

GENERAL ORDER



DISTRICT OF COLUMBIA

Title
Telecommunication Devices
Number
GO-SPT-302.11
Effective Date
October 17, 2013
Related to: GO-SPT-302.09 (Use and Operation of Mobile Data Computers), Effective Date April 2, 2009 GO-SPT-302.10 (Mobile Device Security), Effective Date February 21, 2007
Replaces: GO-SPT-302.11 (Telecommunication Devices), Effective Date October 2, 2008
Rescinds: TT 05-015-13 (MPD New Policy For Telecommunication Devices), Dated May 3, 2013

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I. BACKGROUND

This general order establishes the policy and procedures for the issuance and management of Metropolitan Police Department telecommunication devices. Telecommunication devices are provided to members to encourage and support the exchange of information for the purpose of coordinating activities, increasing Department awareness of problem areas, and formulating solutions to those problems.

II. POLICY

Telecommunication devices will be used by Metropolitan Police Department members in conjunction with, and to further, District of Columbia Government business. Members to whom the devices are issued shall abide by all related communications and conduct policies and procedures as well as applicable Federal and District of Columbia laws, regulations, policies, procedures, and written directives.

III. DEFINITIONS

When used in this directive, the following terms shall have the meaning designated:

1. Telecommunication Device – Portable electronic device with the capability of sending and receiving telephone calls, sending pages, and/or transmitting, accessing, and storing data and information. Examples of such devices include, but are not limited to, laptops/mobile data computers (MDCs), broadband air cards, pagers, ticket writing devices, personal data assistants (e.g., BlackBerry) and smartphones (e.g., iPhone).
2. Member – Full-time or part-time sworn or civilian Metropolitan Police Department (MPD) employee, a volunteer, or an individual under contract to the MPD who is authorized to use District Government-owned equipment or network resources.
3. Sensitive Information – Confidential and/or privileged data and information in the possession of the MPD, including personnel [See GO-PER-201.19, Employee Personnel Records], financial, and law enforcement data and information that shall be withheld from public disclosure [See GO-SPT-204.05, Freedom of Information Act].

IV. REGULATIONS

Each member assigned a telecommunication device shall properly maintain and use the device in accordance with:

- A. Applicable Federal and District of Columbia laws, rules, and regulations, including those relating to intellectual property protection, privacy, misuse of government resources, sexual harassment, data security, and confidentiality, including the District of Columbia Freedom of Information Act (D.C. Official Code § 2-531);
- B. Applicable District of Columbia Government Office of the Chief Technology Officer (OCTO) e-mail, use of the Internet, and other related communications and data policies [See www.octo.dc.gov/DC/OCTO/Agency+Support/Policies]; and
- C. Requirements of the Distracted Driving Safety Act of 2004 (D.C. Official Code § 17-492). The Act prohibits operators of motor vehicles from using a mobile telephone or other electronic device while operating a motor vehicle in the District of Columbia, except when equipped with a built-in speaker or a hands-free accessory.

V. PROCEDURES

A. Grant Purchases of Telecommunication Devices

Project managers of approved grants, whether civilian or sworn, shall:

1. Notify the Telecommunications Unit, MPD Office of the Chief Technology Officer (MPD-OCTO) and provide a copy of the purchase invoice(s) for all grant purchases of telecommunication devices purchased with grant funding for MPD use.
2. Provide the Telecommunications Unit a listing of MPD member names and CAD numbers who are assigned to grant-purchased telecommunication devices.

B. Issuance of Telecommunication Devices

1. Telecommunication devices shall be issued by the MPD-OCTO to:
 - a. All members of the MPD command staff (i.e., sworn members in the rank of Inspector and above and civilian members designated by the Chief of Police); and
 - b. MPD members, other than those covered by Part V.A.1 above, with the approval of their command official, Bureau Chief or civilian equivalent, and Chief of Police or designee.
2. Each telecommunication device shall be issued to a single individual who shall sign for the receipt of the device; agree to abide by all related policies, procedures, laws, and regulations; and be responsible for safeguarding the equipment and controlling its use.
3. Any other request related to the assignment of the device must be approved, through the requesting member's new chain of command, to the Executive Office of the Chief of Police.

C. Usage of Telecommunication Devices

1. Each member shall be provided information concerning the lawful and proper use of the telecommunication device according to procedures established by the MPD-OCTO.
2. Each member issued a telecommunication device shall ensure the physical security of the device.

- a. The device shall not be left unattended in a public space, and all reasonable and appropriate precautions shall be taken to protect and control the device from unauthorized physical access, tampering, loss, or theft.
 - b. The device shall be secured and stored as required by GO-PER-110.11 (Uniforms and Equipment) when not in use.
 - c. During travel outside the District of Columbia, the member shall make all reasonable efforts to secure the equipment and prevent unauthorized persons from using the device or observing displayed information.
 - d. Access codes shall not be posted or left in conspicuous locations.
3. Telecommunications devices shall be activated at all times while members are on duty and off duty.
 - a. Members issued telecommunication devices are required to return calls while on duty and off duty, unless specific arrangements are made with the affected member's commanding official or Director.
 - b. Members who fail to answer or return an official call may forfeit eligibility for retaining the telecommunications device, and may be subject to disciplinary action.
4. Members shall use the telecommunication devices for communication, information exchange, and research activities related to the work of the MPD, and other allowable purposes, and refrain from prohibited uses. The device may be used for incidental personal purposes provided that the use does not:
 - a. Directly or indirectly interfere with the District Government's operation of computing facilities or electronic mail services;
 - b. Burden the District Government with noticeable incremental cost; and/or
 - c. Interfere with the member's employment or other obligations to the District Government.
5. Transmission of sensitive information, unless protected by an encryption mode approved in advance by the MPD-OCTO, shall be clearly identified below the message header as:

“SENSITIVE/CONFIDENTIAL INFORMATION [or ATTORNEY/CLIENT PRIVILEGED INFORMATION] – DO NOT RELEASE TO UNAUTHORIZED PERSONNEL.” The member shall make certain that the receiver is properly authorized to receive and view the information.

