

- B. Officers should attempt to pay close attention to radio dispatches. Officers should refrain from asking the dispatcher to repeat the dispatch information. The information will be displayed on the officer's MDT.
- C. The use of Mobile Data Terminals for "silent dispatching" will be limited to the Division of Communications to conform with the following conditions:
 - 1. There may be some calls that are not dispatched over the air, such as when it is believed there is a police scanner being used at the call location. In that event, the dispatcher will advise the officer to check their CAD for a call.
 - 2. The dispatcher will advise the officer if there is a call history at a location and the officer will have to check the CAD for the history. The call history icon will be illuminated at the top of the call when the officer reviews the call on the MDT.
 - 3. If there is a safety alert, the dispatcher will advise that information while dispatching the call. If it is of a sensitive nature, such as medical history, the officer will be advised that there is an alert to check on the CAD. The safety alert icon will be illuminated at the top of the call when the officer reviews the call on the MDT.
 - 4. Officers will still use the ten codes; I.E. 10-23, 10-81 and 10-8, on each call in order to notify surrounding police units of their status.
 - 5. Officers will still notify the dispatcher of on-view activity. Officers will not enter new on-view calls for service.
 - 6. It is the officer's responsibility to clear assignments with a disposition. Dispositions shall be limited to one of the standard dispositions, such as report on file, unfounded, gone on arrival or no report necessary.
 - 7. Officers will enter their own call notes. Any notes entered by the dispatcher must not be changed regardless of what is learned during a call. There are times that a caller will provide inaccurate information which is then dispatched to the officers. It is critical that a call for service be documented from start to finish. The manner in which a call is received and dispatched often dictates how an officer will respond. If called in to question later, the CAD notes will be used to help explain the sequence of events.
 - 8. Officers will not change the notes of another officer. After an officer enters the call notes, they should not contact the Division of Communications to inquire if the notes were received.
 - 9. Officers are able to send instant messages to other police units and the Division of Communications. Officers should use discretion in the wording of their messages. MDT's should be used for official use only. The sending of personal messages car-to-car, car-to-dispatch, etc., is prohibited. Instant messages are recorded in the CAD system. The messages are subject to review by the Department and the City of Ballwin. The messages are subject to subpoena and the guidelines of the Missouri Sunshine Laws. Messages will be retained per the Department's General Records Retention Schedule.
- V. Mobile Unit Responsibilities
 - A. Officers assigned to the Bureau of Field Operations are responsible for keeping the dispatcher advised of their status. Mobile unit operators going out of service shall provide the dispatcher with the nature of their investigation, assignment or activity and their location. Officers not assigned to regular shifts (Days, Evenings, and Midnights) are also responsible for notifying the dispatcher when they begin their tour of duty (10-41) and end their tour of

duty (10-42). The watch commander of each regular shift will provide communications with the line-up for their shift. The officer or watch commander shall also provide the portable radio number (if using a unit not assigned to them).

- B. Upon receiving a call from the dispatcher, officers are to respond to the dispatcher immediately by giving their unit number. Patrol officers which are classified as “in service” and do not respond to a call from the dispatcher after the third attempt shall be given a “no response” and the following procedures shall be followed:
1. The dispatcher will make a radio broadcast stating the unit failed to respond when called. Example: “No response from 2223.”
 2. The dispatcher will make a CAD entry showing the officer did not respond and the entry will be time stamped. The CAD entry will be printed for the watch commander.
 3. The dispatcher will notify the watch commander of the “no response” from the officer and make the watch commander aware of the officers last know location and the type of incident the officer was working.
 4. The dispatcher will attempt to contact the officer on his/her personal and patrol vehicle mobile phone.
 5. The watch commander will determine why the officer failed to respond and instruct the officer to prepare a memorandum detailing the circumstances for the “no response”. The memorandum and the CAD entry will be forwarded to the Commander Bureau of Administration and Operational Support.
 6. If it is the watch commander that fails to respond, the dispatcher will attempt to contact the supervisor on his/her mobile phone. A CAD entry will be made and time stamped. The watch commander will prepare a memorandum detailing the circumstances for the “no response” and forward the memorandum to the Commander Bureau of Administration and Operational Support.

