

CELLULAR TELEPHONE USE

1. CELL PHONE USE

1.1 Business Use

1.1.1 A City Cellular telephone shall be used for appropriate business purposes. Such use is defined to be appropriate when an employee must make a call related to furthering City operations, does not have access to a regular City telephone, and the call cannot or should not wait until returning to the office. The City also encourages employees to be good citizens and use cellular telephones to report emergency situations to appropriate authorities, using free cellular calls whenever possible. (e.g., 911)

1.1.2 A City cellular telephone may be used for circumstances, in which an employee must make a personal telephone call, does not have access to another City telephone, and such circumstances are at the City's request and/or relate to City business. For example, an employee may need to notify immediate family members that he/she is working past normal working hours and his/her expected arrival time. Other permitted calls would be those directly related to the health, safety, and welfare of the employee. For example, if employees are working in the field past normal working hours for an extended period, it is considered a business call for the employee to call and ask someone to deliver food to the location. Such calls are to be made from a cellular telephone only when a regular City telephone is unavailable.

1.2 Personal Calls

1.2.1 The City discourages the use of cell phones for personal reasons. Cost of cell phone calls other than those that directly or indirectly relate to City operations must be reimbursed to the City. Such personal calls must be limited and have no adverse impact on City operations. Calls will be monitored and excessive personal use of cell phones will be subject to appropriate disciplinary action.

1.3 Incoming Calls

1.3.1 The City discourages the disclosure of cellular telephone numbers to members of the public, as the telephones are the property of the City and not of the employee. All incoming calls are discouraged unless the calls are part of the business operations of the employee.

1.3.2 Employees are expected to reimburse the City for personal incoming phone calls, in accordance with section 1.5.

1.4 Monitoring

1.4.1 Cellular telephone use and charges shall be monitored by Department Directors and the Business Administrator.

1.4.2 The Telecommunications supervisor will distribute the detailed cell phone invoices to the appropriate department heads for their review and handling.

1.4.3 It is the responsibility of the Department Director to review the detailed cellular telephone bills for the department each month. The Director shall note and investigate any unusual or questionable

patterns, and shall take any appropriate action based on such investigation. It is also the Director's responsibility to ensure that copies of the telephone bill detail for each telephone is provided to the appropriate employee and, further, that any required reimbursement is made to the City on a timely basis in accordance with the requirements set forth herein.

1.4.4 The Business Administrator will also review all bills to:

1.4.4.1 Assure that users do not exceed allocated minutes;

1.4.4.2 Report any abuse to the appropriate Director; and

1.4.4.3 Verify that costs do not exceed budget amounts.

1.4.5 It is the responsibility of the employee assigned a cellular telephone to use such telephone in accordance with this policy.

1.5 Reimbursement

1.5.1 Upon receipt of a copy of the telephone bill detail each month, the employee is to review such bill and note any calls, which require reimbursement to the City. Reimbursement for such calls shall be made in the following manner:

1.5.1.1 Employees will submit a check or money order made

Payable to the City of Camden to the Tax Office with a receipt from the Telecommunication Officer.

1.5.1.2 Users must first acquire a receipt from the

Telecommunications Supervisor prior to making any payments.

1.5.1.3 Users shall send proof of payment to the telecommunications supervisor.

1.5.1.4 All payments shall be made by the end of the calendar month in which the bill copy is received.

1.5.2 Personal phone calls are only permitted in accordance to section 1.2.1.

2. ASSIGNMENT OF CELL PHONES

2.1 Requesting Cell Phone Use

2.1.1 When requesting a cell phone the following procedures must be Adhered to:

2.1.2 Fill out and submit a Telecommunications Request Form with Director's Signature to the Business Administrator or his/her designee for his/her approval. The request should contain:

2.1.2.1 Name, Title, Department

2.1.2.2 Director's Signature

2.1.2.3 Tier level requested (See section 2.2)

2.1.2.4 Justification

2.1.3 Approved requests will then be sent to the Telecommunications Supervisor for processing.

2.1.4 Telecommunications supervisor will contact Individual user when phone is ready. If needed, some training on the proper use of phone will be provided.

2.1.5 Users will sign a Statement of Understanding given by the

Telecommunications Supervisor, indicating that they have read,
Understood and agreed to abide by this cell phone policy.

