


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT TELEPHONE SYSTEMS	POLICY NUMBER 7.07
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7.07.01 PURPOSE

To provide standards and establish procedures for the use of the Division's telephone system.

7.07.02 POLICY

It is the policy of the Florida Highway Patrol to regulate the usage of the Division's telephone system.

7.07.03 OBJECTIVES

- A. To establish proper methods of making chargeable telephone calls.
- B. To prevent unauthorized use of the Division's telephone system.
- C. To authorize usage of certain telecommunication equipment.
- D. To publish emergency and non-emergency telephone numbers.
- E. To maintain an efficient and professional Division telephone system.

7.07.04 RESPONSIBILITIES

The District Commander or designee shall:

- A. Review the district's monthly phone bill for any telephone lines that are not part of the statewide Suncom network to ensure all chargeable entries coincide with chargeable calls.
- B. Conduct routine user survey/evaluations of the district's telephone system to determine the need for additional telephone lines and to determine if there are any telecommunications deficiencies.

7.07.05 PROCEDURES

- A. The Division telephone system may be used for long distance calls only when conducting official state business.

- B. Any personal long distance calls made using Division telephones will be reimbursed by the employee making the call.
- C. Directory Assistance calls are toll calls. Use of online telephone directories or paper directories should be the first choice in determining a telephone number.
- D. Collect telephone calls should not be accepted except in emergency situations. If a collect call is accepted, the District Commander should be notified.
- E. Florida Highway Patrol station telephone numbers and all Division emergency telephone numbers (including toll free numbers) designated for public use shall be published in local telephone directories in their respective counties of coverage.
- F. Any specialty numbers that assist the Florida Highway Patrol's function (i.e. *FHP) should be published in association with entities offering the numbers and as the Division deems appropriate.
- G. The telephone is an important tool for the Florida Highway Patrol in successfully performing the duties required by law and fulfilling the needs of the public.
 - 1. All incoming calls shall be answered promptly.
 - 2. All conversations conducted by Division personnel shall be conducted in a professional and courteous manner.
 - 3. Division personnel answering incoming calls shall greet the caller by identifying the division, provide their name and rank (if applicable), and ascertain the assistance they may provide to the caller.
 - 4. When handling telephone calls, Division personnel shall make every attempt to supply information or assistance needed by the caller or refer them to the appropriate entity that can assist.
 - 5. When line saturation or any other telephone system deficiency occurs, the need for additional phone lines or system enhancements shall be reviewed by the Information Systems Administration (ISA) telephone group, in consultation with the District Commander to ensure the deficiency is corrected in the most efficient and cost effective manner.
- H. The personal telephone numbers of Division personnel are confidential. The release of these numbers to personnel outside of DHSMV is prohibited unless authorized by a supervisor.
- I. For information regarding use and regulations involving cellular and other wireless voice/data communication devices, refer to FHP Policy 7.10, Wireless Voice/Data Communications.
- J. Refer to DHSMV Policy #10.11, Communication Equipment and Service Acquisition and Use for further information.