If a patrol officer classified as “out of service” or attached to an assignment fails to respond to the radio on the third attempt the following procedures should be followed:

1. Dispatch another officer to check the status of the officer not responding.
 2. Notify the watch commander of the “no response” and advise the location and nature of the incident the officer is handling.
- C. All mobile unit operators that are dispatched by the Division of Communications to an incident shall advise the dispatcher when they have arrived at the scene (10-23).
- D. Ten Codes shall be used for all radio transmissions when applicable. If a message of transmission does not fit any of the listed codes, the message shall be verbally transmitted in a brief form. Attached to this Order is a listing of the current Ten Codes.
- E. Mobile units calling out of service on self-initiated assignments should do so in the following manner:

Example: Car: “Car 2178 – Traffic” (Pause)
Dispatcher “Car 2178”
Car: “Manchester and Holloway”
Dispatcher “Manchester and Holloway”
Car: “Missouri License # _____ and a description of the vehicle, i.e.,

blue sedan or red truck”
Dispatcher “Car 2178 – Traffic, Manchester and Holloway, 14:30”

(When conducting a vehicle stop the officer should give the dispatcher the license number, license state, license year and a brief description of the vehicle. For further on vehicle stops refer to G.O. 21-06.)

- F. Officers should make every attempt to make REJIS inquiries through the use of their MDT. If the MDT is unavailable the dispatcher should make the inquiry for the officer, per the officer’s request.
- G. Requests to the dispatcher for wanted checks should be made in the following order: LAST NAME – FIRST NAME – MIDDLE NAME – RACE – SEX – DOB.
- H. Names that are difficult to pronounce should be spelled phonetically.
- I. All police radio frequencies are licensed by the Federal Communications Commission (FCC). Regulations of the FCC specify that only police-related information may be broadcast on these channels and the transmission of any non-business related information or offensive language is strictly prohibited. Violations of the FCC rules can result in a fine and revocation of the station license in addition to any internal discipline to the users. The FCC regulations govern all radio frequencies, including the car-to-car frequencies. FCC regulations will be followed by all personnel.
- J. The Emergency Alert buttons on portable and mobile radios are to summon aid in an emergency. This feature is not to be used to summon a routine assist car.

VI. Telephone use and Notifications

- A. Department cell phones should be used for all notifications when possible. Dispatchers may be requested to make contact for various notifications including Fire, Ambulance, Wreckers, Routine notifications to other agencies and other private citizen notifications.
- B. Use of alternate channels may be necessary for specialized situations. The car-to-car (Ballwin Administrative) channel may be used to relay information to other officers sharing the same radio frequency for police related matters. The use of other channels such as RIOT or MUTUAL AID frequencies may be used as directed by a Ballwin Police Supervisor or St. Louis County Communications.

VII. Assignment Of Assist Cars/Other Communications Issues

Assist cars and other dispatch procedures are determined by Division of Communications Manual. The CAD system has been programmed to determine the assignment of assist cars based on the nature of the call. Any officer may request an additional assist car at their discretion.

GENERAL ORDER 36-02
RADIO PROCEDURES/MOBILE RADIO UNIT NUMBERS
PAGE 5

BY ORDER OF: Chief Steven Schicker 2/9/15
Steven Schicker, Chief of Police Date

ATTESTED BY: Robert Kuntz 2/11/15
Robert Kuntz, City Administrator Date

cc: City Attorney

MPCCF REFERENCE

36.02, 36.03, 36.04, 36.09, 36.17

CITY OF BALLWIN
POLICE DEPARTMENT

GENERAL ORDER 36-04

EFFECTIVE: JANUARY 9, 2015 CANCELS: GENERAL ORDER 91-08
TO: ALL PERSONNEL INDEX AS: IN CAR COMPUTERS
MOBILE DATA TERMINALS (MDT)
CRIMINAL JUSTICE INFORMATION
DATABASES
SUBJECT: MOBILE DATA COMMUNICATIONS

I. PURPOSE

The purpose of the Mobile Data Communication System (MDCS) policy is to improve the police department's responsiveness to both public safety and criminal justice issues through the effective use of data communications in both field and investigative settings; by providing standards and guidelines for the proper and authorized use of the department's Mobile Data Communications System (MCDS) to query Criminal Justice Information Service (CJIS) databases. It is the policy of the Ballwin Police Department that all personnel members adhere to the provisions herein regarding its MDCS.

