

## ILLINOIS STATE POLICE DIRECTIVE ADM-010, TELEPHONE SYSTEM

<b>RESCINDS:</b> ADM-010, 2014-007, issued 01-14-2014.	<b>REVISED:</b> 09-08-2017 <b>2017-050</b>
<b>RELATED DOCUMENTS:</b> ADM-019	<b>RELATED CALEA STANDARDS:</b> 81.2.1, 81.2.12

### I. POLICY

The Illinois State Police (ISP) will:

- I.A. Publish emergency and non-emergency telephone numbers.
- I.B. Establish, manage, and maintain a department telecommunications system.
- I.C. Accept any collect telephone calls from the public to report an emergency.

### II. DEFINITIONS

- II.A. Hunt numbers – a series of telephone lines that are organized in such a way that if the first line is busy, the next line is “hunted,” and so on until a free line is found.
- II.B. Text Telephone (TTY) – a hearing impaired person may text messages from an assistive device for the hearing impaired that communicates both numeric and alpha information to a communications center having a similar device on their end.

### III. RESPONSIBILITIES

- III.A. The Division Colonels are responsible for taking appropriate disciplinary action when telephone abuse by employees is confirmed.
- III.B. The Telecommunications Section, Logistics Bureau, Division of Administration (DOA), is responsible for coordinating and processing all requests for installing, removing, modifying, or any line-load studies of the Department's telephone system.
  - III.B.1. The Telecommunications Section will investigate billing discrepancies reported by ISP cost centers, and if appropriate, ensure the Illinois Department of Central Management Services (CMS) applies the credit.
  - III.B.2. The Telecommunications Section serves as the Department liaison for telephone related issues between the ISP and CMS.
- III.C. Each Commander/Bureau Chief/Lab Director or designee, such as a cost center manager or supervisor, is responsible for:
  - III.C.1. Reviewing and certifying the accuracy of the telephone bills on the monthly Communications Revolving Fund billings received from CMS. (The individual reviewing the bills will use their signature or initials to certify their review.)
  - III.C.2. Ensuring the telephone system complies with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) standards, the Americans with Disabilities Act, and all other mandates, laws, and regulations.
  - III.C.3. Conducting routine evaluations of their facility telephone system to determine line saturation with unanswered calls or busy signals from the public.
  - III.C.4. Requesting a telephone line load study be conducted to determine the extent of the problem when system saturation is identified.

- III.D. District Commanders are responsible for:
  - III.D.1. Ensuring:
    - III.D.1.a. Incoming calls are prioritized, so emergency calls are handled before non-emergency calls.
    - III.D.1.b. Only emergency calls are accepted on the emergency lines.
    - III.D.1.c. Emergency calls are answered by an ISP employee and not by an auto attendant.
    - III.D.1.d. Designated personnel have adequate training in procedures for telephone answering and call-taking.
      - III.D.1.d.1) Personnel must also be trained to bypass the telephone system and auto attendant to allow basic telephone service in the case of equipment failure.
      - III.D.1.d.2) Requests for such training should be directed to the Telecommunications Section.
  - III.D.2. Obtaining and designating emergency and non-emergency numbers, ensuring the numbers are published correctly in the local telephone directories, and clearly differentiating emergency from non-emergency numbers. Telephone directories should indicate, "Collect calls accepted for emergencies (TTY and Voice)."
  - III.D.3. Making available a sufficient number of hunt numbers (determined by incoming traffic totals) so incoming emergency numbers do not receive a busy signal.
- III.E. The Division of Administration, Fiscal Management Bureau (FMB), is responsible for ensuring agency cost centers comply with established standards regarding Communications Revolving Fund billing as set forth by the Illinois Office of the Comptroller.
- III.F. Each supervisor will ensure employees or voice mail/auto attendant systems are available to answer telephones within his/her respective unit during office hours.

#### IV. PROCEDURES

- IV.A. Answering the telephone
  - IV.A.1. Incoming telephone calls should be answered promptly (within *three* rings).
    - IV.A.1.a. When answering an emergency line, the recipient should answer the call by saying, "Illinois State Police. What is your emergency?" When answering a Wireless 911 line the recipient should answer the call by saying, "**Illinois State Police. Where is your emergency?**"
    - IV.A.1.b. The recipient is to answer non-emergency calls by saying, "Illinois State Police," then identify themselves and/or his/her office, as instructed by his/her work location commander.
    - IV.A.1.c. Calls forwarded from a central receptionist or automated attendant system do not require the Department, Division, and Bureau identification be repeated by the recipient.
    - IV.A.1.d. The recipient is to speak clearly and distinctly, remaining polite and professional throughout the call.
    - IV.A.1.e. When the employee takes a message, the caller should be asked to repeat any unclear information.
    - IV.A.1.f. If the person being called is unavailable, the recipient is to offer assistance in determining if another employee can help the caller.
    - IV.A.1.g. To reduce the possibility of telephone fraud, employees should never transfer an incoming call to an extension beginning with "9" or to any outside line unless the identity of the caller has been verified with the Telecommunications Section. When transferring calls, ensure all numbers are ringing before disconnecting.

