

Kenosha County Cellular Phone and Paging Device Policy

A. OVERVIEW

The County recognizes that certain job functions require the use of a cellular or paging device to conduct official county business. This policy provides specific guidelines regarding the use of cellular phones, cellular devices and pagers for business purposes and the procedure to add, change or discontinue service.

B. PURPOSE

To establish guidelines for the issuance and usage of County-owned cellular telephones and pagers as well as procedures for monitoring and controlling costs related to cellular telephone use in connection with County business. This policy outlines the cellular phone options supported by Kenosha County, guidelines for appropriate use, and other administrative issues relating to cellular phone acquisition and reimbursement. This policy was created in order to enhance employee safety, limit county liability, and help manage telecommunications costs.

C. SCOPE

This policy applies to all employees, elected officials and other persons who have or are responsible for any cellular or wireless communication devices issued by Kenosha County, or anyone who conducts business on behalf of the County using any cellular device, including a device not owned by the County.

Devices covered under this policy include, but are not limited to: cellular phones, smartphones, BlackBerry devices, wireless walkie-talkie devices, wireless aircards for laptop computers, pagers, etc. and any accessories for these devices.

Unless otherwise approved by the County Executive, all county cellular service will be contracted through the Purchasing Division who shall administer the County cell phone program in conjunction with the Information Technology Division.

County issued cellular devices are assigned to meet the needs of Kenosha County and are not a part of any employee benefit program.

D. ISSUING A COUNTY-OWNED CELLULAR PHONE OR WIRELESS DEVICE

- 1) It is the policy of Kenosha County to consider the issuance of a device when the responsibilities of an employee include one or more of the following:
 - The employee to be reachable immediately.
 - The employee to be “on call” outside of normal business hours.
 - The employee is not normally present at a fixed workstation and timely communication is difficult to transact.
 - The employee is required to make frequent and/or prolonged travel.
 - Other compelling reasons as determined by their department /division head or the County Executive.
- 2) The final decision on whether an employee will be issued a cellular device rests with the employee’s department or division director, or the County Executive. However, cellular devices will not be issued to student workers, contract employees, part-time employees, temporary personnel, consultants, or other workers unless a compelling need for the technology exists as defined and approved by the employee’s department or division head or the County Executive.
- 3) Devices are issued and /or service is changed by the Purchasing Division upon receipt of a completed “*Wireless Communication Device – Add/Change/Delete Form*” submitted to

the Purchasing Division. This form is used for:

- a. Establishing new service
 - b. Canceling existing service
 - c. Reporting lost or damaged equipment
 - d. Requesting accessories
 - e. Changing existing service or devices
- 4) The “*Wireless Communication Device – Add/Change/Delete Form*”, attached to this policy, may be amended as needed, without need of a new Executive Order.
 - 5) Employees approved for equipment shall sign the “*Wireless Communication Device – Add/Change/Delete Form*” prior to issuance of equipment. The original completed form shall be on file in the Purchasing Division with a copy in the employee’s Personnel File within one week of signing.
 - 6) The Purchasing Division will provide the employee with the appropriate device and accessories and will provide the employee with a copy of this policy.
 - 7) If an employee is separated from County employment, the Personnel Director (or designee) shall attempt to recover the phone and accessories at the time of separation. Separation includes, but is not limited to, termination, long-term sick leave, leave of absence, lay-offs or suspensions, or any other leave longer than 30 days.
 - 8) County owned and issued wireless devices shall be supported by the Information Technology Division. The Information Technology Division must pre-approve any networked device prior to purchase.
 - 9) In addition to this policy, any wireless device that is connected to the County's computer network is subject to the policies and procedures of the Kenosha County Information Technology Division and County Work Rules.

