

TOWN OF PROSPER PERSONNEL POLICIES AND PROCEDURES MANUAL	REFERENCE NO. 9.07 PAGE NO. 1 of 8
Chapter 9: MISCELLANEOUS	INITIAL EFFECTIVE DATE: AUGUST 8, 2013
Title: WIRELESS EQUIPMENT AND SERVICES USE POLICY	LAST REVISION DATE:

Purpose: The Town of Prosper provides wireless equipment and services for employees who are frequently away from their offices, and have a need to remain in communication with the office and others to effectively conduct Town business. The purpose of this policy is to provide for the effective use of wireless equipment and services, and better control the costs to the Town. This policy and the programs outlined herein may change at any time. Nothing in this policy should be construed as a contract with an employee.

The policy applies to all employees that are eligible to receive a cellular phone allowance; or issued a Town-owned pooled-minute cellular phone, a wireless air card, or other wireless equipment or services. Exceptions to this policy shall be allowed with written approval from the Town Manager.

For the purpose of this policy, "Department Head" is defined as Executive Director of Development and Community Services, Fire Chief, Police Chief, Finance Director, Human Resources Director, and Town Secretary.

I. General Provisions

The following guidelines will be used by Department Heads when considering recommendations for wireless equipment and services for employees:

- The degree to which the employee needs immediate communication capability;
- The personal safety of the employee;
- Anticipated utilization of the wireless equipment and services (i.e. on-call and weekend personnel, or those employees that are frequently away from their offices during normal business hours); and
- The availability, cost, and effectiveness of alternative communication devices (i.e. pagers, hand-held radios, etc.).

II. Cellular Phone Allowance Program

Cellular phone allowances provide reimbursement to employees for costs incurred as a result of conducting Town business on a personal cellular phone. The allowance is not intended to reimburse the entire cost of the cellular phone service, as the phone may also be used for personal calls. Allowances will appear on the employee's paycheck once a month. The allowance **will** be a **non-taxable** employee fringe benefit. It shall be a condition of employment for any employee who receives an allowance to utilize a cellular phone while working, or whenever on-call.

A. Employee Responsibilities

1. The employee must maintain regular cellular phone service with a local prefix, currently 214, 972, or 469; and
2. The employee must provide the Department Head, immediate supervisor, Purchasing Agent, and other pertinent staff with the cellular phone number.

B. Department Head Responsibilities

1. The Department Head will, at least annually, review job functions of employees to ensure those receiving an allowance have a continuing need for cellular phone service, and to determine if an adjustment to allowance is required;
2. The Department Head will notify the Purchasing Agent to terminate allowance if the needs of the department no longer require the employee to maintain a

cellular phone, if the employee separates from service, or if the cellular phone number is not in service.

3. The Department Head will ensure that sufficient funding is available in the department budget for cellular phone allowances, equipment reimbursements, and any allowance increases that are authorized, for current and future fiscal years.

C. Authorization and Payment

1. Authorization and Payment for New Cellular Phone Allowances

- a. No cellular phone allowance will be authorized until a Wireless Equipment and Services Request Form has been completed, approved by the appropriate Department Head and the Town Manager (mobile data plans only), and submitted to the Purchasing Agent for processing. A completed Personnel Action Form (PAF) shall be attached to the request form.
- b. The allowance will be paid to the employee through their paycheck, as long as the requirements of the program are met.
- c. The effective date of the allowance will be subject to the payroll cycle established by the Finance Department.

2. Cellular Phone Allowance Levels

If an employee is deemed eligible for an allowance, the Department Head shall designate an allowance level. Cellular phone allowances will be comparable to the amount paid for Town-owned pooled minute cellular phone services. The available levels are as follows:

- a. **Level One: \$15.00 per month**
Basic cellular phone plans. No sharing of Town pooled minutes. No additional features.
- b. **Level Two: \$20.00 - \$60.00 per month**
Nationwide cellular phone service with 0, 450, or 900 pooled minutes. Allowance will be determined at time of request, based on phone plan + additional plan features (text messaging, push-to-talk, etc.). No mobile data plan.
- c. **Level Three: \$40.00- \$90.00 per month**
Nationwide cellular phone service with 0, 450, or 900 pooled minutes + mobile data plan. Allowance will be determined at time of request, based on phone plan + additional plan features (e.g. corporate email, text messaging, etc.). Town Manager approval is required.