II. POLICY

The MDCS is designed to allow authorized members access to various federal, state and local Criminal Justice Information Service (CJIS) databases. Computerized CJIS networks include, but are not limited to; the National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS), the Missouri Uniform Law Enforcement System (MULES), the Missouri Department of Revenue (DOR), the Regional Justice Information Services (REJIS), St. Louis County Police Department' Mug Shot Imaging system, and St. Louis County Police Department's CrimeMatrix.

III. DEFINITIONS

- A. Mobile Data Communications System (MDCS): The computers, hardware, software and other components that make up the MDCS.
- B. Mobile Data Terminal (MDT): A computer, usually a laptop or handheld, assigned to an officer or officers, individually or to a unit, as part of their assigned personal or vehicle equipment.
- C. Member: Any employee of the police department.
- D. Users: Members given the authority to both access and use the department's MDCS.

IV. AUTHORIZED USE

- A. Members of this department SHALL NOT use the MDCS unless they have received the required training and proper authorization.
- B. All communications and inquiries shall be for official business only. MDCS communications may be monitored, both real-time and electronically. Records of such communications may be maintained. See General Order 36-02 concerning the use of the MDT for dispatching purposes.
- C. Information presented during MDCS training will also control member uses of the system and computer operation.

V. SAFE OPERATION

- A. No portion of this policy is intended to prohibit or limit a user from making safety conscious decisions.
- B. When operating a vehicle, the safe operation of the vehicle is the user's primary responsibility. Use of the MDCS is always of secondary importance, and the user/driver shall always consider the need to safely stop the vehicle before using the system if the use could divert the user's/driver's attention from the safe operation of the vehicle. If there could be a compromise of safety, perceived or real, in any particular situation related to the use of a MDC, the user is expected to use voice communications.

VI. PROACTIVE USE

- A. The Police Department has provided the MDCS to improve the department's responsiveness to both public safety and criminal justice issues through the effective use of data communications and CJIS inquiries. Members are encouraged to proactively utilize the system to effectively enhance the safety and welfare of the community.
- B. Each duty day, authorized members are required to access the MDCS to ensure they are, in an informational sense, fit-for-duty and to ensure the system is functional. Users are required to remain connected to the MDCS throughout their tour of duty when ever possible. If system problems are encountered they are to be reported promptly.
- C. The MREACH connection allows officers to access CAD from their MDT. The access to CAD allows officers to enter call notes from their MDT into their open call in CAD. Officers will be limited to entering call notes relevant to the call they have been attached to. All calls must be entered by the Division of Communications. Officers are strictly prohibited from altering or changing call notes and incident codes entered by a Communications Officer.

- D. The MDT can be used to instant message from car to car, car to dispatch, and dispatch to car. This messaging tool is valuable and efficient in providing confidential communications and information without broadcast over the police radio. Since the messages are recorded, all messages must be used for official business and should be professional in nature.

VII. CJIS INQUIRY PROTOCOL

The MDCS should be used as the user's primary access to the afore-referenced CJIS Systems, taking into consideration system availability, time, urgency, and safety.

VIII. RELEASE OF LAW ENFORCEMENT INFORMATION

A. CJIS Information

Members/users SHALL NOT release CJIS information obtained via an MDT (or any other method) to the public. Any requests of this nature should be referred to the Records Unit.

B. DOR Information

Members/users SHALL NOT release DOR information obtained via an MDT (or any other method) that is NOT subject to public disclosure.

IX. CONFIRMATION OF WANTS/WARRANTS

Communications personnel shall confirm any wanted person or vehicle information received via the MDCS. When a stop or other seizure has occurred, such confirmation shall be made prior to the transportation of any suspect or property for processing.

X. SYSTEM SECURITY AND MAINTENANCE

- A. It shall be the assigned member's responsibility to ensure the security of the MDT against unauthorized use. Employees shall NOT give their passwords to any other person, nor will they leave their password in a discernable written form in or near their computer. Employees shall NOT give access of their entrusted token or token pin number to any other person.
- B. It shall be the assigned user's responsibility to physically safeguard the MDT using every precaution available (i.e., locking their vehicles when left unattended).
- C. Users shall secure their assigned MDT display so that unauthorized persons cannot view it.

