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| <b>GEORGIA DEPARTMENT<br/>OF JUVENILE JUSTICE</b>   | Transmittal #<br>12-12   | Policy #<br>10.2 |
| Applicability:<br><input type="checkbox"/> All DJJ Staff<br><input checked="" type="checkbox"/> Administration (Transportation Unit)<br><input type="checkbox"/> Community Services<br><input type="checkbox"/> Secure Facilities | Related Standards and References:<br>O.C.G.A. §49-4A-8<br>FCC Federal Communication Commission Rules and Regulations<br>DJJ 3.10 |                  |
| Chapter 10: TRANSPORTATION UNIT   | Effective Date: 6/1/12<br>Scheduled Review Date: 6/1/14  |                  |
| Subject: TRANSPORTATION UNIT RADIO OPERATIONS   | APPROVED:  |                  |
| Attachments:<br>None.   |    |                  |
|   | <hr/> L. Gale Buckner, Commissioner  |                  |

## I. POLICY

Department of Juvenile Justice Transportation Unit Officers shall use wireless communication devices with a push to talk function to communicate information essential to operations and the safety and security of the staff and youth.

## II. DEFINITIONS:

**Communications Officer:** For the purposes of this policy, the Transportation Unit administrative staff in charge of communications operations for that day or the designated Transportation Officer assigned to these duties by the Transportation Unit administration staff.

**Radio Operations Area:** For the purposes of this policy, a functional location that provides good transmission/reception for the push-to-talk radios and the necessary equipment for conducting the duties of the Communications Officer. The area shall provide access to a landline telephone, computer, required documents and maps.

**Wireless Communication Device:** Cellular and Smart telephones, tablets, wireless data connections, pagers, two-way radios, batteries, hands-free devices, cases, carrying devices, chargers, and data cabling. (Cordless telephones, headsets, and other devices that are not subject to incremental usage charges are not included.)

## III. GENERAL PROCEDURES:

- A. The Office of Technology and Information Services will provide technical support to the Transportation Unit communication system.
- B. Only staff trained in the use of radio transmissions will operate wireless communication devices with the push to talk function.
- C. Push to Talk Transmissions:
  1. Staff will answer all calls promptly.

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2. All operators will have an assigned call sign. Operators will use their assigned call sign to identify themselves when transmitting.
3. Staff should transmit messages in a calm, matter-of-fact manner. All calls to and from field units will be brief and to the point.
4. Staff will make all transmissions in a normal and audible tone of voice. Staff shall not use loud language, sarcasm, profanity, and other inappropriate language. Staff should speak slowly and distinctly in an evenly modulated tone of voice and avoid display of emotion, such as nervousness, excitement, loss of temper, or impatience.
5. Staff will utilize 10-codes and the military 24-hour time system in all transmissions.
6. Staff will not make transmissions of a personal nature. Staff will also not give out personal information via the push to talk function. If a serious personal problem arises requiring contact with a field unit, the operator will advise that unit to call the Communication Officer or other person by telephone.

**D. Security of Equipment:**

1. Wireless communication devices assigned to staff supervising youth must be worn on their person by a special clip or holster. Staff are responsible for the security of their device at all times.

**E. Care and Maintenance of Radios and Radio Equipment:**

1. Staff will charge wireless communication devices according to the manufacturer's instructions.

**IV. RADIO OPERATIONS:**

- A. A low noise level must be maintained in the radio operations area. To avoid interfering with other activities in the office, the Communication Officer will keep all volume and speech levels to not more than what is required for efficient operations.
- B. The Communication Officer will answer all radio calls promptly.
- C. The Communication Officer will immediately notify the supervisor in the event of an emergency.
- D. The Communication Officer will have immediate access to the following documents: Transportation Officers' call signs, facility telephone numbers, state road maps, DJJ telephone directory, and facility emergency plans.

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- E. The Communication Officer will never leave the radio operations area except when properly relieved or upon other official instruction and after all information concerning the status of the operation and staff in the field are provided to the relief staff.
- F. The Communication Officer will keep an accurate record of all transmissions of an emergency or serious nature. That record must include, at a minimum, time of dispatch, unit responding, location, time of arrival, time of assignment completion, and action taken.
- G. When a call is dispatched to a field unit that unit must respond, unless a problem arises that makes it physically impossible for that unit to respond. If a unit does not respond after two calls by the Communication Officer, the Communication Officer will notify the supervisor.
- H. On calls of a serious nature (such as riots, fires, serious injuries, or officer in need of assistance) the Communication Officer will immediately notify the supervisor, the Captain and the Deputy Commissioner of Support Services, through the chain of command.
- I. Communication Officers must know the status of the wireless communication devices in the field and the area the staff is assigned to, at all times.

**V. GENERAL USE OF A WIRELESS COMMUNICATION DEVICE:**

- A. Assigned wireless communication devices are for official business use and are subject to state guidelines and DJJ 3.10, Standards of Conduct and Ethics.
  - B. While incidental personal use is reasonable in order to prevent the employee from carrying two devices, this use should not result in additional charges to the Department. If a personal emergency arises that requires the extended or extensive use of the wireless communication device to make personal calls, the employee will notify his/her supervisor and reimburse the Department for those calls that create additional charges.
  - C. If a manager identifies any charges for non-reimbursed personal calls, which have not been reported by the affected employee, the Department will collect the cost of such call(s) from the employee and take any appropriate disciplinary action.
  - D. Communication technology will not be used to:
    - Conduct private or personal conversations for-profit activities;
    - Conduct any illegal activities;
    - Conduct any activity or solicit for political or religious causes;
    - Attempt to subvert the security of any state or other network or network resources;
    - or
    - Attempt to libel or otherwise defame any person.
1. Employees will not use another employee's wireless communication device unless explicitly authorized to do so.

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2. Employees will contain operation costs associated with the use of a wireless communication device by using landline telephones when readily available and making long distance calls via the least expensive mode. Generally, the use of charge-based directory assistance will be prohibited except in emergencies.
3. OTIS will provide text messaging with proper justification and funding as approved by the Chief Information Officer.
4. The OTIS Telecommunications Unit will monitor wireless communication usage. OTIS will forward unusual usage to the supervising manager for review.
5. Employees using a Department-issued wireless communication device have no right to privacy. The Department reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law.
6. Inappropriate use of a wireless communication device may subject an employee to disciplinary action up to and including termination.
7. OTIS may discontinue the assignment of a wireless communication device at any time, without notice.

**VI. LOCAL OPERATING PROCEDURES REQUIRED: NO**