

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0620-05-054 LGL05-48
TITLE: TELEPHONE USAGE EFFECTIVE DATE: September 1, 1998 REVISION DATE: 08.24.05	

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1.0 GENERAL

1.1 The City of Spokane recognizes that voice communications are a necessary and integral part of the day-to-day operations and job duties of the City of Spokane workforce. Telephones are provided to employees to make business related calls in conducting City business.

It is recognized that there are instances where employees may have a need to make a personal phone call during the normal course of the work shift.

This policy includes usage of the desktop telephone, cellular telephones, and reimbursement to the City for personal long-distance phone calls.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all City departments and divisions.

3.0 REFERENCES

None

4.0 DEFINITIONS

None

5.0 POLICY

- 5.1 Use of the City of Spokane's telephone system is to be limited to conducting business for the City of Spokane.
- 5.2 Personal calls are discouraged but, when necessary, should be kept to a minimum. Personal calls are to be made at times that do not adversely affect the performance of official duties and are brief in duration and frequency. Whenever possible, personal telephone calls are to be made during breaks or non-working hours.
- 5.3 The City recognizes that emergencies may occur and strict adherence to this policy may not be practical. In those situations employees are to act prudently and supervisors are to respond accordingly.
- 5.4 Employees making personal long distance phone calls are required to use a personal telephone credit card, to charge calls to their home number, or to call collect.
- 5.5 Acceptance of personal in-coming collect long distance calls is strictly prohibited.
- 5.6 Department heads, or appropriate supervisors, are responsible for promptly reviewing the monthly telephone charge distribution to verify that charges are correct and to keep cost to a minimum. These accounts are subject to audit.
- 5.7 City telephones are never to be used for conducting a private business.

6.0 PROCEDURE

- 6.1 Employee-Owned Phones
 - 6.1.1 Employees charging business-related calls to personal telephones can only be reimbursed by presenting a copy of the personal telephone bill to the department head for approval and reimbursement. Prior approval and usage agreements between the City and the employee must be established before submittal for reimbursement.
 - 6.1.2 Expenses accrued for the purchase of employee-owned cellular phones and air time usage must be billed directly to the employee and are not reimbursed by the City.

6.2 Cellular Telephones

- 6.2.1 Prior approval and usage agreements between the City and the employee must be established prior to the issuance of a City-owned cellular telephone.
- 6.2.2 Cellular telephones shall not be used when a less costly alternative is safe, convenient, and readily available.
- 6.2.3 The City reserves the right to monitor the use of all cellular phones utilizing City of Spokane authorized time and rate.

6.3 Reimbursement Procedures

- 6.3.1 All personal long-distance phone calls or personal calls made on cellular phones which are billed to the City shall be reimbursed to the City by the employee within thirty days of receipt of departmental billing.
- 6.3.2 The Management Information Services Department sends a monthly Department Summary Report and a Call Detail Report to all departments. The Call Detail Report includes a listing of all long-distance calls made from each calling extension on the City phone system. The Call Detail Report shall be reviewed by the department head or appropriate supervisor and distributed to employees for their review and verification.
- 6.3.3 All personal long-distance telephone call expenses charged to the City must be reimbursed within thirty days of receipt of departmental billing.

6.4 Enforcement Authority

- 6.4.1 All department heads and managers are responsible for enforcing this policy. Questions regarding interpretation of this policy may be referred to the Human Resources Department.


7.0 RESPONSIBILITIES

The Human Resources Department shall administer this policy.

8.0 APPENDICES

None

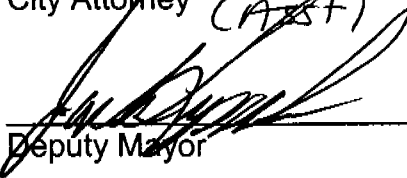
APPROVED BY:




City Attorney (AST)



Director



Deputy Mayor



Date

9/1/98 (created); 10/1/99 (reviewed)