



Subject

Mobile Devices Policy

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Effective Date
August 2, 2022

Division Applicability

All Parks and Recreation Department Divisions

Supersedes DI
N/A

Dated
August 2, 2022

1. PURPOSE

1.1. This Department Instruction was created to establish guidelines for the use of *Mobile Devices* when conducting City business. The Parks and Recreation Department issues individual cell phones to eligible employees to facilitate contact with supervisors during regular working hours and to allow staff to contact authorities in the event of an emergency. Employees required to carry a cell phone while at work may either choose to be issued a *City-Owned Cell Phone* or participate in the *Wireless Stipend Program*.

2. SCOPE

2.1. This policy applies to all Parks and Recreation Department employees who have been issued a *City-owned cell phone* or are participating in the *Wireless Stipend Program*. Limited/Hourly employees are not eligible to receive a *Wireless Stipend* but may be assigned a *City-Owned Cell Phone* for work purposes.

3. DEFINITIONS

3.1. Mobile Device – A cellphone, tablet, and other City or personal electronic device used to conduct City business, including but not limited to those that have access to email or other applications over the Intranet or Internet, usually via a wireless connection.

3.2. Business Use – A communication such as a phone call, email, or text that is directly related to City business.

3.3. City-Owned Cell Phone – A *Mobile Device* owned by the City of San Diego.

3.4. External Customers – Non-City employees or non-City officials, including but not limited to members of the community, customers, patrons, vendors, and contractors.

3.5. Internal Customers – All City of San Diego employees, regardless of job classification or department.

3.6. Wireless Stipend (or Wireless Stipend Program) – A method of reimbursing eligible employees, via payroll, for the *Business Use* of a *Personal Device*. The *Wireless Stipend* is not intended to fund the full cost of the device or the entire monthly bill. The *Wireless Stipend* does not constitute an increase in pay, nor will it be included in the calculations of percentage increase to base pay.

3.7. Personal Device – A personal non-stationary electronic device with capabilities of recording, storing, and/or transmitting data, voice, video, or photo images. This includes but is not limited to tablets, laptops, personal digital assistants, pocket personal computers, palmtops, MP3 players, cell phones, thumb drives, video cameras, pagers, or other handheld devices not issued by the City of San Diego.

4. POLICY

4.1. All employees are required to be professional and conscientious at all times when using a *Mobile Device*. Employees who are issued *City-Owned Mobile Phones* must understand that

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these devices are issued for *business use* only. Further, whether staff are issued a *City-Owned Cell Phone* or other *Mobile Device*, or elect to participate in the *Wireless Stipend Program*, they are required to follow this policy.

- 4.2. Employees are to bring their *Mobile Device* to work daily, keep it charged, turned on, and readily accessible while on the job.
- 4.3. During a work shift, employees should answer phone calls whenever possible, and return voicemails within 24 hours and texts promptly by the end of the work shift and if possible upon retrieval of text messages.
- 4.4. *City-Owned Cell Phones* are to be used for City business, or for making emergency phone calls (e.g. 911 calls), and all calls and texts may be reviewed by Parks and Recreation administrative and management staff.
- 4.5. A *Personal Device* that is not in the *Wireless Stipend Program* is permissible for limited personal use during an employee's work shift, such as a quick call home. An employee's *Personal Device* should be stored, out of sight (public facing positions) and muted during regular business hours. Employees expecting an important message, such as from a child's school can take a quick call or text message, however excessive use is not permissible. Excessive personal use of *Mobile Devices* outside of break times, including but not limited to phone calls, emails, texts, use of social media, surfing the web, etc., is prohibited and may lead to disciplinary action. *Personal Devices* must be used for City business to be reimbursable by the *Wireless Stipend program*.
- 4.6. Employees who are not assigned a *City-Owned Cell Phone* will be contacted by their supervisor or manager through their phone number listed on file to discuss return-to-work order, unforeseen change in work shift or work assignment, emergency notifications, or other related business reasons as operationally needed. This occasional need to contact the employee for business reasons does not constitute a requirement to receive a *City-Owned Cell Phone* or eligibility to participate in the *Wireless Stipend Program*.
- 4.7. Supervisors or managers should work with their employees to establish appropriate means of communication with members of the public, in case a member of the public requests a contact phone number. Cell phone numbers should only be provided if pre-approved by the supervisor or manager. Only employees' supervisors or a member of management may contact them for business reasons after hours or in case of an emergency. If the employee is calling a member of the public, they can opt to use *67 in order to block the caller ID or use a landline to call. There is no expectation to call back members of the public outside of regular scheduled business hours.
- 4.8. Employees must ensure that their *Mobile Device* is kept in a secure location when not carrying it. It should be protected from loss, theft, or damage at all times. It is recommended to enclose the *Mobile Device* in a protective device to protect it from damage. Employees must report a lost, stolen, or damaged *City-Owned Cell Phone* immediately to their supervisor, as well as to the Information Technology (IT) Help Desk. It is the employee's responsibility to report lost *City-Owned Cell Phone* within 24 hours.
- 4.9. Employees whose *Mobile Devices* are set up to access City email and/or City networks must

