

## **CITY OF ASHEVILLE ADMINISTRATIVE POLICY**

**SUBJECT:** Cellular Telephone Use

**Effective Date:** 11/1/1996

### **Filing Instructions:**

A copy of this policy must be maintained in Section Administrative Policy Letters of the City of Asheville of each City Department and Division.

### PURPOSE

It is the policy of the City of Asheville to provide cellular telephones to employees for business use when the use of such telephones will increase the level of service provided to the City's customers, increase the level of safety for the City employee, and/or satisfy legal requirements.

### PROCESS

#### **Business Use**

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 or \*HP).

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.

#### **Personal Use**

Certain personal calls are permitted, but reimbursable. Calls of this nature are for the well-being of the individual or his/her immediate family or for personal business that requires immediate attention and the employee cannot otherwise get to a regular telephone. Currently, charges of \$.30 per minute plus any other applicable fees apply to all of these calls regardless of the time of day and shall be reimbursed to the City by the end of the month in which the detailed telephone bill is received by the department. Reimbursement, in the amount per minute applicable at the time of use plus any other applicable charges, shall be made by cash or personal check to reduce the charges to the cellular telephone line item. No other personal calls are permitted.

### **Incoming Calls**

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 and the Department Director specifically directs the employee to encourage incoming calls for such purposes.

### **Telephone Misuse**

Cellular telephone use and charges shall be monitored by the Department Director and the Audit & Budget Division. Any intentional, deliberate misuse of a City cellular telephone may result in, and is not limited to, one or more of the following actions: the requirement of a telephone log to be maintained detailing all calls, the blockage of all incoming calls, the loss of telephone service, and employee reimbursement of telephone charges.

### **Responsibilities**

It is the responsibility of the Department Director to review the detailed cellular telephone bill for the department each month. The Director should note telephone usage patterns for both individuals and the department, the Director shall 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 applicable employee and further that any required reimbursement is made to the City on a timely basis in accordance with the requirements set forth herein.

It is the responsibility of the employee assigned a cellular telephone to use such telephone in accordance with this policy. 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 according to departmental procedures and shall be made by the end of the calendar month in which the bill copy is received.