




Administrative Policies and Procedures

Policy Title: Mobile Device and Pager Policy	Policy Number: 401
Effective: 11/1/15 (employees hired before 11/1/15 are grandfathered under the stipend levels under Policy Number 401 dated 3/13 until 7/1/16)	
Supersedes: 01/09, 3/13	
Approval: 	Page 1 of 7

1. Purpose

This policy covers all City employees who are required to communicate via a mobile device while they are performing their duties as an employee of the City. This policy is intended to cover the use of mobile devices and pagers (including Smart phones). It is not intended to restrict the communication of public safety personnel with radios and other wireless devices required to facilitate emergency and other responses.

The City of Ann Arbor desires to provide efficient and effective services to its citizens and recognizes that some of its employees must be available either 24x7 or away from their office to perform their duties. Mobile phones, pagers, and data cards give the employer a means for immediate contact; however, due to the expense of the services, the use of and accountability for these city assets must be controlled. In addition, there are administrative support requirements for the employee and employer depending on how the device is utilized. This policy is formulated to balance operational needs with the administrative issues associated with employer-issued devices.

2. Policy

With the many different service units in the City and the nature of their different activities, this policy provides for five general alternatives that the Service Area Administrators may offer to service units or on an individual basis. Due to the

many unique situations that exist in the City, the Service Area Administrator may offer all, none, or any combination of the following five alternatives to appropriately meet the needs of the organization.

The five primary alternatives include:

City-issued mobile devices:

- City-issued mobile phone – business use only
- City-issued pager
- City-issued data card

Other Methods for Communication:

- Employee-owned mobile phone, with taxable employer stipend
- Per call reimbursement of Employee-owned mobile phone- for City business as needed

2.1 General Policy Guidelines

- 2.1.1 The acquisition of City-issued mobile phones, pagers, and data cards shall be managed by the City's Procurement Unit. The City will pay the monthly use charges, which will be billed to the employee's service unit, under a master service plan, which Procurement manages to ensure effective and cost-efficient delivery of services. Depending on the vendor and plan offered, limitations may be imposed by the City on which devices may be ordered as a City-issued device.
- 2.1.2 Service units may purchase an approved city-issued device by submitting a helpdesk ticket. Service units can order accessories directly without a helpdesk ticket.
- 2.1.3 Employees shall exercise due care to protect equipment from theft, damage and extreme weather, including keeping the equipment in temperate, secured locations, whether within or outside City property. Employees are responsible for reporting lost or destroyed City equipment to their manager immediately.
- 2.1.4 The City is aware that many employees use mobile and other communication devices in carrying out their daily duties and responsibilities. The City is also aware potential distractions may arise when these devices are used by employees while operating a moving vehicle or other equipment. An employee's primary responsibility is to operate the vehicle or equipment safely. Mobile devices should not be used while operating equipment.
- 2.1.5 In the event of an emergency, use of any device approved by this policy may be utilized by an employee to call for help. Give the exact location and stay on the line as long as the dispatcher requires. However, do not place yourself or others in danger while doing so. If operating a vehicle, pull off the road in a safe location before placing the call.

2.1.6 City employees should not give out another employee's mobile phone number to someone outside the organization without prior permission from the phone user.

2.1.7 All email, texts, voicemails, and other electronic records related to official City business are subject to the City's FOIA policy (Administrative Policy #104). It is the responsibility of the mobile device owner to respond to FOIA requests appropriately. Questions about how individual circumstances may apply to this should be directed to the City Attorney's Office.

2.2 City-Issued Mobile Device (i.e. cell phones, data cards, iPads, etc.)

2.2.1 **City-issued mobile device for business use only** - An employee with a City-issued mobile device must sign a statement confirming they will only utilize the City-issued device for official City business. In the event the City needs an employee to work longer than originally planned, a brief message to advise others of the need to work additional hours will be considered official City business. Employees utilizing a city-issued device for more than de minimus usage will be responsible for reimbursing the City for any additional costs incurred by the City and may lose the privilege of de minimus usage.

2.2.2 Employees issued a City-issued mobile device are responsible for ensuring that the device is recorded as a City asset assigned to them, and that the phone number is maintained on the City's phone directory (located in the Human Resources System and Microsoft Active Directory).

2.2.3 The City reserves the right to monitor all usage of City-issued mobile devices and communications and such devices should not be considered private by the employee.