- D. Training Log: The training log will be completed by the CTO as topics are covered with the Probationary Communications Officer. The appropriate box shall be initialed with the CTO's DSN and date to show topics that have been covered. The training log shall be passed between the Primary CTO and the Alternate CTO. All topics must be completed prior to the end of Phase IV of training. At the conclusion of Phase IV, the training log shall be submitted to the Commander of Operational Support. Attached to this Order is a copy of the Training Log, including the Daily and Weekly Observation Reports, and the Standardized Evaluation Guidelines for completing the forms.
- E. Training week: The Probationary Communications Officer will follow their training officer's assigned work schedule. All communications officers will report to the Communications Center 15 minutes prior to the beginning of their shift and will be briefed regarding unusual situations, and criminal activity.

In order for a PCO with no previous dispatching experience to complete the communication training evaluation program they must have completed 16 calendar weeks of training. PCO with prior dispatch experience must complete a minimum of 8 calendar weeks of training up to 16 weeks of training. The length of training for a communications officer with prior experience will be determined by the CTO and the Communications Supervisor. Final approval on the length of training will be reviewed and approved by the Commander of Administration and Operational Support.

III. TRAINING OFFICER SELECTION:

Those communication officers wishing to participate in the Communications Training Officer (CTO) Program should so indicate to the Communications Supervisor by memorandum. The minimum qualifications are as follows:

- A. Minimum of 3 years as a communications officer with the Ballwin Police Department.
- B. Possess good writing and verbal communications skills.
- C. Demonstrates a positive attitude and leadership skills.
- D. A willingness to work 1 on 1 with PCO.
- E. Communication officers indicating their preference and possess the minimum requirements will be eligible for the selection as positions become available with the approval of the Communications Supervisor and the Commander of Administration and Operational Support.

IV. TRAINING OFFICER TRAINING AND CERTIFICATION

- A. The CTO will be assigned to CTO training when available and shall attend periodic advanced training which will be coordinated with the Communications Supervisor.

- B. The Communications Supervisor will ensure that the CTO attend periodic training that allows them to remain current in communications law, Sunshine Laws and Attorney General Opinions, criminal justice information systems (REJIS, MULES, and NCIC), and interpersonal perspectives.
- C. The CTO shall receive training in the preparation of the records used to document the Probationary Communications Officer's progress through training.

V. ASSIGNMENT AND TRAINING:

- A. Communications Training Officers shall be assigned on a rotating basis to assure an evenly distributed workload.
- B. The Communications Supervisor shall supervise the Communications Training Officer.

VI. COMMUNICATIONS TRAINING OFFICER COMPENSATION:

The Primary CTO shall be eligible for twenty-four (24) hours of compensatory leave for the 12 weeks of training. The Alternate CTO shall be eligible for eight (8) hours of compensatory leave for the 4 weeks of training. If the compensatory time is selected by the CTO, or the Alternate CTO, they will not receive overtime pay for time worked due to training needs during the training period

VII. OPERATIONAL PROCEDURES:

A. Assignment

The Communications Training and Evaluation Program for Probationary Communication Officers is a minimum of 52 weeks. The training begins with a 26 week program that is broken down into four (4) phases and utilizes two Training Officers. This training shall be followed by a 26 week Evaluation Phase. At the conclusion of a successfully completed Evaluation Phase, the officer shall be removed from probationary status and be eligible for a merit raise based on his/her evaluation and the availability of funds.

Probationary Communications Officers with previous law enforcement communications experience will participate in the training program, but based on their training, experience and performance, may be advanced in the training process at the discretion of the Commander of Administration and Operational Support. The Commander of Administration and Operational Support will entertain a proposal from the Supervisor of Communications when the Supervisor and Training Officer feel an experienced Probationary Communications Officer is capable of advancing in the process. Experienced Probationary Communications Officers may be considered for abbreviated training and may be allowed to work on their own or with other less experienced Probationary Communications Officers pending the approval of

the Supervisor of Communications and the Commander of Administration and Operational Support.

B. Training and Evaluation Phases:

1. Phase I – Weeks one (1) and two (2): The first two weeks shall be a familiarization period. The Communications Training Officer (CTO) will introduce the Probationary Communications Officer (PCO) to the Duty Manual, City of Ballwin Personnel Manual, ordinances, maps, radio codes, etc. The PCO shall be instructed on specific procedures and regulations that relate to communications. The PCO will be introduced to basic Computer Aided Dispatch (CAD) functions. PCO will also begin to monitor all radio transmissions and phones.