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change their network (i.e. Active Directory/Email) password immediately if their *Mobile Device* is lost or stolen. This can be done on any City computer or by calling the IT Help Desk.

- 4.10. Per **Administrative Regulation 90.66 - Mobile Device Policy**, if an employee participates in the *Wireless Stipend Program* and their *Personal Device* or other *Mobile Device* is set up to access the City E-mail system or internal City network resources, the City is authorized to remotely “wipe” any City data, returning it to factory settings (which removes all data), if it is lost or stolen. This also applies to City *Mobile Devices*.
- 4.11. Per **Administrative Regulation 95.05 – Cell Phone and Other Handheld Device Use Policy**, employees may not use *Mobile Devices* for voice, text, or email communications while driving, or while operating City motive or mechanical equipment, even hands-free, unless making an emergency call to an emergency service agency/entity. This also applies when driving a personal vehicle on City business. These devices may be used for navigation, only if hands-free. The route must be entered while the vehicle is parked.
- 4.12. Per **Administrative Regulation 90.25 – Wireless Communication Services**, employees must return any City *Mobile Device* or other wireless equipment to their Cell Phone Coordinator when no longer required for their work assignment or when requested by the City.
- 4.13. Per **Administrative Regulation 90.62 - Information & Communications Technology Acceptable Use**, users accessing the City email system from *Mobile Devices* must adhere to email acceptable use guidelines as outlined in this administrative regulation.
- 4.14. Per **Administrative Regulation 90.20 – Office Telephones**, personal telephone calls may occur only when necessary; do not result in additional costs to the City; may not adversely affect the employee’s work performance or the City’s performance; whenever possible, should be made during personal time; must not violate the City’s standards of ethical conduct; and must be of reasonable duration and frequency.
- 4.15. Per **Administrative Regulation 95.21 – Responding to California Records Act Requests**, if personal accounts or *Mobile Devices* are used to conduct City business, any writing, including emails and text messages that relate substantively to the conduct of City business, are potential Public Records and may be subject to disclosure under the CPRA. This includes personal cell phones, tablets, and computers. For employees who use a personal *Mobile Device* for City business and receive a *Wireless Stipend* in accordance with A.R. 90.25, employees must produce Public Records stored on their personal *Mobile Device* in compliance with A.R. 85.10, A.R. 85.30, and A.R. 90.66. Public Records may not be stored solely in one employee’s individual storage files.
- 4.16. The *City-Owned Cell Phone* or *Wireless Stipend Program* may be discontinued for just cause or if there s no longer a business need to carry a cell phone while at work.

5. **INTERNAL CUSTOMER SERVICE BEST PRACTICES**

- 5.1. The Parks and Recreation Department places great emphasis on delivering high quality customer service to all our customers. Follow these best management practices when using a *Mobile Device* for internal customers **whenever possible**.

