

City of Conway

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ORDINANCE NO. 0-04-58

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AN ORDINANCE AMENDING ORDINANCE NO. 0-00-55 WHICH ADOPTED AN AMENDED EMPLOYEE HANDBOOK AND PERSONNEL POLICY FOR THE CITY OF CONWAY; DECLARING AN EMERGENCY AND FOR OTHER PURPOSES. D. C.

WHEREAS, the City Council has adopted, pursuant to Ordinance No. 0-00-73, an amended handbook to be used for personnel matters for the City; and

WHEREAS, a revision of Section II, Employee Benefits, is needed for the fair and impartial implementation of personnel policies.

SECTION 1: Section I, Employment Policies, Cellular Telephone policy shall be added as follows:

Purpose

The purpose of this document is to establish policy for the distribution and use of cellular telephones and pagers, to ensure that the use of cell phones is properly authorized and monitored, and to ensure that the City is properly reimbursed as necessary for personal use of city-paid cellular telephones. The cellular telephone is a valuable tool for delivering services to our citizens, and a means of maintaining essential contact with staff. It is important, however, to also recognize that the costs of cellular telephone use is significant, and must be tracked closely to insure that costs are under control. The City reserves the right to assign or reassign communication equipment based solely on management decisions. The City provided telephone is available to conduct city business. Abuse of the telephone system, including but not limited to conducting business related to outside employment or business ownership, making or receiving excessive personal calls, and disclosing confidential information over the phone may result in disciplinary action, including termination.

The City periodically solicits formal bids for cellular telephone service for all City employees. These services are contracted with outside vendors. The city utilizes cellular telephone service for employees who are frequently out of the office, away from a standard landline phone, and in need of immediate access to telephone service. These services are intended to maximize communications between employees and ultimately save time and enhance response times.

Policy

1. City employees who are authorized to utilize cellular phones and/or pagers are assigned numbers and equipment by the Communications Coordinator. Periodically, supervisors should evaluate which employees need to continue use of a cellular telephone and/or pager.
2. Cellular telephones should not be used when a less costly alternative method is safe, convenient, and readily available (i.e., landline phone, pager, etc.).
3. While traveling outside the local calling area employees should utilize landline phones whenever possible to avoid expensive roaming charges.
4. Personal phone calls should be kept to a minimum. Department supervisors are to review monthly billings and ascertain if excessive personal use necessitates reimbursement by an employee. Reimbursement for incidental personal use, if kept at a minimum, is not considered to be cost effective.

5. All inquiries and requests for new equipment shall be directed to the Communications Coordinator. Service requests must include an account number to be charged for monthly expenses and must have an authorizing signature from the Department Head and Mayor.
6. Reassignment of existing equipment to another employee must follow the same provision for establishing new equipment. Replacement, disposal, or return of communication equipment that is no longer needed must be returned to the Communications Coordinator with all related accessories and user manuals.
7. Employees must return all communications equipment and accessories to the Communications Coordinator immediately upon termination.
8. Department supervisors should provide a copy of this policy to all employees who are issued communications equipment.

Procedures

1. User Qualification

- Employees may qualify for a city-paid cellular telephone if the Department Head has determined it to be required for the effective performance of their job;
- the employee provides a vital service to the city, where it may be necessary to contact them at any time;
- the employee has a job that requires frequent travel, such that they are normally away from their office during the working day; and/or
- the employee is a Department Head.

2. Use of Cell Phones

- Cell phones are only to be used by, or under the immediate supervision of the individual to whom it was issued.
- Use of city-paid cell phones are for business use only. Incidental personal use is allowed, but should be kept to a minimum. As a general rule personal telephone calls are discouraged. The City recognizes that under certain circumstances, an employee will need to make or receive a telephone call of a personal nature from a business phone. Those calls must be held to a minimum in both time and number. When an employee lives outside the immediate area and a personal call results in a charge being assessed to the department, established procedures should be followed to reimburse the City for the cost of the call(s). However, because the fee is substantially lower than that assessed for long distance calls, it is normally not cost effective to pursue reimbursement.
- Excessive personal use should be reimbursed. A personal check for the amount due, along with a copy of the invoice should be sent to Michael Garrett, City Clerk, indicating the appropriate department.
- City-paid cell phones should be carried while on duty, and off duty as directed by the supervisor.
- Detailed call billing is required, if available.
- Hands-free (earbud) attachments should be used if the phone is used while driving a vehicle.
- No more than one cellular phone will be approved for an employee.
- Employees shall be responsible for the safekeeping, care and custody of the cell phone assigned to them. Lost or stolen phones must be reported to the cellular company as quickly as possible.

- Employees must return the city-owned cell phone before leaving city employment. Department supervisors shall insure that phone service is turned off, or re-assigned if a staff member leaves city employment.
- The department supervisor shall periodically review the choice of billing options, considering:
 - The demonstrated need for cellular telephone for each specific user;
 - The most economical billing option for each specific user; and
 - Documented review of personal use and business use.
- **Department Heads and Managers** are responsible for determining the level and type of telephone service each employee needs to do his/her work. Management is also responsible for regularly reviewing monthly telephone billing statements and investigating odd calling patterns, unexpected charges or unusual frequency of numbers called. Department heads and managers will direct reimbursement of charges for personal calls and consult with Human Resources regarding potential disciplinary action.

3. Service Suppliers and Equipment

- The City has negotiated a city-wide service plan for cellular phone service and equipment. This plan will be reviewed periodically to insure that the service best meets the needs of the City at the most reasonable cost.
- Qualified employees should be provided a handsfree or earbud unit for use in a vehicle.

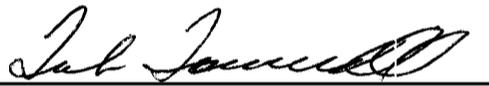
SECTION 2: Three (3) copies of the revised section of the Amended Employee Handbook, City of Conway, Personnel Policy shall be and are hereafter kept on file in the Office of the Clerk/Treasurer.

SECTION 3: That all ordinances in conflict herewith are repealed to the extent of the conflict, specifically, Ordinance No. 0-00-55 and Ordinance No. 0-00-73.

SECTION 4: That this ordinance is necessary for the protection of the peace, health and safety of the citizens of Conway, and therefore, an emergency is declared to exist, and this ordinance shall go into effect from and after its passage and approval.

PASSED this 8th day of June, 2004

APPROVED:



MAYOR TAB TOWNSELL

ATTEST:



MICHAEL O. GARRETT, CITY CLERK