Criminal justice information system certification classes offered through the Regional Justice Information Services (REJIS) Commission will be scheduled as training availability permits. Due to class availability, some of the REJIS certification classes may be completed after the new employee has completed Phase IV of training. The Communications Supervisor may approve the PCO moving on to the Evaluation Phase of training if the probationary officer is certified in the basic functions of the criminal justice information systems.

Absent extenuating circumstances, all required REJIS certification courses must be completed before the PCO is removed from probationary status.

If at any point during the training, the CTO determines that remedial training is necessary because the PCO is not responding to the initial training, the remedial training shall be discussed with the Communications Supervisor. They will determine the manner in which it is presented, the frequency of it, and the documentation.

2. Phase II - Weeks three (3) through twelve (12): Every attempt will be made for the PCO to be exposed to a wide variety of duties. He/she shall be permitted to operate all equipment in the communications center as new tasks are learned. The PCO, with the assistance of the CTO, will begin to answer radio transmissions as well as dispatch calls, and answer phone lines. The PCO will gradually be introduced to more complicated tasks. At no time, should the PCO be allowed to handle a situation without the assistance of the CTO. If at anytime a call is being handled in an incorrect manner that could produce a negative result then the CTO will take over the situation. The incident will then be discussed with the PCO as to what procedure should have been followed and the matter shall be noted in the Daily Observation Report (DOR).
3. Phase III - Weeks thirteen (13) through sixteen (16): The Probationary Communications Officer is assigned to an Alternate CTO. The Alternate CTO and the Primary CTO shall meet prior to the beginning of Phase III to

discuss the probationary officer's strengths and weaknesses and a review of the previous evaluations.

The PCO at this time will be handling most radio and phone volume with little to no assistance. The PCO will be doing all paperwork which will be evaluated and approved by the CTO. The PCO will be observed on their ability to apply what they have learned. The PCO will assume all responsibilities of a Communications Officer. The Communications Supervisor will periodically observe and work with the Probationary Communications Officer during this time. The secondary CTO will continue with Daily Observation Reports and evaluate whether remedial training is needed. The CTO and Communications Supervisor will meet weekly to discuss and evaluate PCO progress. At the conclusion of this phase of training an inter-office memorandum shall be completed by the CTO and Communications Supervisor to the Commander of Administration and Operational Support if the PCO is to advance to the next phase of training. In the event the PCO is not prepared to advance, remedial training shall be implemented. Remedial training shall consist of a maximum extended training period of four (4) weeks. Remedial training will only be considered if:

- 1) There are specific identifiable problems which are essential to performing the job;
 - 2) It is reasonable to believe that the remedial training would correct the problem within the 4 week period; and,
 - 3) A specific plan for improvement can be formulated by the Communications Training Officer and the Communications Supervisor.
4. Phase IV - Weeks seventeen (17) through week twenty six (26): During this phase the PCO will assume all responsibilities of a Communications Officer. The PCO will not be allowed to work with other probationary officers or be able to work alone for any reason until they have completed 6 months of training and are released to work independently. Prior to release the PCO will not be left alone in the communications center for any period of time for any reason. The Watch Commander must be notified if the senior dispatcher and/or CTO must leave the Communications Center. Failure to do may result in progressive disciplinary action. It will be the responsibility of the senior Communications Officer to report any deficiencies in performance of the PCO immediately to the attention of the Communications Supervisor.
5. Phase V – Weeks twenty through twelve months: Without the constant supervision of a Training Officer, the PCO is observed on their abilities to apply what they have learned. The PCO will assume all Communications Officer responsibilities. Special attention by the Communications Supervisor will be made to radio and phone transmissions as well as paperwork. The PCO will meet with the Communications Supervisor every four weeks to review PCO's progress during this phase of training. The meeting will cover any

problems, questions or issues either have in reference to performance, policy and concerns.

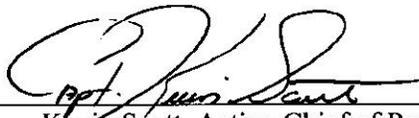
At the conclusion of a successfully completed evaluation the PCO will be removed from probationary status and eligible for a merit raise based on his/her evaluation and the availability of funds. A letter of release from probation will be issued by the Chief of Police.

VIII. ANNUAL TRAINING

- A. All employees of the Communications Unit will receive annual training as required by the 911 Training and Standards Act - RSMo 650.340.