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- 5.1.1. Answer the phone by the third ring.
- 5.1.2. Answer with a standard, friendly greeting including your first name and department.
- 5.1.3. When answering the phone, do not listen to the radio, read e-mails, eat, or engage in other distracting behavior.
- 5.1.4. Make every effort to check your voicemail and return calls within 24 hours.
- 5.1.5. Make every effort to return voice messages within 24 hours of the employee's work shift or by the end of their work shift.

6. EXTERNAL CUSTOMER SERVICE BEST PRACTICES

- 6.1. The Parks and Recreation Department places great emphasis on delivering high quality customer service to all our customers. Consider these best management practices when using a *Mobile Device* for external customers.
 - 6.1.1. Answer the phone by the third ring.
 - 6.1.2. Answer with a standard, friendly greeting including your first name and department.
 - 6.1.3. When answering the phone, do not listen to the radio, read e-mails, eat, or engage in other distracting behavior.
 - 6.1.4. Make every effort to check your voicemail and return calls within 24 hours.
 - 6.1.5. Make every effort to return voice messages within 24 hours of the employee's work shift.

7. RESPONSIBILITY

- 7.1. Each Division is responsible for managing and tracking *City Mobile Devices* assigned within their Division.
- 7.2. Division Administration may conduct audits of divisional quarterly *Mobile Devices* reports.
- 7.3. Supervisory personnel are to monitor usage for conformance to this instruction.
- 7.4. Department employees are responsible for adhering to this policy.
- 7.5. Supervisors and Payroll Specialists will provide the necessary forms to employees who choose to enroll in the *Wireless Stipend Program* and utilize their *Personal Device*.

APPENDIX

Legal References

City of San Diego Driver/Operator Manual (DOM)

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Administrative Regulation 75.05 - Vehicle/Equipment Backing Procedures
Administrative Regulation 75.12 - Vehicle and Industrial Accident Review, Reporting, and Prevention Program.
Administrative Regulation 90.20 - Office Telephones
Administrative Regulation 90.25 - Wireless Communication Services
Administrative Regulation 90.62 - Information & Communications Technology Acceptable Use.
Administrative Regulation 90.66 - Mobile Device Security Policy
Administrative Regulation 95.05 - Cell Phone and Other Handheld Device Use Policy
Administrative Regulation 95.21 - Responding to California Records Act Requests

Forms

[IT-064 Wireless Stipend Agreement \(07/2017\)](#)

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Cellular Telephones and Other Handheld Devices

Administering Division

All Divisions

Approval:

Andy Field, Parks and Recreation Director

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ADDENDUM

The City of San Diego and the San Diego Municipal Employees Association have met and conferred in good faith in accordance with the Meyers-Miliias-Brown Act related to this Department Instruction procedure and have reached Agreement on this procedure as stated.

San Diego Municipal Employees Association

Skylar Coburn-Mercure

Skylar Coburn-Mercure, Labor Relations Officer

8/2/2022

Date

City of San Diego

Andy Field

Andy Field, Parks and Recreation Director

8/2/2022

Date

Dianne Mitra

Dianne Mitra, Sr. Human Resources Officer, Human Resources Department

8/2/2022

Date

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ADDENDUM

The City of San Diego and Local 127, American Federation of State, County, and Municipal Employees, AFL-CIO have met and conferred in good faith in accordance with the Meyers-Milias-Brown Act related to this Department Instruction procedure and have reached Agreement on this procedure as stated.

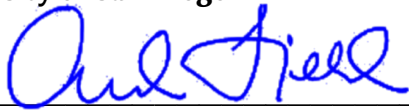
Local 127, American Federation of State, County, and Municipal Employees, AFL-CIO

MEET AND CONFER CONCLUDED ON 7/28/2022

Andres Alva Cardenas, Business Representative, AGSCME Local 127

Date

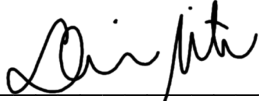
City of San Diego



Andy Field, Parks and Recreation Director

8/2/2022

Date



Dianne Mitra, Sr. Human Resources Officer, Human Resources Department

8/2/2022

Date