

IDAHO STATE POLICE PROCEDURE

02.25 CELL PHONES

I. General.

- A. The Idaho State Police (ISP) issues cell phones to all commissioned employees and those employees deemed to have a need for a cell phone to carry out their Department responsibilities.
- B. A Department-issued cell phone is the property of ISP, and the employee does not have a privacy interest in its contents. Employees should be aware that the contents of their Department-issued cell phones may be released in response to civil or criminal litigation discovery, public records requests, Office of Professional Standards (OPS) investigations, or other release obligations as required by law.
- C. Personally owned cell phones are permitted in the workplace, subject to certain limitations.
- D. Personal cell phones are not to be used for ISP business.
- E. This procedure is to be used in conjunction with all relevant Department policies and procedures including [01.02 Conduct Expectations](#).

II. Definitions.

- A. “Department-issued cell phone” means a mobile device issued by ISP to employees for use in Department related business and for purposes of this procedure, includes other cellular devices such as tablets, iPads, Surfaces, etc.
- B. “Text” means an electronic communication sent or received by a cellular phone or device and includes photos and videos.
- C. “Application” or “app” means any software designed to run on a cellular device, such as a smartphone or tablet.
- D. “*De minimis*” means lacking significance or importance; so minor as to merit disregard.

III. Department-issued Cell Phones.

- A. Cell phones will only be issued to employees by the Information Technology (IT) section after receiving notification through a security form or normal replacement cycles.
- B. No Department cellular number may be transferred without prior written authorization from a Major.

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- C. Department-issued cell phones shall only be used by ISP personnel unless exigent circumstances require use by a non-Department employee.
- D. Employees must exercise good judgment in the use of their Department-issued cell phones.
 - 1. The employee's use of a Department-issued cell phone is subject to review at any time and any unauthorized use or abuse of it may result in disciplinary action.
 - 2. A Major shall be notified immediately if any inappropriate use is suspected or identified.
 - 3. Employees may exercise *de minimis* use of Department-issued cell phones for limited personal use.

IV. User Responsibilities.

- A. Employees whose job descriptions require it shall be available by telephone (either personal or Department-issued) when off-duty to allow for immediate contact by ISP in cases of emergency or other circumstances.
- B. Employees shall keep their phone numbers, both personal and department, up to date in the ISP directory.
- C. Department-issued cell phones shall be charged and ready for use at the beginning of a shift and remain on and charged during a shift.
- D. When on duty, Department-issued cell phones shall be in the possession of the employee and shall be on with the ringer activated, unless silenced for a meeting.
- E. Cell phone calls shall not be made or received if a prisoner is in custody unless it is required to conduct business involving the current situation.
- F. The camera settings shall not be adjusted post-issuance of the Department-issued cell phone.
- G. Employees shall only take pictures, audio or video recordings, or make copies of any such pictures or recorded media directly related to official Department business.
- H. Evidentiary photographs, audio or video recordings shall be obtained using the installed camera application on the Department-issued cell phone and not by any other source such as a social media platform or app.
- I. Evidentiary digital data such as photographs, audio, or video recordings shall be uploaded to Department computers using department-issued cables and maintained per ISP policy [06.09 Evidence and Property](#).

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- J. Once it has been verified that all digital data files have been successfully uploaded, all digital files shall be deleted from the memory of the cell phone.
- K. Employees are prohibited from accessing personal social networking sites or dating applications/sites for any purpose on Department-issued cell phones.
- L. TikTok is expressly prohibited on any state device.
- M. Access to social networking sites, apps, or communication in support of undercover casework shall be done on devices other than those issued to an employee for regular duty use. See ISP Policy [08.09 Social Media for Undercover Investigations](#).
- N. When off-duty, an employee subject to call-out shall have their Department-issued cell phone on with the ringer activated. When off-duty, the phone shall either be left in a secure location or carried with the employee. If a Department-issued cell phone is the only means of contact, an off-duty employee must always be reachable on their Department phone.
- O. Department-issued cell phones may not be used out-of-country without prior authorization from a Major or above. Requests for activation of international service shall be requested through the chain of command and be approved by a Major or above. The Major, Lieutenant Colonel, or Colonel approving such a request will notify IT via a work ticket of the temporary need for international cellular service and will include the starting and ending dates the service should be active.
- P. Employees should notify their supervisor as soon as practical if a Department-issued cell phone is damaged, lost, or stolen.
- Q. Employees who lose their Department-issued cell phone or accessories, or intentionally or negligently damage their Department-issued cell phone or accessories may be charged the cost of the repair or replacement cost of the phone or accessory.
- R. For security reasons, IT shall be notified as soon as practical of any Department-issued cell phone that is lost or stolen so it can be deactivated.
- S. Cell phones shall only be used in a “hands-free” manner while operating a vehicle that is in motion. If a cell phone is unable to be used in a “hands-free” manner and the employee is operating a vehicle that is in motion, the employee shall safely move the vehicle off the traveled portion of the roadway, prior to making or receiving a phone call. Texting while driving is prohibited, unless using a hands-free method such as voice-to-text.
- T. Employees shall answer incoming calls professionally (e.g., Idaho State Police, Trooper Doe).

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- U. Cell phones shall be turned off while in an area where explosives may be present or are known to be present.
- V. Employees who are issued a Department-issued cell phone shall not routinely use their personal cell phone while on duty. Personal calls while on duty are allowed but shall be limited in duration and frequency so as to be *de minimis* in nature.
- W. Agency mobile devices requiring third-party accounts for application (e.g., Apple ID) must be affiliated with the users' ISP e-mail address.
 - 1. ISP devices shall not be affiliated with or linked to any personal account.
 - 2. Personal devices shall not be affiliated with or linked to ISP accounts.
- X. Only apps deemed to have legitimate use in the furtherance of ISP business are allowed on department-issued cell phones/devices.
- V. Greetings and Voicemail on Department issued cell phones.
 - A. Employees shall set up and maintain a voicemail greeting;
 - B. Voicemail greetings shall be professional and brief and include the employee's name. To ensure callers know who they have called; generic phone number voicemail greetings shall not be used.
 - C. Employees shall routinely check their voicemails and return calls. Employees are prohibited from routinely having voicemail boxes that are full.
- VI. Personal cell phones and personal devices.
 - A. Employees assigned a Department-issued cell phone are prohibited from conducting ISP business on personal devices/cell phone.
 - B. Employees who are not assigned a Department-issued cell phone may use their personal device or cell phone for required multi-factor authentications.
 - C. ISP will not provide repair or replacement should personally owned equipment be lost, stolen, or damaged.