2.2 Tiered Users

The City will allocate cell phones based the amount of minutes needed by user. The type of user of will fall under one of the following tiers:

2.2.1 Tier-3: 1500 minutes/month:

Typically, this type of user will include:

- 2.2.1.1 Department heads, key cabinet-level personnel, elected officials, and other employees whose duties may require high use. This user is one who would require significant communication needs across various city departments, outside agencies and the general public. This user is also one who is expected to be on constant call for addressing highly sensitive and highly critical city issues, typical of a high-level official.
- 2.2.1.2 Law enforcement personnel involved with investigations, requiring non-standard radio communications.
- 2.2.1.3 Employees whose immediate and direct contact is crucial to the Proper performance of their assigned work duties and organizational responsibilities and require substantial communication needs.
- 2.2.1.4 On occasion situations may warrant a lower tiered user to exceed his/her allocated minutes/month. When such situations arise, the user is required to furnish justification for the additional usage.

An example, of such an increase in minutes may be an unforeseen state of emergency caused by weather, environmental hazard, public safety incident or other emergency situations.

2.2.2 Tier-2: 750 minutes/month

Users that fall under tier-2- may be:

2.2.2.1 Managers and supervisors who require interdepartmental

Communications and have occasional interaction with the general public. This user is one who would be considered an intricate part the department's daily operations. These individuals are typically ones who are assistants t the directors and may, on occasion, act on behalf of a director, in his/her absence.

2.2.2.2 Municipal employees and officials who serve in public safety

Capacities and who routinely act in field command or coordination roles for incidents that may threaten the public safety or general well being of the community.

2.2.2.3 Employees whose immediate and direct contact is crucial to

The proper performance of their assigned work duties and organizational responsibilities and require a moderate level of communication needs.

2.2.3 Tier-1:250 minutes/month

Users that fall under Tier-1:

2.2.3.1 Back-up employees to other higher tiers. Such employees, may include, those who are assigned high-level responsibilities on a temporary basis, when managers and/or supervisors are unavailable.

2.2.3.2 Employees whose immediate and direct contact is crucial to the proper performance of their assigned work duties and organizational responsibilities and require some degree of communications.

2.2.4 Cell Phone Bank

2.2.4.1 A bank of cell phones will be available on a short-term basis through the Office of Telecommunications. Employees requesting a cell phone through the bank must complete a request form, which requires the approval of their director. Accompanying the request form must be written justification describing the need. These users may consist of:

2.2.4.1.1 Employees traveling out of the city for business Purposes.

2.2.4.1.2 Employees assigned special projects requiring them To spend a significant portion of their workday out of the office.

2.2.4.1.3 Employees temporarily assigned responsibilities Whose immediate and direct contact is crucial to the proper performance of their assigned work duties.

2.2.4.2 With the approval of the Business Administrator or designee, limited bank phones may be maintained by directors to satisfy communication needs outlined above. Directors who maintain such phones must monitor their use to assure compliance with standard set forth in this document.

3. Lost Damaged Phones

3.1 Proper Care

3.1.1 The cell phone user is expected to take proper care of the cell phone.

3.1.1.1 Phones are to have protective cover over at all time.

Initially, A cover will be furnished at the time of assignment. If cover is lost or damaged, it is the users responsibility to purchase with his/her own funds another cover.

3.1.1.2 Phones are to be kept with the user at all times. It is not permissible to leave phones unattended and phones are not to be loaned out to anyone. it is the responsibility of the user to keep phone charged at all times. A charger will be furnished with phone.

3.1.2 Employees will be responsible for excessive wear and tear of the phone.

If determined to be negligent, the employee will be financially responsible for the cost of replacement or repair of the phone.

3.1.3 Employees will submit a check or money order made payable to the City of Camden to the Tax Office with a receipt from the Telecommunications Officer.

3.1.3.1 Users must first acquire a receipt from the Telecommunications

Supervisor prior to making any payments.

3.1.3.2 Users shall send proof of payments to the telecommunication supervisor.

3.2 Lost or Stolen Cell Phones

3.2.1 Cell phones that are lost or stolen must be reported immediately to the Telecommunications Supervisor.

3.2.2 Users must fill out a Police Report, describing the details of the incident.

3.2.3 The Risk Manager will review the incident and a report will be Submitted to the Business Administrator for his/her review.

3.2.4 If the incident happened as a result of negligence then the user may be Required to pay back the cost of the phone.

3.2.5 Due to processing reasons, there may be a waiting period prior to the Issuance of a replacement phone. Users should not expect an immediate replacement. If possible a temporary replacement phone may be issued until the actual replacement phone can be issued.

3.2.6 Employees will submit a check or money order made payable to the City of Camden to the Tax Office with a receipt from the Telecommunications Officer.

3.2.6.1 Users must first acquire a receipt from the Telecommunications Supervisor prior to making any payments.

3.2.6.2 User shall send proof of payment to the telecommunications supervisor.