

CHAPTER: 100

Agency Administration/Management

DEPARTMENT ORDER:

104 – Communications System

**OFFICE OF PRIMARY
RESPONSIBILITY:**

**DD
AS
OPS**

Arizona Department of Corrections

Department Order Manual

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PURPOSE

This Department Order establishes the requirements relative to procuring, installing, maintaining and staff use of Department communication systems including telephones, telephone lines, two-way radios and radio systems. This Department Order includes guidelines and restrictions for the use of electronic devices for the purpose of recording phone conversations.

APPLICABILITY

This Department Order is applicable to all Department employees, contractors, and volunteers. Private prison facilities shall refer to Attachment A, Department Order Exempted Sections/Subsections.

Telephone usage in this Department Order is not applicable 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 (COCC).
- Routine recording of incoming and outgoing telephone calls by Constituent Services.

PROCEDURES

1.0 RADIO LICENSURE, EQUIPMENT ACQUISITION AND PROGRAMMING

- 1.1 Division Directors, Assistant Director, Administrators, Managers, Wardens, Unit Deputy Wardens or their designees shall ensure the Emergency Preparedness Administrator and the Radio Services Manager are notified and included:
 - 1.1.1 In all early design reviews and radio infrastructure planning for new institution/facility acquisitions and upgrade plans.
 - 1.1.2 In all planned purchases of radios and/or radio equipment.
 - 1.1.3 In all scheduled closures of an institution or facility.
- 1.2 Wardens, Unit Deputy Wardens or their designees shall work with local response agencies to establish Memorandums of Understanding and Letters of Authorization for use of external radio frequencies for Emergency Response and Incident Management and forward their information to the Radio Services Manager.
- 1.3 The Emergency Preparedness Administrator shall:
 - 1.3.1 Solicit, input, forecast and submit radio equipment requirements, ensuring alignment with state-level strategic planning initiatives.
 - 1.3.2 Submit grant applications in accordance with Department Order #307, Department Grant Program.

- 1.3.3 Advise Executive Staff on emergent technology trends and Department acquisition impacts.
- 1.3.4 Coordinate with supporting agencies to ensure sustained equipment interoperability.
- 1.3.5 Annually submit the Department's Radio Strategic Plan to the Chief Information Officer for approval by the Director. The approved plan shall then be submitted to the Arizona Strategic Enterprise Technology Office.
- 1.4 The Fleet Services Maintenance Operations Administrator or their designee shall coordinate with the Radio Services Manager:
 - 1.4.1 To identify and schedule all newly purchased vehicles requiring mobile radio installation prior to delivering the vehicles to the gaining institution or unit.
 - 1.4.2 To ensure scheduling for the removal of all mobile radios and equipment from vehicles designated for release to the Arizona Surplus Property Management Office.
- 1.5 The Business Administrator, Manager or their designee shall:
 - 1.5.1 Submit to the Radio Services Manager a detailed explanation, approved by their Warden, Bureau Administrator or Administrator, of the type and intended use of radio equipment prior to soliciting quotes.
 - 1.5.2 Ensure all purchased radio equipment is delivered to the Radio Services Unit for inspection, initial programming, and warranty surety.
- 1.6 The Radio Services Manager shall:
 - 1.6.1 Be included in all plan initiatives and design reviews regarding radio communications.
 - 1.6.2 Serve as the agency point-of-contact with the Federal Communications Commission, the Arizona Department of Public Safety, and all other external agencies pertaining to radio communication.
 - 1.6.3 Be responsible for the application, modification, and maintenance of all radio station licenses/authorizations required by the Federal Communications Commission Rules and Regulations.
 - 1.6.4 Coordinate with institutional Radio Custodians to ensure radio equipment is not placed into operation without the acquired license displayed in a proximate and visible location.
 - 1.6.5 Manage, update and maintain the Department's collection of Federal Communications Commission licenses (spectrum manager) for its radio systems and radio equipment inventory.
 - 1.6.6 Ensure requested equipment complies with the Federal Communications Commission regulations and interoperability standards.

