

	City of Lacombe Cellular Telephone / Wireless Communication Device Policy	
	Policy Number:	15/212.03 (13)
	Approval Date:	April 8, 2013
	Effective By:	April 8, 2013
	Supercedes:	
	Revision Date:	
	Review Date:	
	Department:	Computer and Information Systems Department
	Reference:	Information about related policies or procedures, guidelines, forms, etc. Give complete references and ensure that documents cited are readily available

PURPOSE OF POLICY

To provide direction with respect to the administration, acquisition and appropriate use of communication devices, cellular telephones, and smartphones that is purchased by the City of Lacombe for use by City employees.

APPLICABILITY

This policy applies to all City of Lacombe employees and elected officials who are eligible for a cell phone or smartphone.

DEFINITIONS

Communication Devices: The devices covered by this Policy include cell phones, Blackberries, iPhones, Androids, mobile phones, text pagers, and other wireless devices, (collectively referred to as “Communication Devices”)

Smartphone: (e.g. Blackberry, Android, iPhone) a classification of handheld devices that offer all of the functionality of conventional cell phones, but also offer:

- Personal Digital Assistant (PDA) functionality
- Internet Access
- Access to some City systems including e-mail, contacts, and calendars

Usage plans: subscription plans and their options negotiated by the City with external vendors to provide cellular phone service and data connectivity on cell phones and smart phones. Usage plans prescribe billing rates in regards to minutes, long distance charges, text messaging, and data charges.

RESPONSIBILITIES

Computer and Information Systems Services Department’s Responsibilities: The Computer and Information Systems Services Department is responsible for:

- Establishing and maintaining a list of current City approved cell phone and smartphones related hardware, software and usage plans;
- Negotiating usage plans with external vendors;
- Authoring procedural documents that define the acquisition, renewal, inventory process, cost and usage auditing, security and usage guidelines, and general administration of cell phones and smartphones.

- Handling the purchasing, acquisition, replacement, invoicing, keeping of inventory, usage plan selection, and general administration of communication devices.

Director's and Manager's Responsibilities: Directors and Managers are responsible for approving or rejecting all requests for new or replacement devices based on the criteria provided in this policy and any additional criteria they've defined for their specific service group. Managers will document and obtain approval from the Computer & Information Systems Manager for any such additional criteria.

Managers will ensure employees in their service group are aware of and abide by this policy, and any procedural documents published by the Computer & Information Systems Department regarding cell phones and smartphones.

PROCEDURE

1. General

Cell phones or smartphones are provided to staff, when appropriate, for conducting City business.

2. Freedom of Information

The activity records for City communication devices, cell phones and smartphones, including but not limited to: individual calls, e-mails, text messages, and internet access is information that may have to be released to the public under the Freedom of Information and Protection of Privacy Act.

3. Criteria for Acquiring Cell Phones and Smartphones

Managers will use the following criteria, and any additional criteria they define as appropriate for their specific department, when approving or rejecting a communication device, cell phone and smartphone requests. Additional criteria defined by the Managers must be documented and approved by the Computer & Information Systems Manager to ensure city-wide consistency.

Cell Phone Acquisition Criteria: Managers will ensure that City employees within their departments requesting cell phones have a need for telephone communication, access to voicemail, or text messaging capability while meeting one or more of the following descriptions:

- Employee operates away from their desk as part of their regular duties;
- Employee regularly works in an "on call" capacity;
- Employee has a responsibility for key City operations and is required to respond to emergency incidents;
- Employee is away from their desk or office (while working) for considerable periods of time and the resulting lack of communication impacts their ability to perform their work;
- Employee needs mobile communication for personal safety.

Smartphone Acquisition Criteria: Managers will ensure that employees within their department(s) requesting smartphones require frequent and immediate access to the City e-mail system or other City systems, in addition to meeting one or more of the first four descriptions set forth in section **Cell Phone Acquisition Criteria** of this policy. In addition, the decision to approve the request of a smartphone over a cell phone must be based on an increased service level or productivity that offsets the increased costs of a smartphone.

Once it is determined that a communication device is required, the Manager must ensure that extra cost is within their budget or it must be included in the next upcoming budget. General monthly usage plan costs can be obtained from the Finance Department or the Computer & Information Systems Manager. Further approval will be requested from the Director of the Manager's respective department and a written email will be sent to the Computer & Information Systems Manager citing such approval.

4. Expectations

Staff carrying communication devices or cellular telephones are still expected to work within the guidelines of a normal working day. It is not normally expected that an employee carrying a communication device be available 24 hours of the day. This includes, but is not limited to telephone calls, text messages and email responses. This includes: staff members, supervisors, managers, directors, the CAO, and council members

Exceptions are:

- If the employee's normal schedule includes an "on call" component and the employee is currently working "on call".
- If there is an emergency that could affect the operations of the City of Lacombe

5. Acceptable Personal Use

In recognition of the need most employees have to take care of occasional personal matters, reasonable personal use of cell phones and smartphones is allowed, provided that it does not interfere with City business or incur additional cost to the City.

In the event that personal use of devices incurs additional costs to the City, employees will reimburse the City.

In the event that a personal communications device is required to be used temporarily, reimbursement of expenses will be recognized. The employee should submit a request for reimbursement on business related charges through an expense claim form. A copy of the employee's personal cellular phone bill should be attached with the charges that are to be reimbursed highlighted. The employee may choose to redact or "white-out" the personal calls for privacy reasons and leave the charges that are to be reimbursed on the invoice.

6. Exemption

Any exemptions from this policy must be granted in writing and signed by the City Chief Administrative Officer.

7. Noncompliance with this Policy

Appropriate action will be taken for failure to comply with this policy. The action will follow the Progressive Discipline Policy.

_____ [original signed] _____
Mayor

_____ [original signed] _____
Chief Administrative Office

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