Date: February 9, 2018
To: Patrick H. West, City Manager
From: Lea D. Eriksen, Interim Director of Technology and Innovation
       Alex Basquez, Director of Human Resources
For: Mayor and Members of the City Council
Subject: Mobile Device Stipend Utilization and Bring Your Own Device Policy

At its meeting on December 5, 2017, the City Council discussed the recommendation to authorize the City Manager to submit to the City Council purchase transactions for critical technology infrastructure needs (Agenda Item No. 29). Councilmember Mungo requested information on the City’s mobile device stipend utilization rates and a potential expansion of the City’s Bring Your Own Device (BYOD) policy. Information related to this request for information is provided below.

Current City Policy

The City established the “Cellular Stipend Program” in 2003, which provides a $30 per month taxable monthly stipend allowance to eligible employees who use their own cellular phone for City-related business. To be eligible, an employee must already have a City-provided cellular phone that would be turned in, or meet one or more of the following qualification factors:

- A significant percentage of the workday is spent out of the office;
- Functional responsibility of the position requires mobile communications for business needs. This would include supervision of field and/or emergency personnel;
- Position responsibilities require immediate communications after regular business hours, on weekends, and on holidays;
- Position responsibilities require support for services and systems on a 24-hour, seven day a week basis. This includes emergency response personnel; and,
- A means of security is needed for employees who must travel into unsafe situations.

When the program was established, cellular phones were primarily used for calling, and text messaging was a relatively new concept. As technology has advanced, cellular phones have essentially transitioned to mobile computing devices that can process a multitude of activities, where phones calls became an ancillary function. Accordingly, the Technology and Innovation Department is working with the Human Resources Department and the City Manager’s Office to update the language in the City’s policies regarding the use of mobile devices.
Current Mobile Device Stipend Utilization Rate

As of December 2017, 235 City employees receive a mobile device stipend and there are 1,850 City issued devices. See summary chart below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stipend Recipients</td>
<td>235</td>
<td>11%</td>
</tr>
<tr>
<td>City Issued Mobile Device</td>
<td>1,850</td>
<td>89%</td>
</tr>
<tr>
<td>Total</td>
<td>2,085</td>
<td></td>
</tr>
</tbody>
</table>

The City offers the option of a monthly stipend or a City-issued cell phone/mobile device for employees that meet the requirements of the current policy. This allows an employee and department to determine what is best for their operational needs. For example, some City-issued mobile devices serve specific purposes, such as processing parking citations; and others may require certain features like being intrinsically safe, maintaining data security, and being waterproof. In these cases, using a personal device would not be feasible.

Potential Expansion of the City's BYOD Policy

Expansion of the City's cell phone stipend program or elimination of City-issued mobile devices will have operational, financial, and labor impacts. These and other factors, including the 2017 California Supreme Court ruling on use of private electronic devices to conduct City-related business, will be considered in the update of the City's policies regarding use of mobile devices.

If you have any questions regarding this matter, please call Michael K. Kek, Customer Services Bureau Manager, at (562) 570-7002.

Attachment: Cellular Stipend Program (May 5, 2003)

CC: CHARLES PARKIN, CITY ATTORNEY
    LAURA L. DOUD, CITY AUDITOR
    TOM MODICA, ASSISTANT CITY MANAGER
    KEVIN JACKSON, DEPUTY CITY MANAGER
    REBECCA GARNER, ASSISTANT TO THE CITY MANAGER
    MONIQUE DE LA GARZA, CITY CLERK (REF. FILE #17-1043)
    DEPARTMENT HEADS
Date: May 5, 2003
To: All Department Heads
From: Gerald R. Miller, Acting City Manager
Subject: Cellular Stipend Program

Overview

Beginning immediately, the City is initiating a cellular stipend pilot program. A cellular stipend is a monthly monetary allowance provided to eligible employees who use their own cellular phone for City-related business. The program’s goal is to reduce City costs related to the use and administration of cellular phones. Employees meeting the qualifications to receive a City-issued cellular phone are eligible for the stipend program. Department Head approval must be obtained prior to an employee receiving a stipend.

Stipend Amount

Employees approved for the program will receive a $30 taxable monthly allowance in their paycheck. Based on plans currently offered by cellular providers, $30 will get approximately 300 local minutes for City business.

Request Process

Attached are copies of two forms: Cellular Phone Stipend Request and Stipend Guidelines. These forms are available for downloading from the front page of the City’s Intranet. Employees requesting the stipend must complete both forms. Approved Stipend Request forms should be routed to the Technology Services Department for processing. Signed Stipend Guidelines forms should be kept on file by the departments.

If an eligible employee is approved to receive a stipend and currently uses a City-owned cellular phone, he or she may continue to use that device while employed by the City. The Technology Services Department will arrange to transfer the account to the employee’s name and the monthly bill mailed to his or her address.

Employee Responsibilities

It should be noted that employees are fully responsible for acquiring their own equipment and paying their bills. No allowance will be provided to purchase new equipment or replace lost or damaged equipment.
Additional Information

For more information about the program, please contact Toni Krino, Acting Manager of Customer Services in Technology Services, at 8-6870. Also, additional information is available on the City’s Intranet.

GRM:tak
Attachments
cc: Mayor/City Council
     City Attorney
     City Auditor
     City Prosecutor