

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

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OFFICE TELEPHONES	Effective Date March 17, 2017		

1. PURPOSE

- 1.1. To establish policies and procedures for placing telephone calls, and processing resulting charges.

2. SCOPE

- 2.1. The provisions of this Regulation apply to all City employees, vendors, and volunteers and include:
- 2.1.1. *Office Telephone* calls during and after normal working hours.
- 2.1.2. *Personal Telephone Calls* involving the use of *Office Telephones*.

3. DEFINITIONS

- 3.1. *Call History Report* – Report provided by the Information Technology Department, which includes: a listing of outbound calls by extension including source extension, destination phone number, duration of the call, and date and time the call was initiated.
- 3.2. *Long Distance Telephone Calls (Long Distance Calls)* – Telephone calls placed to locations outside of the San Diego area codes of 619, 760, and 858.
- 3.3. *Office Telephones* – Any office telephone provided by the City to perform work for the City.
- 3.4. *Personal Telephone Calls (Personal Calls)* – Telephone calls that are not related to legitimate City business or, are not connected with an employee, vendor or volunteer’s performance of his or her job duties/responsibilities on behalf of the City.

(Supersedes Administrative Regulation 90.20, Issue 8, Effective January 24, 2000)

Authorized

(Signature on File)

CHIEF OPERATING OFFICER

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4. POLICY

4.1. *Office Telephone* services are provided by the City for its employees, vendors and volunteers to conduct work for the City.

4.2. *Personal Telephone Calls*

4.2.1. Employees may use *Office Telephones* for *Personal Calls* when they are necessary and do not result in any additional costs to the City.

4.2.2. *Personal Calls* may not adversely affect the employee's work performance or the City's performance.

4.2.3. *Personal Calls* whenever possible should be made during personal time (such as after duty hours or lunch periods).

4.2.4. *Personal Calls* must not violate the City's standards of ethical conduct and must be of reasonable duration and frequency.

4.2.5. Department Appointment Authorities may further restrict *Personal Calls* based on the operational needs of the department/division or problems with inappropriate use.

4.3. *Call History Reports*

4.2.1. Upon request the Department of Information Technology can provide *Call History Reports*, to Department Directors or their designees. To request this information, the Department Director or designee should submit a request to the IT Helpdesk. This information shall be provided via e-mail and any information supporting these reports shall be available in a Microsoft Office format.

4.2.2. All information provided by Department of Information Technology, and any associated information related to *Office Telephone* usage monitoring shall be retained for a period of three years.

4.3. *Office Telephones*

4.3.1. The Department of Information Technology will process payments of the City's telephone bills and retain payment documentation in accordance with the City's Records Retention Schedule.

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4.3.2. All inquiries regarding *Office Telephone* service and usage shall be directed to the Department of Information Technology via the IT Helpdesk, which serves as liaison between the City and the *Office Telephone* service vendors.

5. RESPONSIBILITY

5.1. Department of Information Technology

5.1.1. Responsible for all *Office Telephone* services for the City of San Diego, including additions and changes to existing *Office Telephone* services, competition for procurement of office telephones and services, assisting the Department of Purchasing and Contracting with competition for procurement of office telephones and services and maintaining inventory and maintenance records of the office telephones.

5.1.2. The City's Department of Information Technology, Wireless Technology Services Division is responsible for the planning and supervision of all wireless telephone services for the City of San Diego. This includes additions and changes to the existing wireless telephone service(s), competition for procurement of wireless telephones and service(s), and maintaining inventory and maintenance records of wireless equipment. Refer to Administrative Regulation 90.25 – Wireless Communications Services for additional information.

5.2. Department Director/Deputy Director

5.2.1. Monitors *Office Telephone* usage for potential abuses.

5.3. Supervisory Personnel

5.3.1. Monitor *Office Telephone* usage for conformance to this Regulation.

5.4. Employees

5.4.1. *Office Telephones* should only be used for personal calls to the extent allowed by this Regulation.

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