

SUBJECT: TELEPHONES

Purpose: The use of City telephones represents one of the most significantly used means of communication as well as a substantial cost to the City. The following Administrative Procedure Memorandum (APM) covers the business and personal use of desktop and cellular telephones.

Policy:

IP Telephones: The primary purpose for City-owned telephones is to conduct City business. The incidental personal use of telephones is permissible; however, personal calls should be held to a minimum.

All new telephone system equipment must be coordinated by Information Technology (IT) and be compatible with the City's existing telecommunications infrastructure. Any new telephone systems will be restricted to those which are approved by the IT Department. The City has reporting capabilities with its voice over IP telephone system and these usage reports may be used for auditing purposes.

Cellular Phones: At the discretion of a department or division head, the City may purchase a cellular phone for use by an employee or provide an employee with a reimbursement. To qualify for either, the employee must have a City business need, defined and approved by the department head or designee, which includes one or more of the scenarios outlined in [Attachment A](#) (assumes that there are no other acceptable or reliable means of alternative communications i.e., 800 MHz radio system). The incidental personal use of cellular phones is permissible; however, personal calls should be held to a minimum. Employees are prohibited from handheld or hands-free cell phone usage while operating any City vehicle in accordance with [APM 2-13 \(Policy Regarding City Vehicle Driver Policy\)](#).

Agencies may provide a smart telephone for middle and upper level managers or field staff that need City-provided software applications to complete their job. Employees are required to follow [APM 3-20 \(Software Acquisition Policy\)](#) when acquiring software (e.g., phone applications for their City-owned smart phones).

The purchasing of City-owned smart phones is managed by the Finance Department and individual agencies. Support from the IT Help Desk is limited to providing the required information and assistance to configure a City exchange email account on the employee's device (personal or City-owned) and verifying that the device has Internet access. Customers should contact their service provider for any other assistance.

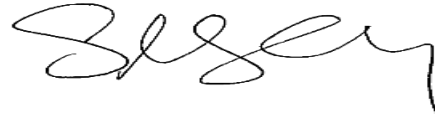
Additional resources can be found here: <https://www.cityofmadison.com/employeeenet/information-technology/training-support/phones>.

Public record policies and requirements related to voice-mail and instant/text messaging records are found in [MGO Sec. 3.70\(3\)\(b\)](#).

Employee-provided Cellular Phone Reimbursement: See [Attachment C](#) for reimbursement rates and requirements for employee-provided cellular telephones. Please use [Attachment D](#) for agency approval.

Consequences for Noncompliance: Noncompliance with this APM will be reported to the Mayor's Office and appropriate department/division heads. The department head should rectify any situation that deviates from the policies set forth in this APM.

Authority: The IT Director and their designated employee(s) shall maintain and interpret this APM.

A handwritten signature in black ink, appearing to read 'S Rhodes-Conway', written in a cursive style.

Satya V. Rhodes-Conway
Mayor

APM No. 3-12
November 23, 2021

Original APM dated 5/22/2001
(Revised 1/17/2012)