E. GENERAL RULES REGARDING COUNTY OWNED CELL PHONE USE

It is imperative that cellular devices owned by Kenosha County used to conduct County business be used appropriately, responsibly, and ethically. The following must be observed:

- 1) County-issued cellular devices are the property of Kenosha County and must be treated, used, and safeguarded as such. Repeated reckless abuse of any cellular device causing damage to the device, or repeated loss of devices due to carelessness may subject an employee to disciplinary action.
- 2) Kenosha County employees must comply with all applicable federal, state and local laws, rules and ordinances governing cell phone use. When traveling, it is the employee’s responsibility to be familiar with and abide by any local ordinances regarding cell phone usage.
- 3) Employees conducting County business are discouraged from using any cell device or pager while operating any motor vehicle or other potentially hazardous equipment. This includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to their employment.
- 4) No employee is to use a County-owned cellular device or pager for the purpose of illegal transactions, harassment, or obscene behavior.
- 5) A county cell phone issued to an employee must never be given or lent to an unauthorized person for non-county business.
- 6) The cellular device and all accessories must immediately be returned to the Purchasing Division when no longer needed by the employee or when the employee leaves their position.

- 7) Employees are not authorized to contact the cellular service provider to make any changes to their cellular service, purchase accessories, or request repairs unless pre-authorized or delegated by the Purchasing Director (or designee).
- 8) County employees are advised that, if using their personal cell phones or wireless devices to conduct County business, those devices may then be subject to open records law.

F. PERSONAL USE OF COUNTY OWNED CELLULAR PHONES

- 1) County cell phones and wireless devices are provided to improve customer service and enhance business efficiency. They are not a personal benefit of employment with Kenosha County.
- 2) Personal use of county-owned cellular phones and wireless devices is prohibited, except for essential personal calls defined as calls of minimal duration and frequency that are urgent in nature and cannot be made at another time or from a different telephone. Examples of essential personal calls are calls related to a family emergency, calls to alert a family member of an unexpected delay due to a change in work schedule, or to arrange for transportation or service in the event of car trouble, etc.
- 3) Any legitimate call to report any law enforcement or fire/rescue emergency to 911 dispatch is allowed and will not be subject to any disciplinary action or reimbursement.
- 4) Employees making personal calls on county-owned cell phones must reimburse the County in a timely manner for the value of the personal usage at the per-minute contract rate, plus any roaming charges, if applicable.

G. EXTRA SERVICE PACKAGES

Extra service packages may include, but are not limited to, text messaging, picture messaging, mobile paging, walkie talkie service, expanded network, etc., and are generally offered from the wireless company for additional fees. If a department requests an extra service package from the wireless provider, a cost analysis must be prepared by the department and approved by the Budget Director to ensure that adequate funds are available and that costs are controlled for these extra packages.

If extra service packages are available in varying levels of minutes or data, the general rule shall be to require an “unlimited data” or “unlimited minutes” package as opposed to a finite quantity of minutes/data to avoid any uncontrolled costs. This may be adjusted for a department or division that can supply information or past history that establishes a firm amount of data or minutes per billing cycle.

Extra service packages are not supported by the Information Technology Division. For example, if a department has an issue with receiving text messages, the issue must be resolved directly with the wireless provider.

H. DEPARTMENTAL “FLOATER” OR “SEASONAL” CELL PHONES

Departments or Divisions may recognize a need for a “floater” phone for occasional use by multiple employees or a “seasonal” phone for employees who work only during certain times of the year. If a department/division utilizes these floater or seasonal phones, one staff member must be assigned to manage that/those phone(s).

- 1) A *“Floater/Seasonal Cell Phone Log”* must be maintained for these phones by the staff person managing the floater/seasonal phone pool.
- 2) When an employee checks out a phone, they must be given a copy of this policy with the phone. Employees using these phones are to be in compliance with this policy.
- 3) The phone and accessories must be returned to the staff person in charge of the floater/seasonal pool when not needed. Departments/Divisions may retain the floater or seasonal phones until the next time needed. It is not necessary to return these phones to the purchasing division unless the use is discontinued permanently.
- 4) Seasonal phone service should be suspended during long periods of inactivity by submitting a completed *“Wireless Communication Device – Add/Change/Delete Form”* to the Purchasing Division.
- 5) If it is determined that the floater or seasonal phones are no longer needed by the

department/division, the phone(s) and all accessories must be returned to the Purchasing Division.

