

## Use of Cellular Phones/Pagers

### I. Purpose, Values and Outcome

The City of Lynnwood wishes to provide communication tools to its employees to facilitate the efficient business of the City. This document establishes the City's policy for the official distribution and use of cellular telephones and pagers for City-related business.

### II. Policy

- A. Cellular phones and pagers may be provided to employees to enhance normal and emergency services. All cellular telephones and pagers are public resources and should not be used for personal telephone calls, except calls placed in emergency situations (e.g., requesting roadside assistance or medical aid). The use of City owned cellular phones or pagers for personal business is prohibited.
- B. The acquisition of cellular phones and pagers shall be limited to those instances where there is a demonstrated need for equipment to perform essential City business or to improve safety, increase productivity, increase service to the public, or where necessary communications cannot be provided by any other means. The purchase of cellular phones and pagers shall be subject to approval by the appropriate department director.
- C. City owned cellular phones will only be used during an employee's regularly scheduled business hours except in cases of business necessity or emergencies. Cellular phones will be used only when the employee does not have access to email or land-based telephones or circumstances warrant an immediate response.
- D. The appropriate department director must authorize second "personal" lines on a city-owned cellular telephone.
- E. When issuing and/or reassigning cellular phones and pagers for new employees, leaving the City, transferring internally, changing work addresses or phone numbers, as well as assigning of or changes to cellular phones and pagers for current employees, employees are expected to advise the Help Desk or the designated person in their department.

### III. Guidelines for Use

- A. Cellular phones and pagers purchased by the City of Lynnwood are the property of the City and are provided for business use only. Personal calls are not allowed.
- B. Cell phones and pagers may not be used in violation of any local, state, or federal law or department/division work policies or for the purpose of personal financial gain. If an employee makes a personal call in the event of an emergency, they are required to notify their Department Director of the use and reimburse the City for the call at the current cost of the service plus the call. The notification must be accompanied by a detail of the emergency and will be subject to audit.

- C. Cellular phones should not be used when a less costly alternative is safe, convenient, and readily available.
- D. The City reserves the right to monitor the use of all City-owned cellular telephones and pagers.
- E. Cellular transmissions are not secure. Discretion should be used in relating confidential information. In addition, phone and pager records are subject to Public Disclosure laws.
- F. Employees in possession of cellular phones and pagers are expected to protect the equipment from loss, damage or theft.
- G. All City-owned cell phones and pagers must conform to a standard configuration as established by Information Services. Employees wishing to use non-City standard cell phones and pagers should contact Information Services to determine compatibility before making any purchases.
- H. Employees using privately owned cellular phones may be reimbursed for direct airtime for calls to conduct authorized City business when evidenced by a billing detail. Reimbursement shall be made through the City's expense claim process with the billing detail attached. City business calls must be clearly identified, including name of person/agency called and reason for call.
- I. Use of cellular cameras and voice memo recorders is not permitted.
- J. Nextel National Direct Connect usage requires advanced approval from the appropriate department director.

#### IV. General Safety Guidelines

- A. Employees serving in public safety positions, who are using cellular phones in the performance of their duties, must balance the necessity of maintaining communications with the safe operation of their vehicle. Safe operation of the vehicle takes priority. Other employees whose job responsibilities include regular or occasional driving and who are issued a cell phone or pager for business are expected to avoid the use of cell phones while driving in compliance with state law. Regardless of the circumstances, including slow or stopped traffic, employees must pull off to the side of the road and safely stop the vehicle before placing or accepting a call unless they are able to use a hands-free phone accessory.
- B. In situations where job responsibilities include regular driving and accepting of business calls, hands-free accessories will be provided to facilitate the provisions of this policy and compliance with state law.
- C. Employees whose job responsibilities do not specifically include driving as an essential function, but who are issued a cell phone or pager for business use, are also expected to abide by the provisions above. Under no circumstances are employees allowed to place themselves in violation of state law or at risk to fulfill business needs.
- D. Employees who are charged with traffic violations resulting from the use of their phone or pager while driving will be solely responsible for all liabilities that result from such actions.

V. Use of Personal Cell Phones

Employees who own personal cellular phones are responsible for adhering to the following guidelines:

- A. Personal cell phones may be used during working hours if the use is infrequent and does not interfere with the employee's responsibilities. In such cases, personal cell phones should be placed on "vibrate", so as not to disturb other employees. The employee's immediate supervisor may prohibit the use of a personal cell phone when such use negatively impacts an employee's work performance.
- B. Personal cell phone use is strictly forbidden while operating a city vehicle, except as outlined in Section IV of this policy.

VI. Responsibilities

A. Department Directors:

- 1. Ensure employee awareness of the appropriate and safe use of cell phones and pagers.
- 2. Coordinate with Information Services staff regarding the purchase of cell phones and pagers.
- 3. Ensure equipment is maintained properly and returned to Information Services when it is no longer needed or when the assigned employee leaves City employment. Cell phones may not be transferred to another employee prior to being returned to Information Services for maintenance and processing.

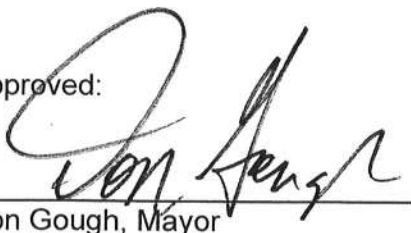
B. Employee Responsibilities

- 1. Read, understand, and follow the City's policy regarding the use of cell phones and pagers.
- 2. Safeguard City-owned cell phones from theft, loss, or damage. In the vent of loss or theft, employees should immediately contact the vendor customer care center and report the loss. Employees should then notify their supervisors and Information Services of the loss.
- 3. Use discretion when making calls of a sensitive or confidential nature.
- 4. Return the phone or pager to their supervisor or designated department representative if the phone is no longer needed or upon leaving City employment.

VII. Disciplinary Action

Improper use of cellular phones will result in disciplinary action up to and including termination.

Approved:

  
\_\_\_\_\_  
Don Gough, Mayor

5-22-09  
\_\_\_\_\_  
Date

