

 ARIZONA DEPARTMENT OF CORRECTIONS DEPARTMENT ORDER MANUAL	CHAPTER: 100 AGENCY ADMINISTRATION/ MANAGEMENT	OPR: SS OPS
	DEPARTMENT ORDER: 104 <i>COMMUNICATIONS SYSTEM</i>	SUPERSEDES: DO 104, 01/08/99
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PURPOSE

This Department Order provides instructions relative to providing reliable communications to staff, obtaining telephone lines and equipment, establishing guidelines for equipment usage, and restricting staff from electronically recording conversations.

APPLICABILITY

Use of telephones in this Order applies to **all** employees, contractual staff and volunteers.

This Department Order does **not** apply to:

- # Monitoring and recording personal and emergency telephone calls placed by inmates to a person outside of the institution, in accordance with Department Order #915, Inmate Phone Calls.
- # Routine recording of incoming and outgoing telephone calls by the Central Office Communications Center and institutional control centers.

PROCEDURES

104.01 REQUISITION OF RADIO EQUIPMENT

- 1.1 Budget unit managers who intend to rent or purchase radio equipment shall submit a written request, endorsed by their Warden, Deputy Warden, or Administrator, to the Administrative Services Bureau Administrator. The request shall include:
 - 1.1.1 A detailed explanation of the intended use of the radio equipment.
 - 1.1.2 An explanation of why the communications need cannot be met with existing radio systems operated by the Department.
- 1.2 The Administrative Services Bureau Administrator shall:
 - 1.2.1 Approve or deny requests.
 - 1.2.1.1 Approved requests for rental of radio equipment shall expire at the end of each fiscal year, or sooner if so specified on the request.
 - 1.2.1.2 If the request is to be renewed, it shall be resubmitted by the requestor prior to the beginning of each fiscal year.
 - 1.2.2 Periodically designate the make and model of radio equipment, including available options, that may be rented or purchased.

104.02 RADIO STATION LICENSES

- 1.1 The Division Director for Support Services shall have the responsibility of applying for, acquiring, modifying and maintaining all radio station licenses/authorizations required by Federal Communications Commission (FCC) Rules and Regulations.
- 1.2 Staff who receive correspondence from or are contacted by the FCC shall promptly forward the correspondence or direct the FCC representative to the Division Director for Support Services.

104.03 INVENTORY REQUIREMENTS FOR RADIOS

- 1.1 Tagging and Transfer of Equipment - Institutional property managers shall ensure that Department inventory tag numbers are clearly displayed on radio equipment, and that the radio equipment is properly entered into the Department's automated inventory system.
- 1.2 Disposal of Surplus/Condemned Equipment
 - 1.2.1 Staff who remove surplus or condemned radio equipment from service, in coordination with the responsible Property Manager, shall:
 - 1.2.1.1 Forward the equipment to the Radio Communications Unit (RCU).
 - 1.2.1.2 Transfer the equipment to the Support Services Division, Communications Unit inventory. (See Department Order #304, Equipment and Inventory.)
 - 1.2.2 The Radio Communications Unit shall determine whether the equipment can be repaired and placed into service at another Department location, dismantled and used for parts, destroyed, or sent to the State Surplus Warehouse for final disposition.

104.04 INSTALLATION AND REMOVAL OF RADIO EQUIPMENT - PERMANENT LOCATIONS/VEHICLES

- 1.1 Budget unit managers shall:
 - 1.1.1 Submit a request to the Radio Communications Manager for installation or removal of any radio equipment at any permanent location, or inside of any vehicle.
 - 1.1.1.1 Requests shall contain a description of the location or vehicle in which the equipment is to be installed/removed, including complete particulars of the equipment (such as make, model, tag number, and serial number).
 - 1.1.1.2 Unauthorized movement of equipment may void Departmental FCC licenses.
 - 1.1.2 Ensure that all components of the cellular radio equipment are kept together when removing cellular radio equipment from a vehicle. (Equipment generally includes a control head, speaker assembly, microphone, transceiver pack, and interconnecting cable.)
 - 1.1.3 Notify the responsible property manager of the installation/removal of any radio equipment installed in a permanent location or vehicle so that inventory records can be accurately updated.