3. Allowance Level Increases

- a. The Department Head must approve an allowance increase for a specific employee.
- b. The Town Manager must approve an allowance increase for a specific employee from Level Two to Level Three, or any variation from the established levels listed in Section II. C. 2.
- c. An increase in allowance will not be approved if the increase in usage is a result of personal use of the cellular phone.
- d. The following documentation must be submitted for consideration of an allowance increase:

- 1) A Wireless Equipment and Services Request Form must be completed and approved by the appropriate Department Head and Town Manager (Level Three), and submitted to the Purchasing Agent for processing. A completed PAF shall be attached to the request.
- 2) A minimum of two consecutive phone bills for the employee must be attached to the Wireless Equipment and Services Form. The phone bills must reflect the cell phone number, dates of service, and call details.

D. Reimbursement for Equipment and Accessories

1. The Town **will not** provide reimbursement for equipment and accessories purchased by employees receiving Level One or Level Two allowances.
2. The Town will provide reimbursement for equipment and accessories purchased by employees receiving a Level Three allowance, contingent on proper documentation outlined in this section.
3. Reimbursement shall not exceed \$250, and is only permitted every 24 months.
4. Allowable expenses include mobile data phones and related mobile accessories (i.e., car charger, case, blue tooth device, etc.).
5. In order for an employee to receive reimbursement for the purchase of a mobile data phone and accessories, the following items must be completed:
 - a. Complete and submit a Wireless Equipment and Services Request Form, accompanied by all required documentation, approved by the appropriate Department Head and Town Manager, and submitted to the Purchasing Agent for processing.
 - b. Attach detailed receipt(s) of purchase(s) to the Wireless Equipment Services Request Form.
 - c. The mobile data phone must be a mobile data phone that runs on Windows Mobile, Apple OS, or Android OS software.

E. Reimbursement of Additional Expenses

There may be isolated instances when the employee will incur significant expenses, such as long distance or roaming charges, related to Town business, above the allowance amount. In these instances, the Department Head will determine if the expenses being requested for reimbursement are justified.

F. Payments

Under the cell phone allowance program, the employees will be responsible for all payments associated with their personal cellular phone accounts. The Town will not be responsible for additional fees incurred by the employee, such as late payment fees, reconnect fees, or other penalties.

G. Maintenance, Repair, and Lost Cellular Phones

The Town will not be responsible for maintenance and repair of cellular phones under this program. The employee will be responsible for ensuring that the cellular phone is in good working condition. Employees are encouraged to purchase hands-free accessory kits and insurance for the cellular phone, if it is available.

III. Town-Owned Pooled Minute Cellular Phone Program

Traditional cellular phone plans provide a specified number of minutes per line. Once the user depletes the minutes allotted, additional minutes incur a per-minute overage fee. Under the pooled minute cellular phone plan, each user will still be provided a specified number of minutes per month. However, these minutes are combined and shared among all users in the pool. All cellular phones under this program will draw from the common pool of minutes, which maximizes cost savings, reduces overage charges, and provides flexibility for fluctuations in individual usage from month-to-month. The following example illustrates how the pooled minutes plan works:

User	Minutes in Plan	Minutes Used
1	500	300
2	700	850
3	300	450
4	150	50
Total	1650	1650

Pooling all of the minutes reduces the chance of incurring per minute overage charges for users that exceed their allotted minutes, by taking advantage of those that use fewer minutes than allotted. This approach reduces costs by reducing the probability of incurring per minute overage charges on individual accounts, and also allows users to subscribe to a lower priced plan with fewer minutes. There are two types of phones that can be authorized under the pooled minute program; those assigned to individual users, and those shared by multiple users.

Cellular phones authorized under the Town-owned Pooled Minute program are for **official Town business and not for personal use**. However, there may be instances when incidental personal calls, such as notifying a spouse of overtime work, sick children, or other family emergencies are necessary. Such calls can be made in moderation. Employees will be responsible for any calls made that are not consistent with this policy and may be subject to disciplinary action. In addition, the employee shall reimburse the Town for unauthorized calls at a rate of \$0.20/minute.

The Town will purchase cellular phones and phone plans authorized under the pooled minute program, unless otherwise provided in this policy. In order to obtain the most cost effective rate plans under this program, Department Heads will coordinate through the Purchasing Agent.

No more than two preferred vendors will be identified for use under this program. The exception to this provision is for phones used by the Fire Department that require specific technology for the transmission of EMS data.