- 6) If an employee in possession of a floater or seasonal phone leaves or is terminated from county employment, it is the responsibility of the department/division head (or their designee) in conjunction with the Personnel Division, to recover the phone and accessories.

I. BUDGETING, ACCOUNTING AND INVOICING

- 1) All legitimate costs associated with cellular telephone service will be allocated to the appropriate department or division telecommunications budget.
- 2) All costs for any accessories or new devices will be charged to the department or division supply account.
- 3) Per IRS rules, personal use of an employer issued cellular device is a taxable fringe benefit. This Kenosha County policy prohibits all personal use except for de minimus usage and requires reimbursement to the County for any personal use more than de minimus usage. These provisions ensure this policy and the use of employer issued cellular devices is in compliance with IRS tax rules.
- 4) Monthly itemized invoices will be received by the County and reviewed by the Information Technology Division, with costs allocated to appropriate account numbers.
- 5) A copy of the monthly invoice will be distributed to each department or division director for each cell phone under that director's jurisdiction. The invoice will include detail including:
 - the number of calls made
 - duration of each call
 - date and time of the call
 - the phone number that was called.
- 3) The purchase of any accessories or the replacement cost of phones or accessories that are lost or damaged will not be charged to the telecommunications account. Special accessories for cell phones such as belt clips/cases or car chargers, shall be paid from the requesting department's office supply line item.
- 4) Charges for any extra service packages such as text messaging, picture messaging, mobile paging, etc, will not be charged to the telecommunications account. If a department requests that a special feature be added to their service package, that department must have an appropriate line item in its budget to bear the expense.

J. DEPARTMENT / DIVISION HEAD SUPERVISORY RESPONSIBILITY

- 1) Annually, supervisors of employees (supervisors) must conduct a review of the individual cellular phone assignments for their department / division to determine if a continuing need for this service exists and if it is cost justified.
- 2) It is the responsibility of the supervisor, or their designee, to audit monthly invoices and/or usage reports for abuse or excessive use of the cellular or wireless device. All abuse must be reported to the Purchasing Director and Personnel Director for possible disciplinary action.
- 3) The department or division head, or their designee, must monitor their employee's cell phone usage and take the appropriate disciplinary action if this policy is violated.
- 4) Supervisors are responsible for contacting the Purchasing Division to immediately deactivate cellular or wireless service if an employee is separated from County employment and the device has not been recovered. Supervisors shall assist the Purchasing Division and the Personnel Division in any attempts to recover the equipment and accessories.

- 5) The supervisor is responsible for returning all cellular or wireless equipment to the Purchasing Division when no longer needed by their employee or when the employee leaves their position. Cell phones and wireless devices must not be retained by a department/division for future use by a new employee. When a new employee is hired, a new ***“Wireless Communication Device – Add/Change/Delete Form”*** must be submitted for the new employee and that employee will be provided with a copy of this policy.

K. PURCHASING DIVISION RESPONSIBILITY

Responsibilities of the Purchasing Director (or designee) include:

- 1) Contracting for cellular wireless and pager services for Kenosha County departments and divisions.
- 2) Obtain all equipment and accessories covered under this policy for all county departments and divisions.
- 3) Authorize any changes in service and any repairs or new equipment for all county departments and divisions.
- 4) The County Purchasing Director, or designee, shall have access to all phone records related to county-issued cell phones.
- 5) Maintain a database of current cell phones and pagers to include the type of device, the phone number assigned and the end user’s name and department.
- 6) Maintain a file of completed ***“Wireless Communication Device – Add/Change/Delete Forms”*** and to provide a copy of each completed form to the Personnel Director.
- 7) Report any abuse or non-compliance with this policy to the end-user’s department or division head.
- 8) At the discretion of the Purchasing Director or the County Executive, any of the duties described under this Section K may be delegated in writing to another department or division head.