104.05 ASSIGNMENT OF RADIO EQUIPMENT - Each Warden and Administrator shall:

- 1.1 Assign radios to staff in accordance with their Institution Orders or Technical Manuals.
 - 1.1.1 Radios equipped with other than Yard Channels shall not be allowed inside the secure perimeter of any Medium, Close or Maximum Custody Level institution unless assigned to a Warden, Deputy Warden, Administrator, Major, Captain, Radio Technician or shift commander. Exceptions shall be approved by the Division Director for Offender Operations.

1.1.2 Institution or contractor maintenance specialists may use radio equipment with other than yard channels inside the secure perimeter of a Medium, Close or Maximum Custody Level institution only while conducting essential maintenance tasks that require such communication.

1.2 Ensure that radio equipment is not assigned to inmates, except for inmate fire crews. Radio equipment assigned to inmate fire crews shall not be capable of receiving or transmitting on any channel except for Special Use channels designated for inmate fire crew use.

104.06 OPERATION OF RADIO EQUIPMENT

1.1 Base station operators, hand-held radio operators and any staff member assigned a radio shall, when operating their equipment:

1.1.1 Utilize the Department's official ten series codes and radio codes listed on the Department's 10-Series Code, Form 104-3, unless the unit is operating under emergency conditions at which time plain language shall be used. Base station radio operators shall verbally announce the FCC call sign (KOG 301) on the hour and half-hour, unless the base station is equipped with an automatic electronic identifier.

1.1.2 Be responsible for continuously monitoring their assigned radio channel and appropriately responding to radio transmissions.

1.1.3 Immediately cease all non-emergency transmissions while staff is involved in an emergency.

1.1.4 Transmit only communications that are job related and essential for accomplishing Department business.

1.1.5 Use language that is neither profane nor vulgar.

1.1.6 Convey all radio transmissions in a clear, articulate and professional manner.

1.1.7 Avoid unnecessary conversation (such as have a nice day, have a safe trip). Staff shall use the telephone whenever possible to keep radio traffic to a minimum.

1.1.8 Use assigned call numbers during each radio transmission.

1.2 The Support Services Division shall:

1.2.1 Periodically review the Department's 10-Series Codes and radio codes, and amend them when necessary.

1.2.2 Maintain an adequate supply of the Department's 10-Series Code for distribution to Department personnel.

1.2.3 Authorize radio frequencies for use in Department equipment in accordance with FCC Rules and Regulations.

1.3 Wardens and Administrators shall:

1.3.1 Assign radio call numbers from the blocks allocated for their use.

1.3.2 Ensure that an up-to-date listing of radio call numbers assigned within their institution or bureau is provided to the Central Office Communications Center, through the Division Director for Support Services.

1.4 The Central Office Communications Center shall coordinate and allocate blocks of radio call numbers throughout the Department.

104.07 REPAIR OF RADIO EQUIPMENT

1.1 Wardens and Administrators shall designate a Radio Repair Coordinator, in consultation with the Communications Unit Manager, at each institution or bureau.

1.2 Radio Repair Coordinators shall:

1.2.1 Inspect all radio equipment to be repaired and note the reported problem, physical damage, and all accessories that were sent with the radio equipment on a tag securely fastened to the unit.

1.2.2 Log radios out and in using the Radio Issue/Return Log, Form 104-2.

1.2.3 Coordinate the pick-up or delivery of radio equipment with the RCU.

1.2.4 Upon receiving the radio equipment back from the RCU, verify that the radio is functional and all accessories were returned.

1.2.5 Details of the RCU repairs shall be noted on a Job Ticket included when a single unit is returned. When multiple radios are returned together, the RCU shall include a Service Request Summary, Form 104-1, noting repairs made to each unit.

1.2.6 Return the radio to its assigned location.

1.2.7 Notify the Communications Unit Manager of unusual radio problems or concerns, and act as a dissemination point for new information.

1.2.8 Ensure that modification or repair of radio equipment is performed only by RCU service persons or service vendors designated and authorized, in writing, by the Communications Unit Manager.

104.08 REQUISITION AND USE OF CELLULAR TELEPHONES

1.1 Assignment - The assignment of cellular telephones shall be restricted to the Director, Deputy Director, Division Directors, Regional Operations Directors, Wardens, Deputy Wardens, Administrators and Majors assigned to the position of Complex Chief of Security.

1.1.1 Individuals shall only be assigned one cellular telephone, either a hand-held model or a mobile (automotive) model, using the Cellular Telephone Quarterly Report, Form 104-4.

