



**SOUTH COAST BRITISH COLUMBIA  
TRANSPORTATION AUTHORITY  
POLICE SERVICE**

## **VOICE MAIL**

Effective Date: December 13, 2010

Revised:

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### **POLICY**

1. The South Coast British Columbia Transportation Authority Police Service (SCBCTAPS) recognizes that voice mail is a function that enhances the ability of personnel (sworn and civilian) to communicate with others and provides improved service to the public.
2. SCBCTAPS will provide all personnel (sworn and civilian) with individual voice mailbox access through a central VoIP voice mail system (v-mail system). This excludes supplementary voice mail for those staff persons issued other telecommunication devices.
3. Availability of individual voice mail will assist SCBCTAPS in limiting distribution of police cellular phone numbers, thereby enhancing police officer safety and increasing availability of the cellular lines for current investigations and emergencies.
4. SCBCTAPS personnel use of the v-mail system will comply with the **Police Act**, SCBCTAPS policies and procedures, and other applicable laws and legislation.
5. SCBCTAPS personnel will retrieve and process voice mail in a timely fashion, taking into consideration operational and investigative requirements, as well as the need to be responsive to enquiries from the public.
6. SCBCTAPS personnel will be held responsible and accountable for use of any unique log-in passwords applicable to their use of the organization's v-mail system. Personal log-in passwords must not be shared or given out at any time, unless exigent circumstances exist.
7. All administration and support of the v-mail system and its links to the cellular phone system will be handled by the SCBCTAPS Information Technology Section, unless otherwise determined by the Chief Officer.

### **REASONS FOR POLICY**

8. To enhance communications between Members and the public and stakeholders, while maintaining confidentiality of SCBCTAPS cellular phone numbers, where appropriate.
9. To utilize an automated voice mail notification to Members' cellular phones to reduce the need for a Member to continually check for messages when performing policing duties, and to help reduce the simultaneous influx of Members calling into a central

v-mail system during shift changes and common breaks, this can impact line availability.

- 10. To outline SCBCTAPS personnel's responsibilities regarding use of the v-mail system.

**PROCEDURES**

**Voice Mailbox**

- 11. SCBCTAPS will issue an individual voice mailbox number to each SCBCTAPS staff person that does not have a desk phone (therefore already having voice mail capacity) and will provide personnel with instructions on how to activate this mailbox and create a password.

- 1. FIPPA s. 15 - Harm to Law Enforcement
  - [Redacted]
  - [Redacted]
  - [Redacted]
  - [Redacted]

**Leaving Message**

- 12. When the SCBCTAPS Public Service Counter (PSC) receives a call for a Member or civilian staff person, they will transfer the caller to the appropriate voice mail number. Use of the v-mail system will help reduce the need for hand written phone messages being taken by the PSC staff and left in the staff person's mail slot. It will also reduce misinterpretation of handwritten messages.
- 13. In addition to the PSC general telephone number (604-515-8300), there is a direct phone number (604-515-8399) which goes directly to the v-mail system and where the caller may enter a staff person's mailbox number to leave a message. If desired by the staff person, this number may be given out for contacting the staff person.
- 14. When calling direct to 604-515-8399 there also are instructions for the caller on how to locate a staff person's mailbox when the mailbox number is not known. If the caller is having difficulty at any time they can press "0" (zero) and be transferred directly to the PSC for assistance.

**Message Notification**

- 15. The v-mail system is programmed so that when a message is left in a mailbox, the v-mail system will call the staff person on their issued cellular phone (if issued a cellular phone) to alert them of a message waiting. For those personnel assigned a desk phone, the staff person will be notified of voice mail by a "red light" signal on the desk phone.
- 16. When the staff person is alerted on their cellular phone, the computer states, "*Hello, this is Cisco Unity Connection Messaging system with a new message for <person's name>; if you want to hear your new message now, please enter your PIN (password).*" Once the staff person enters their password, they are in their mailbox

and it operates in the same manner as if calling into voice mail from home or from a desk phone (e.g., staff person can listen to, delete, create, and send voice messages).

17. Where appropriate to the staff person's function or in special circumstances, the v-mail system can be set up for a staff person to send new message alerts to a home phone, pager, or Email. To initiate a message alert configuration change, the staff person will need to submit a request to the IT section, with written authorization from their supervisor attached.
18. In cases where a staff person's cellular phone is turned off, the cellular phone voice mail will pick up the notification call and alert the staff person of the waiting message when the cellular phone is turned back on.

### **Message Retrieval**

19. All personnel will be required to check for voice mail and retrieve any messages at least once during their shift.
20. When a staff person will be absent in excess of their weekly leave, they will be required to place an extended absence message on their voice mail and advise of their return date. This requirement is particularly important for SCBCTAPS sworn Members given their policing duty and public accountability.

**[See also: OO010 – Communications: Operations]**