*All persons employed as a telecommunicator in this state shall be required to complete ongoing training so long as such person engages in the occupation as a telecommunicator. Such persons shall complete at least **twenty-four (24) hours of ongoing training every three (3) years** by such persons or organizations as provided in subsection 6 of this section. The reporting period for the ongoing training under this subsection shall run concurrent with the existing continuing education reporting periods for Missouri peace officers pursuant to chapter 590.*

BY ORDER OF:


Kevin Scott, Acting Chief of Police

1-8-16
Date

cc: City Attorney

MPCCF REFERENCE

36.16

CITY OF BALLWIN
POLICE DEPARTMENT

GENERAL ORDER 36-18

EFFECTIVE: APRIL 10, 2015

CANCELS: GENERAL ORDER 76-08

TO: ALL PERSONNEL

INDEX AS: CELLULAR TELEPHONES

SUBJECT: USE OF CELLULAR TELEPHONES

I. PURPOSE

The purpose of this General Order is to establish guidelines for the use of cellular telephones, both Department issued and personal, by Department personnel while on duty and while operating a Department vehicle.

II. POLICY

Department wireless/cellular telephones are available to improve the efficiency and effectiveness of Department operations. They are to be utilized only when conducting Department business unless a personal emergency exists. In the event a personal call is made with a Department cellular telephone the call shall be logged on the vehicle's Cell Phone Log with the time, date and telephone number called.

III. SAFE OPERATION

While use of telephones and related wireless communication devices in vehicles is convenient and can aid in conducting Department business, it also is the subject of numerous studies that have shown their use while driving is a major distraction and safety hazard. The City of Ballwin's insurance provider discourages the use of media devices while driving; i.e. telephones and iPhones. The City of Ballwin Personnel Manual further provides guidelines on the use of electronic communication devices while operating a vehicle or equipment. The public expects Department employees to demonstrate and use safe driving practices. For that reason, and to enhance the safety of employees, passengers, and the public, the following guidelines are provided for use of wireless devices in Department vehicles.

A. Use in Department Vehicles

1. When operating a vehicle, the safe operation of the vehicle is the primary responsibility of all Department personnel. Use of the cellular/wireless telephones is always of secondary importance, and employees should not use wireless telephones for voice communications while driving a Department vehicle unless the telephone is used in a hands-free mode no matter a Department or personal device. If hands-free options are unavailable, the vehicle should be safely stopped before using the telephone.

GENERAL ORDER 36-18
USE OF CELLULAR TELEPHONES
PAGE 2

2. Wireless telephones will not be routinely used in lieu of the police radio to conduct patrol business. Circumventing the normal patrol communications system will only be allowed in exigent situations; i.e. hostage or barricade subjects, confidential/restrictive communications.
3. Department wireless telephones shall not be used for casual car-to-car conversations, but for the exchange of law enforcement information.
4. Employees using wireless telephones to conduct business directly will inform the Communications Division of the situation or arrangements as soon as it is practical to do so.
5. Employees will not use wireless telephones for data communications, i.e. reading, composing, sending or manually accessing text messages, email, or Internet functions while driving a Department vehicle.
6. This policy does not prohibit officers assigned to the Bureau of Field Operations from using a Mobile Data Terminal (MDT) to check license plates or vehicles or handle routine short transactions with command keys while driving.
7. Officers will not use wireless telephones while driving a Department vehicle in a pursuit or emergency response mode.
8. Use of personal wireless telephones in Department vehicles for personal calls should be limited while on duty and not interfere with the duties and responsibilities, such as
 - a. Answering the police radio
 - b. General patrol duties
 - c. Officer alertness
 - d. Driving safety
 - e. The officer's efficiency
 - f. The officer's professional appearance to the public
 - g. The example police officers set as safe drivers
9. Official police business takes priority over personal wireless communications. The practice of internet searches, Facebook, Tweeting, shopping and social media is prohibited. Refer to the City of Ballwin Personnel manual for further guidelines on Social Media.
10. Uniformed officers may carry personal cellular telephones and/or pagers on their duty belts in an approved case or carrier. While on an assignment where the ringing of a cellular telephone would prove distracting or tactically unsafe officer shall place the telephones ringer on vibrate, silent or turn off the cellular telephone.

B. Communications Personnel

1. Barring catastrophic failure of the Communications Center telephone system,

