exceptions will be made for personal emergency situations, and in such instances, the employee will be responsible for reimbursing the city of Crystal for the cost of the call.

The city clerk's office will periodically forward a summary of long-distance calls made from each employee's calling code. Each employee is responsible for reviewing this summary for accuracy. Any errors on this report will be reported to the city clerk.

The cost of each call is included on this summary. Payment of personal calls should be made at the city clerk's office.

PERSONAL CALLS

Personal calls should be limited to less than five minutes and should be made from a location out of the public view.

City cell phones should not be used for personal calls unless the call is of an emergency nature.