- 1.6.7 Coordinate with Business Administrators to complete radio equipment purchasing requirements in accordance with Department Order #302, Contracts and Procurement.
 - 1.6.8 Oversee the management of radio parts and repair programs of the Department.
 - 1.6.9 Manage all radio equipment purchases, deployments, upgrades, transitions and removals.
 - 1.6.10 Oversee management and coordination of the Annual Radio Maintenance Program to ensure all radio equipment is checked for serviceability on a biennial basis.
 - 1.6.11 Coordinate with the affected Business Administrator to determine replacement parts expenses and transfer funds for damaged radios.
 - 1.6.12 Work with state and federal response agencies to establish Memorandums of Understanding and Letters of Authorization for use of external radio frequencies for Emergency Response and Incident Management.
 - 1.6.13 Ensure modifications, repair, or movement of radio equipment is performed only by Radio Services Unit technicians, radio custodians, other Department staff or service vendors designated with written authorization.
- 1.7 The Radio Services Technician shall:
- 1.7.1 Program, install, remove, repair and maintain all Department radio systems and equipment to include:
 - 1.7.1.1 Handheld, mobile and base station radios
 - 1.7.1.2 Repeaters
 - 1.7.1.3 Tone remotes
 - 1.7.1.4 Consoles
 - 1.7.1.5 Antennas
 - 1.7.1.6 Cables and wiring
 - 1.7.2 Travel to prison institutions/complexes when required.
 - 1.7.3 Document all actions taken, using the Radio Service Maintenance Ticket, Form 104-1 and the Request for Mobile Radio Installation/Removal or Repair, Form 104-5.
 - 1.7.4 Provide training on radio systems and equipment when required.
- 1.8 Radio Custodians shall:
- 1.8.1 Within the first 30 calendar days of post assignment, spend a one-week familiarization tour with Radio Services employees to develop an understanding of position requirements and expectations.

- 1.8.2 When inoperable radio equipment is received:
 - 1.8.2.1 Review the Radio Issue/Return Log to determine which staff member was last assigned the radio.
 - 1.8.2.2 Inspect the inoperable radio equipment.
 - 1.8.2.3 Conduct equipment-external troubleshooting procedures to determine physical damage or reason for non-operability.
 - 1.8.2.4 Complete the Radio Service Maintenance Ticket form to document identifiable issues and potential service or part requirements and submit to the Radio Services Manager.
 - 1.8.2.4.1 Attach the completed Information Report form for radio equipment damaged beyond normal wear and tear (i.e., torn or broken battery leads caused by forced alignment, cannibalized parts, removal of rubberized gaskets, or damaged cases or display).
 - 1.8.2.4.2 Attach the completed Significant Incident Report, Form 105-3 for lost or stolen radios, which shall be reported immediately upon discovery.
 - 1.8.2.5 Prepare the equipment for temporary transfer to the Radio Services Unit.
 - 1.8.2.6 Coordinate the drop-off date with the Radio Services Manager.
 - 1.8.2.7 Coordinate with Business Administrators to submit Property Damage /Loss documentation to the Arizona Department of Administration (ADOA) Risk Management Division.
 - 1.8.2.8 Ensure the following are attached to the radio equipment at the time of drop-off, as appropriate:
 - 1.8.2.8.1 Radio Service Maintenance Ticket
 - 1.8.2.8.2 Information Report
 - 1.8.2.8.3 Significant Incident Report
 - 1.8.2.8.4 ADOA Risk Management forms
 - 1.8.2.8.5 Any other relevant documentation
 - 1.8.2.9 Schedule pick-up of repaired equipment.
 - 1.8.2.10 Return the repaired radio equipment to its assigned location.

2.0 RADIO EQUIPMENT ASSIGNMENT - Each Warden and Administrator shall:

- 2.1 In conjunction with the Radio Services Manager, designate a Radio Custodian to oversee all radio equipment assessments and repair procedures at each institution or unit.

