



**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No.	7470	Date Issued:	February 5, 2002
Section:	7400 – Telephone Procedures	Date Revised:	May 17, 2023
SUBJECT: USE OF PERSONAL COMMUNICATIONS DEVICES IN THE COMMUNICATIONS CENTER			
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager		

1.0 Purpose

- 1.1 To reduce and prevent any unnecessary distractions to all dispatch personnel while working in a stressful and complex work environment.
- 1.2 To reduce and prevent inattention to duty of employees tasked with critical functions of the Communications Center.
- 1.3 To recognize dispatch personnel have responsibilities and obligations outside of the workplace and to define limited permissible uses for personal communications equipment while on duty.

2.0 Conditions and Limitations

- 2.1 Dispatch personnel who are not in training may bring personal communications devices/cell phones onto the dispatch floor while on duty in order to help with coordination of life events such as: an immediate need to communicate with family members for time-sensitive, urgent situations; communications with schools/caregivers, etc. Family members and schools/caregivers shall be encouraged to make use of the NetCom employee phone line rather than communicating via text message. Dispatch personnel are prohibited from making or receiving calls on their personal communication devices while working on the dispatch floor.

- 2.1.1 A quick response/acknowledgment of a text message is allowed but ongoing text conversations are not permitted. This includes all personal devices that allow texting/messaging including but not limited to cell phones, tablets, or smart watches.
 - 2.1.2 For anything that requires more than a brief acknowledgment, dispatch personnel are expected to notify the on-duty lead. It is preferred that dispatch personnel ask permission to briefly leave the floor and make a phone call to handle the situation quickly.
 - 2.1.3 The use of a personal communications device shall not be a distraction to the employee's work product.
- 2.2 Personal communication devices/cell phones brought onto the communications floor may be placed in the cell phone boxes at each end of the consoles or kept at the employee's assigned console.
- 2.2.1 Do not plug personal devices into the USB ports at the dispatch console.
 - 2.2.2 Devices will be kept completely silent. No audible or vibrating alerts are permitted.
 - 2.2.3 These restrictions do not apply to communications devices issued by the authority.
- 2.3 Use of personal communications devices for work-related activity is prohibited.
- 2.3.1 In exigent circumstances, such as a failure of the phone system, Authority-issued cell phones or tablets should be utilized. Depending on the situation, use of a personal device is permitted.
 - 2.3.2 Use of a personal device for work purposes shall be communicated to the on-duty lead.
- 2.4 Accessing social media sites from personal communications devices on the dispatch floor is strictly prohibited.
- 2.5 Dispatch personnel may freely use their personal communications devices while on lunch breaks or rest periods off of the dispatch floor.

3.0 **Expectations of Privacy**

By taking personal communications devices into the Communications Center, employees voluntarily surrender privacy rights for those devices, in accordance with Policy No. 7090, Use and Expectation of Privacy. Devices brought into the communications center are subject to search on the request of a supervisor or manager.

- 3.1 Perceived overuse of personal devices or violation of any restrictions in this policy may result in loss of this privilege or disciplinary action.