



Number AR 8-23
Issue 2

Administrative Regulations

Subject: USE AND PROCUREMENT OF CITY TELEPHONES AND SERVICE

I. PURPOSE

The purpose of this Administrative Regulation is to establish guidelines for the:

- Acquisition and proper use of City issued telephones
- Review of employee call activity and reimbursement of non-business related calls
- Cellular phone stipend program.

II. SCOPE

This Administrative Regulation applies to all City departments and offices directly responsible to the City Manager. In interest of uniformity, it is requested that elected officials and non-City manager departments comply with the policy and procedures delineated in this Administrative Regulation.

III. DEFINITIONS

Desktop (Wireline) Phone – A phone that is attached to a City switch or PBX and is installed in a City facility.

Cellular Phone and Accessories -- A wireless phone. Note that an employee must be pre-qualified for a City-issued phone by meeting criteria defined below.

Cellular Phone Stipend – A monetary allowance provided to eligible employees who use their own cellular phone for City-related business. Employees must meet the same criteria as those who receive a City-issued cellular phone.

Cellular 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/7-day basis. This includes emergency response personnel.
- A means of security is needed for employees who travel into unsafe situations.

IV. POLICY

City telephones are provided for business use. Employees should use good judgment on the length of all business phone calls. Use of telephone network features such as call forwarding and voice mail should also be used judiciously.

Departments may allow employees to use City telephones for personal calls. These calls should be limited in number and length. Employees that use City phones must review their bill

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each month, which contains the call detail, and reimburse the City for all personal calls, and must also certify that the remaining calls were placed in the conduct of City business.

A cell phone stipend program has been established for eligible employees that use personal cellular phones in the conduct of City business. The program is intended for those employees who use a consistent mid-range (approximately 300) number of business cellular minutes each month without extreme fluctuations. The purpose of the program is to reduce City costs and administration for cell phones that would otherwise be provided by the City.

Department Heads are responsible for ensuring compliance with all sections of this Administrative Regulation.

V. PROCEDURES

Acquisition

To obtain Desktop phones and service, a Technology Services Service Request Form must be completed and approved by the departmental authorized signature.

To obtain a City provided cellular phone and service, a Technology Services Cellular Qualification and Order Form must be completed and approved by the departmental authorized signature and the Department Head. The criteria for obtaining a cellular phone is set forth in the request form and under Section III, "Definitions", of this AR, and identifies the guidelines that must be met before approval is granted. The form is available on the City's Intranet.

Technology Services maintains a current list of approved equipment available from the City's vendors. Although the listing changes depending on the models available, every attempt is made to maintain a standard set of offerings and to use the most cost effective equipment available. Employees who have qualified and received approval for cellular service will be assigned a cellular phone plan based on business need and the factors listed on the request form. Unless the employee is designated a public safety first responder, only a cell phone or a pager will be issued, not both.

Usage

The City requires that use of City provided desktop and cellular phone equipment and services be limited to the conduct of City. Use of such equipment and services other than for the conduct of City business should be limited to emergency situations and/or reasonable family contact. Any call made in relation to an employee's personal business enterprise is not authorized.

Call Activity Review and Reimbursement

Technology Services is responsible for paying City phone and related equipment/service vendors directly. Technology Services will distribute telephone usage and charge reports each month to designated staff in each department. Departments are responsible for distributing such reports to their employees for review. All usage reports and invoices are a matter of public record and are subject to disclosure and review upon request by the public.

Technology Services will provide quarterly reports to departments that summarize usage patterns for those cellular phones assigned to their departments. Department Heads, or their designee, are responsible for reviewing these reports to ascertain that City phones are being used in accordance with this policy and must take corrective action when necessary to enforce this policy. Technology Services will monitor City cell phone usage patterns regularly and will contact departments with recommendations for appropriate plan adjustments.

Employees are responsible for paying for their personal calls made from City desktop and cellular phones. When reviewing phone bills, employees must highlight non-business, personal call charges listed on the monthly bill. When paying, employees may make payments by cash or check to the person designated by the Department Heads as the coordinator for receiving such reimbursements.

Employees assigned City cell phones are expected to remain within the monthly-allotted minutes provided under the assigned rate plan. Reimbursement for non-business calls including long-distance and roaming is required. If an employee's personal call falls within a bucket plan where no charge is shown on the bill for the call, the per minute charge for reimbursement is \$.10. If an employee's personal call falls outside a bucket plan, the employee must reimburse the amount that is indicated on the bill. Long distance and roaming charges incurred for personal calls will also be reimbursed at the amount shown on the bill.

The City Manager's Office and the City Auditor's Office may perform inventory and usage reviews of City cellular phones at any time. Management personnel are expected to monitor and request payment from those employees making non-business related calls including long distance and roaming charges.

Departments are responsible to conduct regular reviews of their cellular phone and desktop phone inventory and notify Technology Services Help Desk at x86100 of any changes in that inventory.

Cellular Phone Stipend

Employees that use personal cellular phones in the conduct of City business are eligible to receive a cellular phone stipend. To receive a stipend, employees must complete a Cellular Phone Justification and Request Form and submit it to their Department Head for approval. The Form must then be forwarded to the Finance Department, Payroll section for final approval prior to including a monthly stipend on the employee's paycheck.

Employees who receive a monthly stipend for cellular service will provide proof of an active account on a quarterly basis to their departments (e.g. cellular phone bill). At any time, the City Auditor's Office may request an employee to produce proof that they have a valid cell phone number and are using the cellular phone in the conduct of City business. It is the responsibility of the employee to ensure that their department management has the most current cell phone number of an employee who receives a stipend. Employees receiving a stipend must be accessible by cellular phone as they would if using a City-issued phone.

Reporting Problems

Problems with City phones should be reported to the Technology Services Help Desk at x86100. Technology Services is responsible for replacement of lost, broken, or stolen City phones. Spares phones and some repair service are also available. Employees who receive a monthly cellular allowance are responsible for replacing their own broken or lost equipment directly with the vendor.

If a City cellular phone is lost or stolen, it is the employee's responsibility to immediately call the Technology Services Help Desk during normal business hours so service can be suspended. If a City cellular phone is stolen during non-business hours, the employee should call the cellular phone vendor directly to report the phone stolen. Vendor phone numbers are listed on the City's Intranet page. Also, the next business day, the employee should call the Technology Services Help Desk to notify them so a replacement phone can be issued. The employee's department will be billed for replacement phones.