- 2.2 Assign radio equipment to staff in accordance with this Department Order, Post Orders, and other written instructions.
- 2.3 Ensure that staff document the issuance and return of radio equipment on the Radio Issue/Return Log, Form 104-2. Maintain in accordance with Department Order #103, Correspondence/Records Control.
- 2.4 Based on identified needs, the following may be authorized to have other than Yard (interoperability) channels programmed into their assigned radio and shall be authorized use of their radio equipment inside the secure perimeter, ensuring positive custody of their radio at all times.
 - 2.4.1 Wardens, Deputy Wardens, Bureau Administrators, and Administrators
 - 2.4.2 Majors, Captains and Shift Commanders
 - 2.4.3 Complex Special Security (SSU), Transportation and K-9 staff
 - 2.4.4 Radio Custodians and Radio Technicians
 - 2.4.5 Exceptions shall be approved by the Division Director for Prison Operations.
 - 2.4.6 Physical Plant staff shall be allowed to use the radio equipment inside the secure perimeter while conducting essential tasks requiring such communication.
 - 2.4.7 Mobile radios, which are unassigned or not under immediate control by Department staff, shall be stored in a secure location.

3.0 RADIO EQUIPMENT INSTALLATION AND REMOVAL

- 3.1 Radio Custodians shall:
 - 3.1.1 Complete and submit a Radio Service Maintenance Ticket form to initiate a radio equipment service request for the following:
 - 3.1.1.1 Handheld radios
 - 3.1.1.2 Base station radios
 - 3.1.1.3 Repeater
 - 3.1.1.4 Tone remote
 - 3.1.1.5 Antennas
 - 3.1.1.6 Cables and wiring
 - 3.1.2 For damaged radios and equipment, attach the completed Information Report, Form 105-2.
 - 3.1.3 Complete and submit a Request for Mobile Radio Installation/Removal or Repair form to the Radio Services Unit for installation or removal of any radio equipment inside of any Department vehicle.

- 3.1.3.1 The Radio Services Manager may authorize a Radio Custodian or Fleet Services personnel to remove a mobile radio, as required, from a vehicle, which has been designated for transfer to the Arizona Surplus Property Management Office, or as other circumstances may require.
- 3.1.4 The Radio Custodian or Radio Services Technician shall perform any necessary work and document their actions by completing the Radio Service Maintenance Ticket form or the Request for Mobile Radio Installation/Removal or Repair form and returning it to the Radio Services Manager or designee.
- 3.1.5 The Radio Services Manager or designee shall ensure the Radio Service Maintenance Ticket form or the Mobile Radio Installation/Removal or Repair form is completed, signed, scanned, saved and emailed to the necessary recipients.

4.0 RADIO INVENTORY REQUIREMENTS

- 4.1 Tagging and Transfer of Equipment - Property Managers shall ensure:
 - 4.1.1 Department inventory tag numbers are clearly displayed on radio equipment.
 - 4.1.2 All radio equipment is correctly entered into the Department's automated inventory system in accordance with Department Order #304, Inventory and Fixed Assets Management.
- 4.2 Surplus Equipment Disposal
 - 4.2.1 Upon identifying surplus radio equipment, Radio Custodians shall coordinate the removal of any radio equipment with their Business Administrator and the Radio Services Manager or their designees.
 - 4.2.2 The responsible Property Manager shall:
 - 4.2.2.1 Forward the equipment to the Radio Services Unit.
 - 4.2.2.2 Complete a Fixed Asset Transfer, Form 304-3, to transfer the equipment to the Radio Services Unit inventory, in accordance with Department Order #304, Inventory and Fixed Assets Management.
 - 4.2.3 The Radio Services Manager shall determine final equipment disposition to repair, replace or transfer to the Arizona Surplus Property Management Office.
 - 4.2.4 Radio Services Technicians shall deprogram all radio equipment prior to removal from the service inventory.
- 4.3 Grant Equipment - The Radio Services Manager shall:
 - 4.3.1 Work with Business Administrators and Property Managers to ensure grant-funded radio equipment is accounted for on a monthly basis.
 - 4.3.2 Ensure grant-funded radio equipment is assigned only within the counties for which it was acquired, unless the temporary loan of the equipment has been approved by the Emergency Preparedness Administrator, in coordination with the Arizona Department of Homeland Security.