1.1.2 The Department shall be reimbursed for all personal calls made from cellular phones.

1.2 Exceptions

- 1.2.1 The Staff Development and Training Bureau may maintain a primary and a back-up cellular telephone for the Correctional Officer Training Academy (COTA) Duty Advisor. The back-up cellular telephone is for use by other COTA staff as designated by the COTA Commander, and as a range phone.
- 1.2.2 Community Corrections may maintain one cellular telephone for each Parole Officer.
- 1.2.3 The Director, Deputy Director, Division Directors, Regional Operations Directors and Wardens may approve float cellular telephones for use by duty officers, work crews and administrative personnel in a travel status. Float cellular telephones shall be fully justified and approved on a case-by-case basis.
- 1.2.4 The Deputy Director or Division Directors may approve the installation of a cell phone in a state vehicle for use by staff in travel status. Use of these cell phones is subject to all restrictions identified in this Department Order and should be primarily for emergency use.

1.3 Acquisition - All requests for the purchase of cellular telephones shall be submitted to the appropriate division or institutional business office. Purchase Orders shall be completed by the division or institutional business office and returned to the requestor authorizing the purchase of a cellular telephone.

1.4 Accountability - All cellular telephones shall be identified with a Department property tag number and maintained on the appropriate equipment inventory.

1.5 Monthly cellular telephone billings shall be monitored and paid by the appropriate business office.

1.5.1 Individuals shall keep personal calls on Department-owned cellular telephones to a minimum and shall make reimbursement to the Department through the local business office within fourteen days of notification of the charges.

1.5.2 The business office shall audit monthly cellular telephone bills to ensure individuals reimburse the Department for all personal calls.

1.6 All cellular telephone accessories shall be requested and purchased through the appropriate business office.

1.7 For security regarding the use of cellular telephones see Department Order #102, Information Technology.

104.09 REQUISITION OF TELEPHONE LINES, DATA CIRCUITS AND TELECOMMUNICATIONS EQUIPMENT

1.1 Wardens, Deputy Wardens and Administrators shall:

1.1.1 Not install or use telephone lines, data circuits and/or communications services that are not approved by the Chief Information Officer, or knowingly consent to any unapproved installation or use.

1.1.2 When they wish to install new or additional telephone lines, data circuits and/or communications services, prepare a written request that includes comprehensive details about:

- 1.1.2.1 The type of telephone line data circuits and/or communications services, and the date needed.
- 1.1.2.2 The locations where the equipment will be installed or is to be connected.
- 1.1.2.3 The purpose for which it will be used.
- 1.1.2.4 The type of use, such as long-distance or local calling, fax, email, internet, WAN/LAN, etc.
- 1.1.2.5 Why new/additional lines, data circuits and/or communications services are essential and why purpose cannot be accomplished by other more economical alternatives.
- 1.1.2.6 The funding source from which the cost of the new/additional telephone lines, data circuits and/or communications services will be paid. A signature from the Business Administrator shall be required to indicate that funds are available.
- 1.1.3 When they wish to procure new or additional telecommunications equipment, prepare a written request that includes comprehensive details about:
 - 1.1.3.1 The type of telecommunications equipment, and the date needed.
 - 1.1.3.2 Where the equipment will be installed.
 - 1.1.3.3 The purpose for which it will be used.
 - 1.1.3.4 Why new/additional equipment is essential and why other existing equipment or other economical alternatives cannot be used.
 - 1.1.3.5 The funding source from which the cost of the new/additional equipment will be paid.
- 1.1.4 When they wish to relocate, disconnect or otherwise change or dispose of telephone lines and/or data circuits or telecommunications equipment, prepare a written request that includes comprehensive details regarding:
 - 1.1.4.1 The type of telephone, data circuits and/or communications services or equipment and the action to be taken, such as remove, relocate, etc. and include the date needed.
 - 1.1.4.2 The identification of telephone lines, data circuits and/or communications services or equipment, such as the circuit number, telephone number or serial number.
 - 1.1.4.3 The location of the telephone lines, data circuits and/or equipment.
 - 1.1.4.4 The reason(s) for the change and the impact of the change.
 - 1.1.4.5 The funding source from which the cost of the change will be paid or which credits will be applied, including a signature of the Business Administrator to indicate that funds are available.

1.1.5 Submit requests approved by the Information Technology Chief Information Officer to the Deputy Director or their respective Division Director.