L. INFORMATION TECHNOLOGY DIVISION RESPONSIBILITY

Responsibilities of the Information Technology Director (or designee) include:

- 1) Maintain any networked device covered under this policy, with the exception of any extra service packages as listed under Section G.
- 2) Receive, audit, enter payments and handle accounting for the county’s monthly cell phone invoices.
- 3) Distribute copies of the county’s monthly cell phone invoices to department and division heads.
- 4) Maintain any required licenses, software and hardware relating to the county’s cell phone contract.
- 5) The County Information Technology Director, or designee, shall have access to all phone records related to county-issued cell phones.
- 6) Report any abuse or non-compliance with this policy to the end-user’s department or division head
- 7) At the discretion of the Information Technology Director or the County Executive, any of the duties described under this Section L may be delegated to another department or division head.

M. DAMAGED, LOST OR STOLEN EQUIPMENT

It is the employee's responsibility to take every precaution to safeguard county equipment in their possession. If a county cell phone or wireless device assigned to an employee is damaged, lost or stolen, the employee must immediately report this to their supervisor and complete a "*Wireless Communication Device – Add/Change/Delete Form*". The form must be submitted to the Purchasing Division the same day or next business day that the incident occurs or is recognized. Replacement costs for equipment that was damaged, lost or stolen are the responsibility of the employee's department or division budget.

N. PERSONAL CELL PHONE USE FOR COUNTY BUSINESS

County employees shall not be reimbursed for the use of their personal cell phones for county business. If a need exists on a continuing basis for an employee to place calls when a land line is not available, the department or division head should tender a county cell phone to that employee.

At no time will any employee's personally-owned cellular phone, smartphone, BlackBerry device, wireless walkie-talkie device, wireless aircard for a laptop computer, pager, etc. or any accessories for these devices be connected to the County's Information Services computer network system.

If an employee requires a cell phone on an occasional basis, the department or division head should consider establishing a "floater" phone as discussed in Section H of this policy, or contact the purchasing director for alternatives.

O. VIOLATIONS OF THIS POLICY

Employees are expected to use County cellular phones and wireless devices responsibly, in accordance with this policy and any applicable work rules. Use of a county cellular phone or wireless device in violation of this policy or any county work rules may result in revocation of the phone assignment and possible disciplinary action against the employee, including re-imbursement for improper personal use and possible termination or other discipline.



COUNTY OF KENOSHA

Add/Change/Delete Form

This form must be completed and submitted to the Purchasing Director when requesting new county cellular phones or wireless device service or any change to existing cellular phone service.

1. Employee Name & Title: _____
 Check One: Permanent County Employee [] Contract Employee [] Temporary Employee [] Other []
2. Department / Division: _____
3. Office Phone #: _____ Cell Phone #: _____ Pager #: _____
4. This request is to:
 - Establish new service
 - Standard county phone (includes one wall charger and wired earbud)
 - BlackBerry Device (includes one wall charger and standard case)
 - Paging Device, specify type: [] Alphanumeric or [] Numeric
 - Suspend Existing Service; reason: _____
 - Cancel existing service; reason: _____
 The device and all accessories must be immediately returned to the Purchasing Division.
 - Report lost or damaged equipment; describe: _____
 Replace the lost/damaged equipment and charge to account # _____
 - Request accessories: (Devices and accessories are charged to departmental office supply budgets, not to the telecommunications account)
 Provide JDE Account number to charge accessories: _____
 - Additional wall charger
 - Car charger
 - Wireless Bluetooth headset
 - Replacement battery
 - Carrying case with belt clip
 - Other: _____
 - Change existing device or service
 - Upgrade phone due to new County cell phone contract
 - Require change of phone number
 - Other: _____

I, _____ have read and understand the Kenosha County Cellular Phone Policy and agree to adhere to the rules contained therein.

Employee Signature

Date

Approval:

Department or Division Director Signature

Date

For Purchasing Use:	
Device Issued: _	_____
ESN of device: _	_____
Accessories Issued: _	_____
Date Issued: _____	Issued by: _
Date copy sent to Personnel: _	_____