5.0 RADIO EQUIPMENT OPERATION

- 5.1 The Communications Center Supervisor or Radio Services Manager shall coordinate and allocate blocks of radio call signs to the appropriate Department entities.
- 5.2 Wardens and Administrators shall ensure an up-to-date listing of all radio call signs assigned within their institution or bureau are provided to the Communications Center, through the Communications Center Supervisor or Radio Services Manager.
- 5.3 When operating radio equipment, staff shall:
 - 5.3.1 Continuously monitor their assigned radio channel and respond appropriately to radio transmissions.
 - 5.3.2 Cease all non-emergency transmissions during an emergency.
 - 5.3.3 Transmit only job-related communications essential for accomplishing Department business.
 - 5.3.4 Utilize the Department's official 10-Series Codes, Form 104-3 for radio communication.
 - 5.3.4.1 During emergencies, use only plain language for all radio communication. The 10-series law enforcement codes shall not be used.
 - 5.3.5 Not use language that is profane nor vulgar.
 - 5.3.6 Convey all radio transmissions in a clear, articulate and professional manner.
 - 5.3.7 Use their assigned call-sign during each radio transmission.

6.0 REQUISITION AND USE OF MOBILE DEVICES

- 6.1 Assignment - The assignment of mobile devices shall be restricted to the Director, Deputy Director, Division Directors, the Assistant Director, Regional Operations Directors, Wardens, Deputy Wardens, Administrators and Majors assigned to the position of Complex Chief of Security and those authorized by the aforementioned personnel only.
 - 6.1.1 The Department shall be reimbursed for all personal, non-business activity that incurs additional charges from mobile devices.
- 6.2 Acquiring/Purchasing Mobile Devices, Services and Accessories - All mobile device purchases, services and accessories shall be requested/purchased through the appropriate Business Office in accordance with Department Order #302, Contracts and Procurement.
 - 6.2.1 Complex and Division Business Offices shall gather written requests for all new device purchases and upgrades.
 - 6.2.2 Approval for mobile devices shall be provided only by the Director, Deputy Director, Division Directors, Assistant Director and Bureau Administrators.

- 6.3 Purchase only the following on mobile devices:
 - 6.3.1 Service
 - 6.3.1.1 Only the on-contract government shared rate plan.
 - 6.3.1.2 No additional data, text or insurance coverage shall be purchased without the approval of the Chief Information Officer or Division/Assistant Director.
 - 6.3.2 Devices
 - 6.3.2.1 Inquire on the service provider's website for current and approved standard equipment.
 - 6.3.2.2 All deviations require completion of the Request and Pre-Acquisition Questionnaire for Microcomputer Equipment and Software, Form 102-1, which shall be submitted for approval to the Chief Information Officer and Division/Assistant Director.
- 6.4 Accountability - All cellular enabled mobile devices shall be identified with a Department property tag number and maintained on the appropriate equipment inventory.
- 6.5 All new mobile device and service orders shall be billed to the appropriate complex, unit, or bureau carrier account.
- 6.6 At the end of the billing cycle, upon receipt of the invoice, the Business Office shall open a purchase order for the monthly service costs, accessories, devices purchased, and upgrades in the billing period for payment. All written approvals for devices, services, and accessories shall be included.
- 6.7 Monthly cellular enabled mobile device billings shall be monitored and paid by the appropriate Business Office.
 - 6.7.1 Individuals shall keep personal calls on Department-owned cellular telephones to a minimum and reimburse the Department when applicable through the local Business Office within fourteen days of notification of the charges.
 - 6.7.2 The Business Office shall audit monthly cellular enabled mobile device invoices to ensure no overages occur.
- 6.8 Security regarding the use of mobile devices shall be in accordance with Department Order #102, Information Technology.

7.0 TELEPHONE LINES, DATA CIRCUITS AND TELECOMMUNICATIONS EQUIPMENT

- 7.1 Wardens, Deputy Wardens and Administrators shall:
 - 7.1.1 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.