- IV.A.2. Personal or employment information
  - IV.A.2.a. Personal or employment information (i.e., place of residence, home telephone, work schedule, or duty information) about any department employee will not be disseminated outside the department to any unauthorized individual or agency without consent of the employee in question or the employee's supervisor.
  - IV.A.2.b. Any employee receiving this type of request will advise the caller it is against department policy to release such information; but if he/she wishes to leave his/her name and telephone number, his/her request or message will be forwarded to the employee or the employee's supervisor.
- IV.A.3. If a non-emergency call is received on the emergency line, the caller should be informed they have called the emergency number, provide the caller with the non-emergency number, and transfer the caller to the non-emergency line. **Do not** give the caller the non-emergency number and tell him/her to call the non-emergency line.
- IV.A.4. In the event an emergency call for service has been misdirected to an ISP facility, the recipient of the call will complete an incident report and immediately provide the information to the appropriate agency.
- IV.B. Collect calls

When possible, the recipient must evaluate collect calls to determine call acceptability.

  - IV.B.1. Personnel answering the telephone will first determine, when possible, if the purpose of a collect call is to report an emergency, i.e., traffic crash, disabled motorist, crime in progress, etc.
    - IV.B.1.a. If the call is to report an emergency or to report information pertinent to police activities, either criminal or non-criminal, the call will be accepted.
    - IV.B.1.b. If the call is neither an emergency, nor pertinent to police activities, advise the operator the call cannot be accepted.
  - IV.B.2. If the call is accepted, all information needed for an appropriate response will be elicited from the caller and proper action taken.
- IV.C. Personal calls
  - IV.C.1. State-owned telephones may only be used for local, personal calls during officially sanctioned breaks and/or lunch break.
  - IV.C.2. No personal toll calls or long distance calls are to be made using department telephones and charged to state billings. If a personal toll call must be made, the employee must contact the telephone operator and place the call collect, have it billed to his/her home telephone, or use a pre-paid telephone calling card.
- IV.D. Requests for service or repair
  - IV.D.1. All requests to repair system outages and any problems that hamper the normal operation of the telephone system should be directed to the Telecommunications Section during normal business hours. After hours, direct notification should be made by the site to CMS Repair at 1-800-366-8768.
  - IV.D.2. All requests for service or information relating to the Department telephone system will be routed through the Telecommunications Liaison to the Telecommunications Section for required action.
  - IV.D.3. The respective Colonel, or designee, is to approve any telephone changes. The requesting cost center is responsible for paying any charges resulting from telephone changes.

## IV.E. Telephone billing

Each cost center manager, or designee, will:

IV.E.1. Review and certify the accuracy of the telephone bills on the monthly Communications Revolving Fund vouchers received from CMS, and by signature or initials verify his/her review of the bill. Any discrepancies and/or credit adjustments in billing will be routed to the Telecommunications Section.

IV.E.2. Ensure telephone bills are reviewed by all supervisors for accuracy and potentially abusive circumstances, including calls of 20 minutes or more, and repetitive calls to unrecognized numbers.

IV.E.3. Notify the employee's supervisor of any suspected abuse.

IV.E.3.a. The supervisor will review the employee's telephone bills and by signature or initials verify his/her review of the bill to determine if telephone abuse occurred.

IV.E.3.b. If the suspected abuse has occurred, the supervisor will notify the Colonel by written memorandum, through the chain of command, of the abuse.

IV.E.3.c. All substantiated abuse of the telephone will result in corrective action that may include reimbursement and/or discipline.

IV.E.3.d. Reimbursement will be:

IV.E.3.d.1) Processed through the appropriate Colonel to:

IV.E.3.d.1)a) The Telecommunications Section for forwarding to the FMB.

IV.E.3.d.1)b) To the Telecommunications Section for forwarding to the Public Safety Shared Services Section, Payroll Section, by sworn opting to use accrued time.

IV.E.3.d.2) In accordance with CMS telecommunications guidelines to include the actual cost of the call and/or a per-minute administrative fee.

IV.E.3.e. Cash reimbursement will be made payable to the ISP.

## IV.F. Request for detailed billing reports from CMS

IV.F.1. Approval to obtain detailed billing reports from CMS, i.e., call detail listings, requires a memorandum requesting the information.

IV.F.1.a. The request should include justification for the request.

IV.F.1.b. The request should be forwarded to the Division Colonel.

IV.F.2. The Division requesting the reports will route the approved memorandum to the Telecommunications Section for required action.

IV.F.3. The Telecommunications Section will prepare a request letter for the Director's signature and deliver the signed letter to CMS for the required action.

IV.F.4. The requesting cost center will be responsible for paying charges resulting from the request for the detailed report.

IV.G. For information on cellular telephones and pagers, see ISP Directive ADM-019, "Wireless Voice/Data Communications Equipment."

| Indicates new or revised items.

**-End of Directive-**