All Town-owned pooled minute cellular phones assigned to a department will be listed under a single account. In no instance will an account for an individual employee be authorized under this program.

A. Employee Responsibilities

1. The employee will use the cellular phone in a manner consistent with this policy.
2. The employee that is assigned a cellular phone must carry the phone when it is necessary for the proper conduct of Town business, including times when the employee is on-call.
3. The employee will notify the department's single point of contact (SPOC) of damage, theft, or loss of the cellular phone assigned to him/her.
4. The employee agrees that upon separation from the Town, the cellular phone and all accessories will be surrendered to the Purchasing Agent, prior to the separation date.

B. Department Head Responsibilities

1. The Department Head will determine the appropriate number of phones to be included in the departmental account.
2. The Department Head will designate a single point of contact (SPOC) for each of their respective departments/divisions. The SPOC will be responsible for maintaining the departmental account, and communicating issues to the Purchasing Agent.
3. The Department Head will review and monitor their subordinates' cellular phone usage and take action, when necessary.
4. The Department Head, at least annually, will review usage to determine if the plan levels are appropriate for operations, and if there is a continuing need for the phones.
5. The Department Head will ensure that sufficient funding is available in the department budget for cellular phone rate plans, equipment purchases, and any associated costs that are authorized, for current and future fiscal years.

C. Authorization

1. The purchase of new cellular phones, accessories, and cellular phone plans under this program will be coordinated through the Purchasing Agent.
2. No cellular phones, accessories, or rate plans will be ordered until a Wireless Equipment and Services Request Form has been completed, approved by the appropriate Department Head, the Town Manager (mobile data plans only), and submitted to the Purchasing Agent for processing.
3. Upon receipt of equipment, the Purchasing Agent will issue the equipment directly to the employee, in the Purchasing Agent's office. The employee will be required to sign an acknowledgment of receipt at that time.

D. Maintenance, Repair, and Replacement of Cellular Phones and Equipment

Any maintenance, repair, or replacement required on Town-owned pooled minute cellular phones will be coordinated through the SPOC. In the event that replacement equipment is required, the SPOC will coordinate with the Purchasing Agent.

E. Transfer of Equipment

1. Transfer of equipment within a department/division is allowed.
2. For inventory and control purposes, equipment will be turned-in to the Purchasing Agent.
3. A Wireless Equipment and Services Request Form will be completed, approved by the appropriate Department Head, and submitted to the Purchasing Agent for processing.
4. Upon authorization and receipt of equipment, the Purchasing Agent will re-issue the equipment directly to the intended employee, in the Purchasing Agent's office. The employee will be required to sign an acknowledgment of receipt at that time.

F. Payment

1. The Town of Prosper will be designated as the "Bill To" address for all accounts authorized under this program, except for phones that require confidentiality.
2. Prior to remitting payment of any cellular phone bill, the SPOC will review the call detail and determine if there is a significant number of non-Town business calls included. Any issues should be reported to the Department Head. The employees are advised to discuss with their supervisors or Department Heads if

they believe that circumstances justified making a significant number of personal calls.

a. Individually Assigned Phones:

- 1) If there are a significant number of personal calls listed in the call detail, the employee assigned to that cellular phone will explain the reason for excessive calls, in writing.
- 2) If unauthorized calls are identified, the employee will reimburse the Town at a rate of \$0.20/minute. The employee will pay with a personal check made payable to the Town. Reimbursement for personal calls cannot be made with cash.

b. Shared Phones:

- 1) If there are a significant number of personal calls listed in the call detail, the SPOC will be responsible for determining which user is responsible for the calls. That employee will explain the reason for excessive calls, in writing.
- 2) If unauthorized calls are identified, the employee will reimburse the Town at a rate of \$0.20/minute. The employee will pay with a personal check made payable to the Town. Reimbursement for personal calls cannot be made with cash.
- 3) The employee may be subject to disciplinary action for unauthorized calls that are not consistent with the policy, at the Department Head's discretion.

G. Security of the Cellular Phone

1. Individually Assigned Phones

- a. The employee will be responsible for the security and safeguarding of the cellular phone.
- b. The employee will report the loss or theft of the cellular phone to the SPOC immediately. The SPOC will coordinate replacing loss/stolen equipment with the Purchasing Agent.

2. Shared Phones

- a. Although many employees may have use of a single shared phone, those employees are responsible for keeping the phone safe and secure.
- b. The employee will report the loss or theft of the cellular phone to the SPOC immediately. The SPOC will coordinate replacing loss/stolen equipment with the Purchasing Agent.