1.2 The Chief Information Officer shall:

1.2.1 Review and approve/deny requests. Notification of the approval/denial shall be given to the requesting party within ten days of receipt of the request. In the event that a review cannot be completed within this time frame due to the complexity of a request, the requestor shall be notified of the expected completion date.

1.2.2 Verify the availability of the funding source specified for the request, and identify the accounting index code to be used for the purchase order to be generated as specified in 1.2.3 of this section.

1.2.3 Place orders with contracted vendors or successful bidding vendors for the installation, relocation or disconnection of telephone lines and/or data circuits or telecommunications equipment/services.

1.2.4 Coordinate with vendor(s) and site representative(s) and provide needed monitoring for completion of the work specified in the work order(s)/purchase order(s) and establishment of appropriate billing to the responsible Department Business Office.

1.2.5 Maintain an inventory of approved circuits, equipment and services.

104.10 STAFF USE OF TELEPHONES - When using State telephones, staff shall:

1.1 Keep personal calls brief and infrequent, and avoid conducting personal business. The Department recognizes, however, that staff occasionally needs to make and receive personal calls while on duty.

1.2 Manage local calls regarding personal matters so that they do not interfere with State business or otherwise constitute misuse of State equipment and resources.

1.3 Receive their supervisor's approval prior to placing personal long-distance calls or receiving personal collect calls in emergency situations.

1.4 Reimburse the Department for the cost of making or receiving personal long-distance calls.

1.5 Not make toll calls to information services (calls with prefixes 676, 900, 976).

1.6 Accept work-related collect calls only when other less expensive alternatives are not available and only with their supervisor's approval.

1.7 Make work-related long-distance calls only as required in the performance of their duties, and only with their supervisor's approval.

1.8 Avoid using directory assistance (1-411 or 1-area code-555-1212) by using their local telephone directory, State government directory, Internet Directory or Department directory to locate telephone numbers.

1.9 Follow dialing instructions, which are contained in the Department directory.

1.10 Reimburse the Department for the excess costs incurred when making calls without using approved dialing methods.

104.11 RECORDING CONVERSATIONS

- 1.1 Staff shall not record person-to-person or telephone conversations except as provided below:
 - 1.1.1 Staff may record meetings with the knowledge and voluntary consent of each person in attendance.
 - 1.1.2 In conjunction with a criminal or administrative investigation, investigators may record conversations to which they are a party.
- 1.2 Staff designated by the Director, Deputy Director, Division Director or the Inspector General may, with a valid ex parte court order for interception of wire, electronic or oral communication, record a telephone conversation to which they are not a party.

IMPLEMENTATION

As needed, Division Directors may issue Technical Manuals to provide guidelines for assignment and use of radio equipment to staff in their area of operation.

The Division Director for Support Services shall ensure that the following topics are addressed in the Equipment and Inventory Technical Manual developed in accordance with Department Order #304, Equipment and Inventory.

- # Purchase of radio and telephone equipment.
- # Capital and inventory management.
- # Lost, stolen, damaged and excess capital and inventory equipment.

Within ninety days after the effective date of this Department Order, Wardens shall issue Institutional Orders including, but not limited to:

- # Assignment of radio codes from within their institution's block of call signs.
- # Designation of staff assigned on-site hand-held radios as a normal part of their daily duties.
- # Daily documentation of issuance and return of hand-held radios, ensuring that the location of any portable radio equipment may be readily determined at any time.
- # Designation of staff assigned take-home hand-held radios.
- # Designation of a Radio Repair Coordinator for the institution.
- # Approval process for requests to purchase communications equipment.
- # Review of phone bills quarterly and phones lines annually.

DEFINITIONS

CELLULAR TELEPHONE - A two-way radio designed to allow interconnect with the public switched telephone network for making and/or receiving telephone calls. Mobile (automotive) telephones are included within this definition.

COMMON CARRIER - A local or long-distance telephone company, regulated by the Arizona Corporation Commission or the FCC, which provides telephone and/or private line services to the public, including the Department.

RADIO EQUIPMENT - Includes portable two-way radios, mobile (automotive) two-way radios, base stations, radio control consoles, paging receivers and ancillary equipment. For these purposes, the term radio equipment does not include AM or FM broadcast radio receivers.

