

CITY OF SAN DIEGO  
ADMINISTRATIVE REGULATION

SUBJECT  OFFICE AND WIRELESS TELEPHONES	Number 90.20	Issue 8	Page 1 of 8
	Effective Date January 24, 2000		

1. Purpose

- 1.1 To establish policies and procedures for placing telephone calls, processing of resulting charges, and issuing City telephone credit cards.
- 1.2 To establish a procedure for City departments to request wireless telephone service.
- 1.3 To establish the City Manager's policy regarding the procurement and use of wireless telephones and data equipment by City departments.
- 1.4 To establish criteria for selection of wireless telephone and data equipment to meet user needs.

2. Definitions

- 2.1 The San Diego Data Processing Corporation (SDDPC) is responsible for all office telephone services for the City of San Diego. This includes additions and changes to existing office telephone services, competition for procurement of office telephones and services, and maintaining inventory and maintenance records of the office telephones.
- 2.2 The City's Information Technology and Communications Department (IT&C) 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.

(Supersedes Administrative Regulation 90.20, Issue 7, Effective May 18, 1989)

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Authorized

(Signed by Michael T. Uberuaga)

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CITY MANAGER

(Signed by Ed Ryan)

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AUDITOR & COMPTROLLER

(Signed by Casey Gwinn)

\_\_\_\_\_  
CITY ATTORNEY

(Signed by Rich Snapper)

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PERSONNEL DIRECTOR

(Signed by Charles G. Abdelnour)

\_\_\_\_\_  
CITY CLERK

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- 2.3 The term “wireless” is to include cellular telephone service, Personal Communications Service (PCS), Cellular Digital Packet Data (CDPD), and any other type of wireless services or equipment.
- 2.4 Long distance calls are those placed to locations outside of the San Diego area codes of 442, 619, 760, 858, and 935.

3. Scope

- 3.1 The provisions of this regulation apply to all City employees and include:
  - a. Office and wireless telephone calls and data usage during and beyond normal working hours.
  - b. Personal telephone calls and data usage involving the use of City office or wireless telephone equipment.
  - c. Issuance and use of City provided telephone credit cards.

4. General Policy

- 4.1 Telephone services are provided by the City for its employees to conduct City business. The use of City telephone services for personal calls is not encouraged; however, calls within the local area, such as calling one’s home, doctor, etc., have been and are a matter of past practice and work conditions and as such are permissible as long as the practice is not abused. Personal long distance calls should be made through the use of a personal telephone credit card, or with operator assistance and billed to the caller’s home telephone number.
- 4.2 Each City department shall review office and wireless telephone billing reports to determine potential abuses.
- 4.3 Each department is responsible for promptly notifying SDDPC of any needed adjustments to their office telephone invoices. Each Department is responsible for promptly notifying their departmental wireless (cellular) coordinator for any adjustments to their wireless invoices.

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- 4.4 SDDPC shall provide monthly reports, as detailed below or any other specialized reports as requested, to all customers. This information shall be provided to customers via GroupWise e-mail system and any information supporting these reports shall be available in a PC database format.
- a. A summary of telephone expenses by department listing the local, long distance, access charges, and/move charges, and other costs.
  - b. A summary profile of all department calls, except in-network, showing a count of calls lasting 0-1 minutes, 1-5 minutes, and 5 minutes or more.
  - c. A summary of the number of outbound calls for the department by type (local, long distance, toll free), total call length by type, and the average length of calls by type. For inbound non-network calls, the total number of calls received, the total call length, and the average call length will be reported.
  - d. A listing of outbound calls made to any one number a specified number of times or more in a billing period by any one extension.
  - e. A listing of outbound calls made to any one number exceeding a specified length of time by any one extension in a billing period.
  - f. A listing of inbound non-network calls received by any one number exceeding a specified length of time in a billing period.
  - g. A listing of all outbound calls made to any one number exceeding a specified cumulative length of time by any one extension in a billing period.
  - h. A report of all extensions with no outgoing or incoming call activity (in-network or non-network) in the billing period.

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4.5 The City’s wireless provider shall provide a summary report by wireless number listing the number of incoming and outgoing calls, the total time spent on the calls, and the total dollar amount charged during the month. This report is in addition to the detailed monthly billing per wireless number. In addition, any other specialized reports shall be provided upon request. All reports shall be made available in a PC database format.

4.6 All information provided by SDDPC and the City’s wireless provider, and any associated information related to telephone usage monitoring shall be retained for a period of three years.

5. Office Telephones

5.1 Each department/division shall designate a telephone liaison who will be responsible for reviewing the reports provided by SDDPC and bringing to management’s attention any abuses of City telephones.

