

Cellular Phone/Other Wireless Electronic Device Problems

Repair or Replacement of Equipment:

Should the cellular phone or other wireless electronic device be damaged, lost or stolen, the assigned employee must contact the (Department's) Accounts Payable & Supply Unit for repair authorization or replacement. If the phone, smartphone, or wireless electronic device is lost or stolen, a crime report and a county "Report of Missing, Damaged or Stolen Issued Equipment" (Form SO-5) must be filed immediately. The assignee must also notify the Data Services Division immediately so the device can be disabled and remotely wiped for security reasons. (09-11-18)

7.5 COMMUNICATIONS NEEDS

The Communications Coordinator, Communications Division Captain, and the Department Vehicle Coordinator represent the Sheriff's Department in the areas of technical planning for radio and other County owned communications and electronic equipment needs. These three individuals will provide the Director of the Department of General Services with appropriate guidelines for this phase of planning.

Technical advice for changes in existing systems as well as new concepts shall be provided by Sheriff's Wireless Division for radio and Sheriff's Data Services for electronic equipment.

Requests for special installations of such equipment as mobile radios, emergency vehicle lights or vehicle public address systems shall be channeled through the Department Vehicle Coordinator. This will include changes to existing equipment configurations as well as installation of new equipment.

The ordering of communications equipment will be coordinated by the Communications Coordinator in conjunction with the Captain of the Sheriff's Communications Division, and the Law Enforcement Support Bureau Analyst. (06-15-15)

7.6 USE OF CLETS-NCIC- ARJIS AND LOCAL INFORMATION

Data base requests requiring immediate response to or from Sheriff's field units or other authorized government agencies, will be processed by the Communications Division.

The Records & ID Division is responsible for all entries into the Stolen Vehicle System (stolen, recovered, impounded, repossessed, and lost or stolen plates), as well as entries into the Missing Persons System (MUPS), (including runaway juveniles) and any message related to those two systems. BOL's or 999's sent by the Records & ID Division are restricted to Missing Persons and Runaway Juveniles, when appropriate.

Sheriff's personnel from offices having computerized information capabilities will process their own administrative messages and non-urgent data base inquiries. (Not including vehicles or missing persons.)

SECTION 7 Communications

San Diego County Sheriff's Department - Procedure Section

No employee of this Department (sworn or professional staff or volunteer) shall use any computerized informational source for anything other than the performance of official duties. This applies but is not limited to, all computerized Departmental Systems, CLETS/NCIC (SDLaw/eSUN), ARJIS, CAD, Local Systems, JIMS, and NetRMS.

Telephone Inquiries: As a security precaution, the Sheriff's Department identification code must be given when making telephone inquiries for computerized information. THIS CODE IS CONFIDENTIAL AND WILL BE MADE KNOWN TO AUTHORIZED PERSONNEL.

Employees shall use a unique user I.D. and password (as assigned) on all computerized systems within the Department which require a sign-on and password verification system. (08-31-12)

7.7 CLETS/NCIC STOLEN VEHICLE INFORMATION

Policy Statement Only

7.9 ACCEPTING COLLECT PHONE CALLS

Policy Statement Only

7.11 CRITICAL INCIDENT HOTLINE

The critical incident phone line will ring at the Watch Commander's and supervisor's locations within the Communications Center. The line may only be used for incoming calls from the Incident Commander of a critical incident. No outgoing calls can be made on this line. A critical incident is any incident during which a command post is established and/or an Incident Commander is designated.

When a command post is established and/or an Incident Commander is designated, the designated individual will provide the Communications Center supervisor/Watch Commander with a telephone number where he/she can be contacted.

When the Incident Commander desires to contact the Communications Center via phone line, he/she will use the Critical Incident Hotline. The phone number for the Critical Incident Hotline is (858) 565-3119.

The Critical Incident Hotline will not be used for any other communications purpose by Communications Center personnel, nor will any Departmental personnel attempt to use the Critical Incident Hotline other than as outlined above. (07-17-02)

SECTION 7 Communications