RADIO FREQUENCIES - Department radio frequencies (channels) are identified as follows:

Yard - Sixteen separate frequencies are designated as "yard" channels and named Yard-1 through Yard-16. These are used for short range communication within the perimeter of an institution. Yard radios are typically capable of operating on all sixteen channels but may be used only on those identified and authorized at a particular location.

Complex - Four channels are named Complex-1 through Complex-4. Staff working on institution grounds but outside of the yard perimeters use these channels. Normally only one complex channel is licensed to each institution. The complex channel licensed to the institution is the only one that may be used there.

TAC Eight channels, named TAC-1 through TAC-8, are used for radio communication outside of institutional boundaries. All TAC channels use mountaintop repeater stations for wide-area radio coverage.

Only one TAC channel (TAC-1) is used statewide. This is the ADC primary administrative and transportation channels, monitored by the central communications center and all institutions. It is also used for coordination of work crews in areas not served by a local TAC channel.

All other TAC channels are licensed for use in a specific, limited geographic area. To simplify operations, newer radios display the name of the primary institution using the channel rather than a "TAC" number. This gives an indication to the operator that the channel may only be used when near a particular institution. TAC channels may not be used in car-to-car mode or otherwise when more than 50 miles from an associated repeater station. The channels, primary institution served and coverage area are:

- ! TAC-2: PERRYVILLE - White Tank Mountains; covers much of western Maricopa County.
- ! TAC-2: SAFFORD - Guthrie Peak; covers eastern Graham and southern Greenlee counties.
- ! TAC-3: FLORENCE - Signal Peak; covers most of Pinal county and the southern part of Gila county.
- ! TAC-4: DOUGLAS - Mule Mountain; covers southern part of Cochise county.
- ! TAC-4: APACHE - Greens Peak; covers southern parts of Apache and Navajo counties.
- ! TAC-5: YUMA - Telegraph Pass; covers southwest Yuma county.
- ! TAC-6: Fort Grant - Heliograph Peak; covers southern Graham and northern Cochise counties.
- ! TAC-7: TUCSON - Keystone Peak covers most of eastern Pima and central Santa Cruz counties.

! TAC-8: Future Use

Inter-Agency - Used for communication with other law enforcement agencies in some counties. (Pima, Pinal, La Paz and Gila Counties do have inter-agency systems).

Special Use - Special channels, used by Tactical Support Units (TSU), inmate fire crews and others are restricted to particular locations and radios.

Use of other agency channels for cross-coordination may be approved on a case by case basis by the Division Director for Support Services. Any such authorization requires proof of compelling need and written authorization from the permitting agency.

RADIO REPAIR COORDINATOR - An employee assigned to act as a liaison between the institution or bureau and the Communications Unit, and who is responsible for coordinating the sending and receiving of radio equipment requiring repair from the institution or bureau to the authorized service facility. These duties may be in addition to other duties assigned to the employee.

RECORD - As used in this Department Order, a verb that means to replicate conversation (person-to-person or telephonic) with a telephone, radio, tape recorder, video recorder or any other device.

TELEPHONE LINE - Any public or private telecommunications circuit supplied by a common carrier including, but not limited to, wire or fiber-optic cable used for voice or data transmission; and any State-issued telephone credit card.

{Original Signature on File}

Dora Schriro
Director

ATTACHMENT

Attachment A - Department Order Exempted Sections/Subsections

FORMS LIST

- 104-1, Service Request Summary
- 104-2, Radio Issue/Return Log
- 104-3, 10-Series Codes
- 104-4, Cellular Telephone Quarterly Report

AUTHORITY

A.R.S. 13-3004 et seq, Eavesdropping, Communications.

A.R.S. 41-801, Arizona Telecommunications System.

47 C.F.R. 90.0, et seq, Rules and Regulations of the Federal Communications Commission.

**ATTACHMENT A
DEPARTMENT ORDER 104**

DEPARTMENT ORDER EXEMPTED SECTIONS/SUBSECTIONS

The following sections and/or subsections of Department Order #104, Communications Systems are not applicable to the operation of Contract Beds facilities.

- # Sections: 104.01, Entire
- 104.02, Entire
- 104.03, Entire
- 104.04, Entire
- 104.05, Entire
- 104.06, Subsections 1.2 through 1.3.2.
- 104.07, Entire
- 104.08, Entire
- 104.09, Entire
- 104.10, Entire
- 104.11, Entire