

CITY OF CORAL SPRINGS
ADMINISTRATIVE POLICY MANUAL

CHAPTER: 13 INFORMATION SERVICES
DEPARTMENT

SECTION: 05 **CELL PHONES & SMART PHONES**

SUBJECT: TABLE OF CONTENTS

POLICY #: 13.05

DEPARTMENT: INFORMATION
SERVICES DEPARTMENT

EFFECTIVE DATE: July 1, 2006

CITY MANAGER: Michael S.
Levinson

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Policy

The City recognizes that in certain circumstances the use of cellular telephone services by City employees facilitates the performance of their duties.

The City will provide cell phones to employees for business purposes, to be used as a communications tool. Since their use may be subject to State's Public Records Laws, employees should not expect privacy, and are responsible and accountable for their usage of this tool.

Personal use is authorized as long as it does not interfere or conflict with its business use, or increase costs to the City. Consequently, employees are required to identify personal calls and reimburse the City for these calls (regardless of cellular carrier). Personal use is defined as any non-business call, initiated or received, in duration of more than 2 minutes.

The current cell phone provider of choice is Verizon Wireless. The preferred purchase agreement for these services is the State of Florida's Contract with Verizon Wireless for Voice Services. However, other Verizon Wireless plans can be used when a more cost effective plan is available.

Migration of existing cell phone users to Verizon Wireless should occur when it is cost effective to do so.

Employees are advised as to their liability for loss or damages outside of normal wear and tear of the phone and accessories.

Eligibility

General guidelines for eligibility include employees:

- who provide on call services after business hours; or
- who are regularly required to use cell phones in the conduct of their duties; or
- who regularly require contact when away from their duty station, and are regularly away from their duty station.

Acquisition Process

Eligible employees should complete Cell Phone/Smart phone Request Form (Appendix A, see section 13.02.30) and submit for approval.

Department liaisons and/or Purchasing reviews the Request Form (Appendix A) for completeness, and provides the billing account information. Also, documentation is necessary if other than standard phone or the standard plan is being requested.

If the use of the cell phone is for off-hour purposes by non-exempt employees, pre-approval by the Human Resources Director is also required to assure compliance with the Fair Labor Standards Act.

Upon Department and when appropriate HR Director approval, departmental liaisons (reference 13.05.20 below) are to:

- determine employee's reimbursement method;
 - for those using the "calling card" method;
 - establish employee account; and
 - secure and post employee's start up payment;
- initiate request for voice service with Verizon Wireless;
- secure phone and start up info from Verizon and share with Purchasing;
- update inventory information; and
- distribute phone to employee.

IS Support

None.

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Policy

Smart phone is defined as a PDA like device that provides voice and data capabilities. The voice capabilities mirror those of a cell phone. The data capabilities include: (a) synchronization of device’s directory and calendar functions with the City’s email and calendar functions; (b) internet access; and (c) access to City’s applications and services via a secured connection, requiring user authentication.

The City will provide smart phones to employees for business purposes, to be used as a communications and computing tool. Since their use and locally stored data may be subject to State's Public Records Laws, employees should not expect privacy, and are responsible and accountable for the content and use of this tool.

Personal use is authorized as long as it does not interfere or conflict with its business use, or increase costs to the City. Consequently, employees are required to identify personal calls and reimburse the City for these calls. Personal use is defined as any non-business call, initiated or received, in duration of more than 2 minutes.

The smart phone provider of choice is Verizon Wireless. The preferred purchase agreement for both voice and data services is the State of Florida’s Contract with Verizon Wireless. However, other Verizon Wireless plans can be used when a more cost effective plan is available.

In order to access City applications and services via a secured connection, smart phone devices must connect via Verizon’s Wireless CDMA network and must utilize a Microsoft Windows compatible mobile Operating System.

Migration of existing smart phone users to Verizon Wireless should occur when it is cost effective to do so.

Employees are advised as to their liability for loss or damages outside of normal wear and tear of the phone and accessories.

Eligibility

Guidelines for eligibility include employees:

- who are on call and use voice and data services after business hours; or
- who are regularly required to use cell phones in the conduct of their duties; or
- who require voice and data services on a 7 X 24 basis.

Acquisition Process

Typical acquisition costs of smart phones range from \$1,000 to \$1,500, and include the device, accessories, and software. Eligible employees should complete Cell Phone/Smart phone Request Form (Appendix A, see section 13.02.30) and submit for Department Director approval.

Department liaisons and/or Purchasing reviews the Request Form for completeness, and provides the billing account information. Also, documentation is necessary if other than standard devices or standard plans is being requested.

If the use of the smart phone is for off-hour purposes by non-exempt employees, pre-approval by the Human Resources Director is also required to assure Fair Labor Standards Act compliance.

Upon Department and when appropriate HR Director approval, departmental liaisons (reference 13.05.20 below) are to:

- initiate purchase of “sync” and “citrix” software licenses via IS;
- for those employees using the “calling card” reimbursement method:
 - establish employee account; and
 - secure and post employee’s start up payment;
- initiate request for voice and data services with Verizon Wireless;
- secure smart phone and start up info from Verizon and share with Purchasing;
- update inventory information; and
- deliver smart phone and request to activate service to IS.

IS Support

IS provides deployment and ongoing support of smart phones during business hours. Deployment support includes smart phone configuration and training on synchronization software and remote access software products. Support for malfunctioning smart phones and services is 1 business day.

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Adds/Moves/Changes

Departments are to provide one or more **liaisons** to coordinate the usage of cell phones and smart phones on a department or department/division basis. Basic duties of these liaisons include the following, along with any other departmentally designated duties.

1. Maintain inventory of numbers, devices, staff, and feature sets being used.
2. Initiate and monitor adds/moves/changes with vendor related to items above.
3. Monitor billing with vendors to assure proper fees for service.
4. Coordinate staff’s review of bill for reimbursement of personal calls.
5. Review usage for proper feature set utilization.
6. Disposition/Replacement of old phones and accessories.
7. Sharing billing changes with Purchasing related to transfers and terminations of numbers.

Employee Reimbursement

In order to minimize the time and effort related to handling employee reimbursements for personal calls on a monthly basis, a process similar to a “calling card” is recommended. In lieu of this pre-paid call model, at departmental discretion, employees may use cash or check on a pay as you go basis.

In conjunction with vendor billing cycles, employees will be advised by departmental liaisons to review their usage of voice services. This review includes identifying and calculating the cost of their personal calls during the billing period.

Reimbursement amounts per call are determined in several ways. If there is a charge for the call on the line item billing statement, use that charge. Next, if the call is part of a

plan with certain minutes and there is a call duration on the line item bill but no charge, use the standard rate for that plan. For example, a \$10 per month for 1,000 in network minutes plan would use a rate of \$0.01 per minute (\$10/1000). Otherwise, use a standard per minute charge of \$0.06 for in state calls or \$0.10 for calls within the United States, Mexico, or Canada.

Employees will provide departmental liaisons the results of this review, and when necessary, a payment to maintain an employee's balance (zero or pre-paid). Liaisons will process each employee's reimbursement information and payments.

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A Cell Phone/Smart phone Request Form