6. Members shall not download or install any software, including screen savers and games, or any hardware on any telecommunication device that is not authorized in advance, in writing, through the member’s chain-of-command, by the MPD-OCTO, and installed as directed by the MPD-OCTO.
7. Members with assigned MPD broadband air cards shall not use these devices on personally purchased/owned devices.
8. Each member who has lost, or has had a telecommunications device stolen, shall:
 - a. Notify his/her supervisor, or if unavailable, the next higher official in his/her chain-of-command, within one (1) hour of the discovery of the incident.
 - (1) The supervisor shall ensure the Command Information Center (CIC) is immediately notified.
 - (2) A member of the CIC shall notify the MPD-OCTO and the Office of Unified Communications (OUC).
 - (3) The OUC shall verify that the member was issued the device, disable the device, disable access to MPD networks, and activate tracking procedures.
 - b. Complete a PD Form 251 (Incident-Based Event Report). The PD Form 251 shall be submitted to his/her supervisor, or if unavailable, the next higher official in his/her chain-of-command.
 - c. Comply with the reporting procedures required by GO-PER-110.11 (Uniforms and Equipment), including the completion of a PD Form 43 (Report of Damage to or Loss of District Government Property), for reporting the incident to his/her command official. The member shall describe any sensitive data stored on the device on the PD Form 43.
 - d. If the device is lost or stolen outside the District of Columbia, complete an offense/incident report in the jurisdiction within

which the device was lost/stolen within one (1) hour of the discovery of the loss.

9. In the case of a lost or stolen telecommunication device where the member is unable to complete the PD Form 43, the supervisor of the member shall ensure that the report is completed as required by GO-PER-110.11.
10. Misuse or fraudulent use of any telecommunication device may result in disciplinary action.

D. Return of Telecommunication Devices

1. Non-Grant Funded Devices

- a. Members shall return non-grant funded telecommunication devices to the Telecommunications Unit within one (1) business day of their transfer, detail, retirement or any other separation from their assigned unit or the Department.

NOTE: Telecommunications Unit is open during business hours (0730 to 1700 hours, Monday through Friday).

- b. The Telecommunications Unit shall provide the member with a receipt for the returned device.

2. Grant Funded Devices

- a. Members shall return grant funded telecommunication devices to the grant project manager and/or designated official within one (1) business day of their transfer, detail, retirement or any other separation from their assigned unit or the Department.

- b. If the grant project manager and/or designated official is not available, the member shall return the equipment to his/her supervisor.

(1) The receiving supervisor shall email the Telecommunications Unit with a carbon copy to the returning member confirming the returned equipment.

(2) The Telecommunications Unit shall ensure the returning member is provided with a receipt for returned equipment.

VI. ROLES AND RESPONSIBILITIES

1. Command Officials, Bureau Heads, and civilian equivalents shall:
 - a. Make recommendations for the issuance of telecommunication devices to members of their command;
 - b. Ensure that members of their command comply with this order; and
 - c. Ensure that all cases of misuse of a telecommunications device are properly investigated and that the Internal Affairs Bureau is notified as required.
2. The MPD-OCTO shall be responsible for:
 - a. Issuing, and documenting the issuance of, all telecommunication devices;
 - b. Providing users with the appropriate information regarding lawful and proper use;
 - c. Keeping up-to-date on the related policies and procedures and ensuring dissemination of amended or new policies and procedures to users; and
 - d. Suspending or terminating the use of a telecommunication device as the result of the outcome of an investigation.
3. Supervisors are responsible for ensuring the proper handling of cases of lost or stolen telecommunication devices, including notification to the CIC.
4. The CIC is responsible for notifying the MPD-OCTO and the OUC of a lost or stolen telecommunications device.
5. The OUC is responsible for verifying the identity of the member to whom, a lost or stolen telecommunications device was issued and, when appropriate, disabling the device and initiating tracking procedures.
6. Project Managers and/or designated officials shall upon transfer, detail, retirement and/or any other separation from the unit/agency, be responsible for ensuring that the Telecommunications Unit is contacted and updated with updated assignment information pertaining to the grant-funded device.

VII. CROSS REFERENCES

- A. GO-PER 110.11 (Uniforms and Equipment)
- B. GO-PER 120.21 (Disciplinary Procedures and Processes)
- C. GO-PER-201.19 (Employee Personnel Records)
- D. GO-SPT-204.05 (Freedom of Information Act)
- E. D.C. Official Code § 2-531(District of Columbia Freedom of Information Act)
- F. D.C. Official Code § 17-492 (Distracted Driving Safety Act of 2004)



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