

City and County of Denver	POLICY & PROCEDURE	Public Works Department
Subject: CITY FURNISHED CELLULAR PHONES		
Approved: <i>Guillermo Vidal</i>		Manager of Public Works
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GENERAL

This policy supersedes and replaces Public Works Department Policy 10-A002, City Furnished Cellular Phones, issued on November 1, 2000.

PURPOSE

This policy will establish the standards for issuance of City furnished cellular phones for use by Public Works employees. It also will detail the procedure for requesting a cellular phone and requires payment for all personal calls of any other services used that are not included in the contract between the City and the Service Provider on City furnished cellular phones.

POLICY

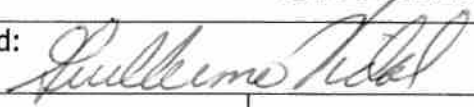
City furnished cellular phones may be issued to employees whose job duties require them to be out of the office for a considerable amount of time and who are required to remain in contact with citizens or other business contacts which require telephone communications. City cell phones may only be used for City business. Personal calls using city cell phones are allowed for emergency and incidental use only. Examples of the type of positions that may need cellular phones are:

1. Field personnel (inspectors, field supervisor, project managers, etc.) with contacts outside the City such as contractors, citizens, non-City agencies (DWB, CDOT, etc.).
2. Supervisors of the above personnel who spend a majority of their time out of the office.
3. Administrative positions that have numerous citizen or outside contacts and spend a majority of their time out of the office.
4. Positions determined by the agency director that are required to have a device for other purposes.
5. Blackberry devices may be issued to employees who are required to be available for emergency response and/ or management staff who must be available 24/7.

PROCEDURE

Employees meeting the above requirements shall follow the procedure outlined below:

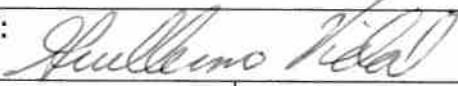
1. Submit a written request for a cellular phone to their supervisor detailing the reasons why a cellular phone is needed and how it will be used.
2. Only authorized equipment specified by the City's Purchasing and IT Agencies will be made available to an employee. In all situations, the least expensive device will be issued.
3. The supervisor will review the request and make a recommendation to the agency director.
4. The agency director will review each request along with the supervisor's recommendation and then decide to either approve or deny the request. The decision of the director will be final.
5. If the agency director has determined that the employee shall be issued a cellular phone, the request shall be forwarded to Finance and Administration to purchase the phone out of the agency budget.

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6. The request to Finance and Administration shall include the following information to assist in ordering and setting the phone up for service and future billings for usage:
 - Employee Name
 - Estimated usage minutes per month
 - Types of services needed:
 - Voice only
 - Walkie/Talkie Only
 - E-Mail only
 - If the phone will be installed in a City vehicle with a "Hands Free Car Kit"
 - Statement from the employee such as "I understand that I will be responsible for payment for personal calls within 30 days and usage of any other services used that are not included in the contract between the City and the Service Provider."
 - Employee ID
 - Agency fund/org to be charged for phone and services
7. Finance and Administration will order cellular phone requests submitted and approved by the agency director. In addition, Finance and Administration will process payments for cellular phones received, for air time and for personal use time payments for each employee. Employee payments for personal use shall be submitted no later than 60 days after receipt of cell phone bills or cell phone will be shut off. If cell phone service is discontinued for this reason, it will not be re-activated until payment is made in full and the re-activation is approved by the Deputy Manager. Cell phone bills shall be returned to Finance and Administration with the personal cell phone use form and the itemized list of cell phone calls showing all personal calls highlighted.
8. It is the supervisor's responsibility to review their employees' personal phone use charges when the supervisor signs the employees' monthly cellular statements. Personal usage should be in accordance with this policy and the City's ethics rules regarding personal use of city equipment. Any personal use should be for emergency and incidental purposes and should be infrequent and brief. A personal line can be added to the cell phone for interested employees.
9. Supervisors will have to explain cell phone usage of over 1500 minutes per month by any employee to the Deputy Manager.
10. If a phone is lost or stolen Finance and Administration should be notified immediately to avoid any unauthorized charges.
11. All phone problems should be reported and solved through Finance & Administration.
12. At such time as the individual who is assigned a cellular phone no longer is a City employee, the cellular phone will be turned in to the agency in accordance with final check in procedures, prior to receipt of a final paycheck from the City.
13. Damage to city cell phones resulting from recklessness, improper care or negligence will be grounds for disciplinary action up to and including dismissal.

SAFETY

1. Cell phones shall not be used while fueling or when near fueling areas.

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2. Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their cellular phone while driving City vehicles or while driving their personal vehicle while on City business.
3. Improper use of any communications systems and equipment will not be tolerated. Any violations may subject the employee to disciplinary action up to and including dismissal.
4. Driver inattention is a factor in a majority of motor vehicle accidents. Mobile phone and other hand held device use while driving is a common, often harmful, distraction. As a driver, your first responsibility is to pay attention to the road and the safe operation of the vehicle you are operating.

- ***For those employees whose job requires the use of city-issued cell phones, all precautions are to be taken to secure the safety of the public.***
- ***Use of hand-free or blue-tooth options preferred.***
- Allow voicemail to handle your calls and return them when it is safe to do so.
- If you need to place or receive a call, pull off the road to a safe location and stop your vehicle before using your phone.
- Ask a passenger to make or take the call.
- If placing an emergency call, keep it short and use hands-free options at least until you can safely pull over and stop your vehicle.
- When receiving an emergency call, ask the caller to hold briefly until you can safely pull over and stop your vehicle.
- Never take notes or look up numbers while driving.
- Never use your wireless while driving in heavy traffic, severe weather conditions or other hazardous conditions.
- Limit phone use while driving to work related business only.

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