7.1.2 Submit a Service Center ticket when they want to:

7.1.2.1 Procure or install new/additional telephone lines, data circuits and/or communications services. The Service Center ticket shall include the following:

7.1.2.1.1 The type of equipment and/or services and the date needed.

7.1.2.1.2 The locations where the equipment will be installed or connected.

7.1.2.1.3 The type of use, such as long-distance or local calling, fax, email, internet, WAN/LAN, etc.

7.1.2.1.4 Why the equipment and/or communications services are essential and cannot be accomplished by more economical alternatives.

7.1.2.2 Relocate, disconnect, change or dispose of telephone lines and/or data circuits or telecommunications equipment. The Service Center request shall include the following:

7.1.2.2.1 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.

7.1.2.2.2 The identification and location of telephone lines, data circuits and/or communications services. Equipment, such as the circuit number, telephone number or serial number.

7.1.2.2.3 The reason(s) for and the impact of the change.

7.1.2.3 Once the Service Center ticket had been submitted, a signature from the Business Administrator shall be required to indicate that funds are available for the cost of the new/additional telephone lines, data circuits and/or communications services.

7.2 The Chief Information Officer shall:

7.2.1 Review and approve/deny requests within ten business days of receipt.

7.2.1.1 If requests cannot be completed due to their complexity, requestors shall be notified of the expected completion date.

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

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

7.2.4 Serve as the Communications Unit Leader during activation of the Department Emergency Operations Center or the Emergency Relocation Group.

8.0 STAFF USE OF TELEPHONES – When using Department telephones, staff shall:

- 8.1 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.
- 8.2 Manage local calls regarding personal matters so that they do not interfere with state business or otherwise constitute misuse of state equipment and resources.
- 8.3 Receive their supervisor's approval prior to placing personal long-distance calls or receiving personal collect calls in emergencies.
- 8.4 Reimburse the Department for the cost of making or receiving personal long-distance calls.
- 8.5 Not call information services (toll calls with prefixes 676, 900, 976).
- 8.6 Accept work-related collect calls only when other less expensive alternatives are not available and only with their supervisor's approval.
- 8.7 Conduct work-related long-distance calls only as required in the performance of their duties, and only with their supervisor's approval.
- 8.8 Avoid using directory assistance (1-411 or 1-area code-555-1212).
- 8.9 Follow the dialing instructions contained in the Department Telephone Directory.
- 8.10 Reimburse the Department for the excess costs incurred when making calls without using approved dialing methods.

9.0 RECORDING CONVERSATIONS

- 9.1 Staff shall not record person-to-person or telephone conversations except as provided below:
 - 9.1.1 Staff may record meetings with the knowledge and voluntary consent of each person in attendance.
 - 9.1.2 In conjunction with a criminal or administrative investigation, investigators may record conversations to which they are a party.
- 9.2 Staff designated by the Director, Deputy Director, Division Director, Assistant Director or the Inspector General may be authorized to furnish conversations providing that a valid ex parte court order for interception of wire, oral, or electronic communications with the territorial jurisdiction of the court is submitted.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms

ATTACHMENTS

Attachment A – Private Prisons - Department Order Exempted Sections/Subsections

FORMS LIST

- 104-1, Radio Service Maintenance Ticket
- 104-2, Radio Issue/Return Log
- 104-3, 10-Series Codes
- 104-5, Request for Mobile Radio Installation/Removal or Repair

AUTHORITY

- A.R.S. §13-3004 et seq, Eavesdropping, Communications
- 47 C.F.R. 90.0, et seq, Rules and Regulations of the Federal Communications Commission

ATTACHMENT A

DEPARTMENT ORDER EXEMPTED SECTIONS/SUBSECTIONS

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

104.01	1.1 through 1.5.2 Exception: Sections 1.1 - 1.1.3 are applicable to ASPC-Kingman and ASP-Marana.
104.02	Entire
104.03	Entire
104.04	Entire Exception: Sections 1.1 through 1.2.1 are applicable to ASPC-Kingman & ASP-Marana
104.05	1.1 and 1.2
104.06	1.1.1 through 1.8
104.07	Entire
104.08	Entire
104.09	Entire