2.2.4 The information on a City issued phone is subject to FOIA, which includes texts and voicemails.

2.2.5 City staff will periodically review usage to ensure city-issued devices are utilized for business purposes only. The City may require employees to maintain detailed usage records if it believes the device is being used for non-City business.

2.2.6 If a City-issued mobile device is damaged or broken while being used for official City business, the City will be responsible for replacing it.

2.3 Employee-Owned Phone

2.3.1 **Employee-owned mobile phone** - Some employees may desire to purchase or use their own mobile phone and utilize it for both personal and business usage without the oversight of the City.

2.3.2 The City will pay the employee a taxable stipend on a monthly basis as full reimbursement for City usage if the employee is willing to have their personal phone utilized for business purposes. It is the responsibility of the employee and their Administrator to ensure the stipend level is appropriate. Approved stipend levels are:

<u>Voice</u>	<u>Data</u>
\$30/month	\$35/month

Stipend levels will be re-evaluated every two years.

2.3.3 If an employee chooses to acquire their own phone, it will also be their responsibility to maintain a coverage plan suitable for their needs and to pay all monthly usage and access charges. If discontinuation of service occurs for any reason, the City must be notified immediately to suspend stipend payments.

2.3.4 The City permits access to the City's email system from mobile phone devices as long as the device meets City IT standards. The City's ITSU will provide access to City email only on devices that meet the City IT standards.

2.3.5 If an employee-owned phone is damaged or broken while being used as part of City business, it is the responsibility of the employee to replace/repair the phone. Exceptions to this must be approved by Service Area Administrator.

2.3.6 Employees who choose to receive a stipend and who have a City purchasing card may not have their mobile phone bill paid by the purchasing card and then request reimbursement for personal calls. This arrangement would require extensive documentation not desired as a result of the policy.

2.4 Per Call Reimbursement

2.4.1 If an employee does not have a city-issued mobile phone or does not receive a phone stipend, and must make phone calls for official City business, the employee may request reimbursement for actual costs. (If an employee is in travel status, the City's Travel Policy #504 provides guidance on the process for reimbursement.) Required documentation is included in Section 3.3 of this policy.

2.4.2 The manager of an employee who requests reimbursement is responsible for timely review and submission of the request for payment.

2.5 City-Issued Pagers

2.5.1 Given that some employees live in rural settings and the sporadic coverage of mobile phone carriers, the City may issue a pager to an employee to ensure timely communication for City business. Numerical or alpha-numerical pagers may be approved by Service Unit Managers.

2.5.2 Service Unit Managers are responsible for ensuring that pagers and phones are

not issued to the same individual unless it is necessary for the timely completion of the work.

- 2.5.3 Where a pool of pagers are required for business purposes, the supervisor or manager overseeing that area will be responsible for insuring accountability for its use by maintaining a process to document who is using it at all times.
- 2.5.4 Individuals or Service Unit Managers who have approved pagers are responsible for ensuring their assignment and access information are maintained in the City's phone directory (located in Human Resources System and Microsoft Active Directory at the time of this writing).
- 2.5.5 As City-issued devices, the City will pay the monthly access and usage charges for City issued pagers.
- 2.5.6 Pagers should only be used for official City business. The City reserves the right to monitor all usage of these devices.

3. Procedures

- 3.1 **Approval for a City-issued mobile device** (ie. mobile phone, iPad, data card, etc.) – An employee may request a mobile device by obtaining approval from their Manager and Service Area Administrator.
 - 3.1.1 A manager who wishes to recommend approval of a mobile device for an employee must ensure they have funds budgeted for the acquisition and monthly use and access charges. After obtaining Service Area Administrator approval, the manager should submit a helpdesk ticket to request the device.
 - 3.1.2 The employee receiving the mobile device must sign and date the appropriate attached form (see Attachment I).
 - 3.1.3 Once a device is issued, the manager is responsible to ensure the employee has the assigned device and the contact information is up-to-date in the City's employee directory.
 - 3.1.4 If a device is approved as a part of a "pool" for employees to use, the supervisor/manager will be responsible for managing its use and effectiveness.
 - 3.1.5 If the device is used for both city and personal business, the City may require reimbursement for personal use if deemed more than a de minimus amount. Reimbursements will require the employee to review the employer phone bill, indicate which calls were personal, and reimburse the City for the pro rata share of costs for the bill plus a flat cost for use of the City asset.