5.2 SDDPC will process payments of the City’s office telephone bills and retain payment documentation in accordance with the City’s Records Retention Schedule.

5.3 All inquiries regarding office telephone service and usage shall be directed to SDDPC, who serves as liaison between the City and the telephone service vendors.

6. Wireless Telephones

6.1 Each department/division shall designate a wireless liaison who will be responsible for providing reports to supervisory personnel for review and investigation of any abuses.

6.2 Employees are encouraged to use normal “office” telephone services instead of wireless telephones unless use of wireless telephones improves efficiency, saves money, enhances safety or service.

6.3 Employees are encouraged to utilize a Personal Identification Number (PIN), or other future precautionary measures, to minimize cloning of wireless telephone identification codes.

6.4 Administrative Regulation 45.80, Management of Loss to City Property due to crimes or negligence, shall apply for any damages or loss of wireless equipment.

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- 6.5 IT&C is responsible for competitively procuring wireless telephone equipment and services.
- 6.6 The City automatically restricts long distance and Baja California, Mexico dialing on wireless telephone service. If long distance or International dialing is required, these capabilities must be specifically requested from IT&C. Using wireless telephones for personal long distance calls is prohibited.
- 6.7 Supervisory personnel shall monitor wireless telephone usage reports to ensure the proper use of City equipment.
- 6.8 Department/division Wireless Telephone Coordinators are to process billings for payment upon receipt. Payment is authorized by a Department Director or an authorized designee's signature on a Request for Direct Payment (DP form AC-468) or Open Purchase Order. A copy of the Summary Billing Statement must be attached to the method of payment, and a second copy with call detail information is to be retained by the originating department for a period of three years from the date of service.
- 6.9 Employees requesting wireless telephones require Deputy Director or higher approval on a "Stores Requisition" form PA-1434.
- 6.10 The Wireless Telephone Coordinator from the requesting department submits a Stores Requisition along with the Wireless Telephone Activation Form to the Communications Division of IT&C for processing, programming, and testing of the wireless telephone.
- 6.11 IT&C will notify the departmental coordinator when the wireless telephone is ready to be picked up.

7. Telephone Credit Cards

- 7.1 City telephone credit cards will be issued by the Telecommunications Section of SDDPC.

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7.2 City telephone credit cards shall be requested from SDDPC via Department Directors.

1. The cards will initially be delivered to SDDPC who will maintain a record of all cards issued.
2. Requesters of cards will be required to verify acceptance of the cards from SDDPC by signing and dating a receipt. These receipts will be retained by SDDPC.

7.3 City telephone credit cards will be canceled if an employee leaves City employment.

1. The telephone liaison shall submit a written request to SDDPC to cancel telephone credit cards.
2. City telephone credit cards should be collected by departments and canceled by SDDPC prior to an employee leaving City employment and in no case later than three working days thereafter. SDDPC will update their records accordingly.
3. SDDPC will annually inventory all cards.
4. Lost or stolen cards must be immediately reported to SDDPC.

8. Responsibilities

8.1 City Manager

Establish policy regarding the procurement and use of all telephones and data equipment by City departments.

8.2 IT&C

Planning and supervision of all wireless telephone services for the City including additions and changes to existing wireless telephone service(s), competition for procurement of wireless telephones and service(s), and maintaining inventory and maintenance records of wireless equipment. Notifies wireless telephone coordinator when new telephones are ready to be picked up.

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8.3 SDDPC

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, and maintaining inventory, maintenance and usage records of the office telephones.

Issue telephone credit cards.

8.4 Department Director/Deputy Director

Monitors telephone usage for potential abuses.  
Requests telephone credit cards.

Approves "Stores Requisition" form PA-1434 for new wireless telephones.

8.5 Wireless Telephone Coordinator

Provides wireless billings to supervisory personnel for review of potential abuses.

Prepares wireless telephone activation form.

Process bills for payment.

8.6 Supervisory Personnel

Monitor telephone usage for conformance to this Administrative Regulation.

8.7 Employee

Use discretion when making personal calls on City telephones. Personal long distance calls should be charged to the caller's personal telephone credit card, or with operator assistance billed to the caller's home telephone number.

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APPENDIX

Forms Involved

AC-468      Request for Direct Payment  
PA-1434     Stores Requisition  
Pending     Wireless Telephone Activation Request

Subject Index

Local Telephone Calls  
Long Distance Telephone Calls  
Telephones - Long Distance Charges; Personal Telephone Calls; Credit Cards  
Wireless Telephone - Request for Service  
Utilities - Wireless Telephone Requests

Administering Departments

Financial and Technical Services Business Center, Information Technology & Communications  
Department, Communication Division

San Diego Data Processing Corporation