IV. Other Wireless Equipment and Services

In order to obtain the most cost effective equipment and rate plans for other wireless equipment and services (e.g. air cards, iPad connectivity, etc.), Department Heads will coordinate through the Purchasing Agent.

A. Employee Responsibilities

1. The employee will use the other wireless equipment and/or services in a manner consistent with this policy.

2. The employee that is assigned other wireless equipment and/or services must carry the equipment when it is necessary for the proper conduct of Town business, including times when the employee is on-call.
3. The employee will notify the department's single point of contact (SPOC) of damage, theft, or loss of the other wireless equipment and assigned to him/her.
4. The employee agrees that upon separation from the Town, the other wireless equipment will be surrendered to the Purchasing Agent, prior to the separation date.

B. Department Head Responsibilities

1. The Department Head will determine the appropriate wireless equipment and/or services to include in the departmental account.
2. The Department Head will designate a single point of contact (SPOC) for each of their respective departments/divisions for other wireless equipment and services, if different from SPOC for cellular phone service. The SPOC will be responsible for maintaining the departmental account, and communicating issues to the Purchasing Agent.
3. The Department Head will review and monitor their subordinates' wireless equipment and services usage and take action, when necessary.
4. The Department Head, at least annually, will review usage to determine if the wireless equipment and services are appropriate for operations, and if there is a continuing need for said equipment and services.
5. The Department Head will ensure that sufficient funding is available in the department budget for other wireless equipment and services that are authorized, for current and future fiscal years.

C. Authorization

1. The purchase of other wireless equipment and services will be coordinated through the Purchasing Agent.
2. No equipment or services will be ordered until a Wireless Equipment and Services Request Form has been completed, approved by the appropriate Department Head, the Town Manager, and submitted to the Purchasing Agent for processing.
3. Upon receipt of equipment, the Purchasing Agent will issue the equipment directly to the employee, in the Purchasing Agent's office. The employee will be required to sign an acknowledgment of receipt at that time.

D. Maintenance, Repair, and Replacement of Other Wireless Equipment

Any maintenance, repair, or replacement required on Town-owned wireless equipment will be coordinated through the SPOC. In the event that replacement equipment is required, the SPOC will coordinate with the Purchasing Agent.

E. Transfer of Equipment

1. Transfer of equipment and/or service within a department/division is allowed.
2. For inventory and control purposes, equipment will be turned-in to the Purchasing Agent.
3. A Wireless Equipment and Services Request Form will be completed, approved by the appropriate Department Head, and submitted to the Purchasing Agent for processing.
4. Upon authorization and receipt of equipment, the Purchasing Agent will re-issue the equipment directly to the intended employee, in the Purchasing Agent's

office. The employee will be required to sign an acknowledgment of receipt at that time.

F. Payment

1. The Town of Prosper will be designated as the "Bill To" address for all accounts authorized under this section, except for wireless equipment or services that require confidentiality.
2. Prior to remitting payment of any wireless equipment and services, the SPOC will review the invoice detail to determine if there is any unauthorized use of wireless equipment or services. Any issues should be reported to the Department Head. The employees are advised to discuss with their supervisors or Department Heads if they believe that circumstances justified unauthorized use of equipment or services.
3. If there appears to be unauthorized use of wireless equipment and/or services, the SPOC will be responsible for determining which user is responsible for the unauthorized use.
 - a. If unauthorized use is identified, the employee may be instructed to reimburse the Town at a fair and reasonable rate, to be determined depending on the wireless equipment and/or services. The employee will pay with a personal check made payable to the Town. Reimbursement for unauthorized use of wireless equipment cannot be made with cash.
 - b. The employee may be subject to disciplinary action for unauthorized use of wireless equipment that is not consistent with the policy, at the Department Head's discretion.

G. Security of the Equipment

1. The employee will be responsible for the security and safeguarding of the wireless equipment.
2. Although many employees may have use of a single shared piece of equipment, those employees are responsible for keeping the equipment safe and secure.
3. The employee will report the damage, loss or theft of the wireless equipment to the SPOC immediately. The SPOC will coordinate replacing damaged, lost, or stolen equipment with the Purchasing Agent.

The Town of Prosper Wireless Equipment and Services Use Policy is hereby approved this 16th day of August, 2013.



Harlan Jefferson, Town Manager