- 3.1.5.1 For example, if the employee's personal phone calls were 10% of the phone calls made, the employee must reimburse the City for 10% of the phone bill.
- 3.2 **Approval for a taxable stipend for City usage of an employee-owned mobile phone** – An employee may request a stipend for reimbursement for recurring City usage of their mobile phone.
- 3.2.1 The manager of the employee requesting the stipend must ensure they have funds budgeted to cover the requested stipend.
- 3.2.2 The employee should complete the attached form (Attachment II) requesting a monthly stipend for usage of their personal phone, indicating whether they will need access to City email (data services). Service Area Administrator approval is required.
- 3.2.3 The employee is responsible to ensure the correct contact information is maintained with their Service Area Administrator and all necessary employees have access to their phone number.
- 3.2.4 The stipend will be included in the employee's income and subject to federal and state tax withholding. It will not be subject to Pension withholding and is not included as part of the employee's final average compensation for pension benefits.
- 3.3 **Approval for employee-owned mobile phone reimbursement on a per call basis** – Employees may request reimbursement for phone calls made for official City business by using the same form as the travel reimbursement requests.
- 3.3.1 Reimbursement requests shall be submitted on the same form as travel reimbursement requests but must include the following:
- 3.3.1.1 A copy of an invoice showing the amount to be reimbursed.
- 3.3.1.2 A written comment by the employee to whom the call was made.
- 3.3.1.3 A written comment by the employee indicating the business purpose of the call.
- 3.3.1.4 Requests for reimbursement should occur within 45 days to ensure that employees are able to properly document the call and that accounting can make the appropriate expense recognition.
- 3.3.2 The reimbursement rate is 7 cents (\$.07) per minute.
- 3.4 If City equipment is lost, damaged or destroyed, an employee should report it to their manager immediately. Please submit a help desk ticket for replacement of the City-issued mobile device. Damage to personal mobile devices is the

responsibility of the employee.

- 3.5 If an employee with a City-issued device discontinues employment with the City, the manager should collect the device prior to their departure and submit it to ITSU as soon as possible.

ATTACHMENT I

City-Issued Mobile Device: Business Only

I acknowledge that I have read and understand the City's Mobile Device Policy and confirm that I will comply with its guidance and terms.

I further acknowledge that I will use the equipment issued to me only for official City business and that as City equipment, its usage is subject to monitoring by the City at its discretion. It is understood that if an unexpected situation arises that requires me to work beyond my scheduled hours; a brief message to notify others of the need to work late is considered a business purpose.

I will maintain my mobile phone and/or pager number in the City's internal phone directory. I will return the City's issued device at the end of my employment with the City or if my work assignment no longer requires the device.

I voluntarily agree to be responsible for any personal charges that have been incurred and I specifically authorize the City to deduct these charges via payroll deduction from pay or fringe benefits owed to me if necessary.

Phone/pager number _____

Require City email access: YES ___ NO ___

Service Unit _____

G/L Code (Fund/Agency/Org/Activity/Account) to bill _____

Employee Signature _____

Employee Name (printed) _____

Date _____

Manager's Signature _____

Manager's Name (printed) _____

Date _____

After completing and signing this form please return it to Information Technology Service Unit to the attention of Service Delivery Manager

ATTACHMENT II

**Stipend Request for:
Business Use of Employee-Owned Mobile Phone**

ACKNOWLEDGMENT FORM

I acknowledge that I have read and understand the City's Mobile Phone and Pager Policy and confirm that I will comply with its' guidance and terms.

I further acknowledge that I am willing to permit the use of my personally acquired and maintained phone for official City business in exchange for the stipend amount listed below. I am aware that if the phone is damaged or broken while being used for City business, I am responsible to repair and/or replace it at my own expense.

I confirm that in exchange for the stipend below, I will:

- Ensure my phone number is available to all employees who require access to it, as mutually agreed to between myself and my Service Area Administrator.
- Provide documentation to the City (if requested) to demonstrate that actual usage as support for my stipend request.
- Maintain a coverage plan for each month for which I receive a stipend, and that should my coverage be discontinued for any reason, I will notify the City immediately.

Stipend Selection:

Voice: <input type="checkbox"/> Stipend	Data: <input type="checkbox"/> Standard Data Stipend
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See Section 3.3.2 of the City's Mobile Phone and Pager Policy for current stipend levels and amounts

Phone/pager number _____

Employee Signature _____

Employee Name (printed) _____

Date _____

Manager's Signature _____

Manager's Name (printed) _____

Date _____

Payroll Acknowledgement _____

After completing and signing this form please return to Payroll