

Cellular Equipment

SCOPE

The purpose of this policy is to provide guidance for the City department heads and supervisors, and establish responsibility for the acquisition, management and cost control of cellular equipment and services. This policy shall apply to cellular equipment used by all City agencies and quasi-City agencies.

This policy also establishes responsibility for assignment, use, review, and oversight of cellular equipment assigned to City agencies and employees. All cellular equipment must be secured through the Municipal Telephone Exchange (MTE). MTE has the overall responsibility for the cellular systems.

For the purpose of this policy, cellular equipment is defined as all wireless telephones and data devices that communicate over the MTE vendor selected network.

REQUEST/ ASSIGNMENT

Cellular equipment is made available to further the business of the City.

The initial request for cellular equipment and services must be authorized by the supervisor and agency head in accordance with this policy if the request meets the requirements of the Justification Form (AM 509-02-1). Assignments of cellular equipment shall be limited to business use by officials and employees (1) who travel from their assigned work site on City government business for a significant part of their normal workday and need to communicate frequently with employees and/or citizens while not assigned to their work site (by having immediate access for situations relating to urgent City business), and/or (2) must be accessible at all times, as required by the Mayor and/or agency head.

A Cellular Equipment Justification form must be submitted to MTE to request assignment of the equipment. (See AM-509-2-1 for complete instructions.) Cellular equipment may be assigned when there is justification for such unit(s), the agency head recommends it and the agency's Budget Analyst at BBMR approves the costs. All new or replacement equipment must be priced at the minimum amount set by the vendor from time to time. If other equipment is requested, form AM-509-02-3, Business Assessment Form, must be completed.

ASSIGNMENT OF SHARED EQUIPMENT

For cost efficiency cellular equipment may be shared by employees when usage is intermittent. The supervisor will be responsible for maintaining a log of all users, which includes start and end

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AM-509-2

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Cellular Equipment

date of usage and date of receipt and return of cellular equipment. Both the user and the supervisor must sign for the receipt and return of the equipment.

PERSONAL USE OF CITY CELLULAR EQUIPMENT

Personal use of City cellular equipment is to be avoided unless it is an emergency situation with subsequent approval of the agency head.

An employee will be required to reimburse the City for the cost of all personal use in accordance with procedures established by MTE. A \$10 penalty per use will be assessed against any employee found to have made personal use cellular equipment **without** either recording or paying for it.

Personal use must be reconciled with the monthly bill by submitting a cash deposit slip with payment in cash or money order made payable to the Director of Finance. A copy of the cash deposit slip and a copy of the money order with the monthly justification form must be sent to the Agency Telephone Coordinator.

CITY SERVICE PLAN

Calling plans not included in the City plan must be authorized by the Agency Director. The City standard service plan covers U.S. domestic usage. Installation of international plans must be authorized by the Agency Director.

EXCESS SURPLUS EQUIPMENT

All equipment, assigned and unassigned, remains property of the MTE. Agencies will be charged a monthly rental fee for all equipment. Surplus equipment will be disposed of via government approved surplus auction or government approved recycling.

CELLULAR EQUIPMENT INVENTORY CONTROL

Periodically, a cellular equipment inventory control will be conducted as part of management oversight to reaffirm business need, and account for equipment assigned to employees to further the business need of the City. During the inventory control period, all employees assigned City cellular equipment must complete and, return the cellular equipment inventory control form (AM-509-2-4) to MTE. Failure to complete, sign and return AM-509-2-4 will result in immediate suspension of service and/or termination.

Cellular Equipment**MUNICIPAL TELEPHONE EXCHANGE**

The Municipal Telephone Exchange (MTE) has overall operating responsibility for the cellular equipment. MTE's responsibilities include:

- Preselecting available vendor equipment;
- Submitting costs and justification for new service to agency budget analyst for approval;
- Placing orders with vendor;
- Providing inventory control, distribution, and retrieval of equipment;
- Administering the Mobile Device Management (MDM) program;
- Providing assistance via the vendor for maintenance and repair of equipment;
- Informing the Department of Finance, Bureau of Accounting of rental fees assessed or charges to the using agencies;
- Forwarding monthly cellular charges to the using agency;
- Reviewing MEMO (28-1418-5007) (AM-509-2-1) submitted by user, damage, theft, or suspicious disappearance;
- Assessing charges to agencies in cases of negligence, misuse or abuse of pager/cellular equipment by employees;
- Distributing equipment to user; and
- Reviewing cases involving equipment loss, damage, theft or suspicious disappearance to determine negligence, misuse, or abuse of cellular equipment for possible recommendation to the agency/bureau head of appropriate disciplinary action to be taken against the responsible employee.

AGENCY

Agency responsibilities include:

- Obtaining ancillary equipment through MTE;
- Requesting in writing for approval by the MTE for the agency to change the approved user of cellular equipment. This is required for either a permanent or temporary change of approved cellular equipment user;
- Assuring that equipment is returned to MTE;
- Obtaining verification of cellular charges from user, and certifying that services were reviewed and that there was no personal use, except as noted by user;
- Reviewing and approving personal use City equipment which is circled on the monthly invoice for the employee to reimburse;
- Assessing and collecting charges from employees when negligence, abuse, or misuse of assigned equipment has been determined; and

Cellular Equipment

- Reviewing monthly data usage and obtaining justification for excessive use.

USER

Users are subject to agency assessment of charges in cases of negligence, misuse, or abuse of assigned cellular equipment.

User responsibilities include:

- Properly using and caring for the cellular equipment;
- Immediately notifying the Police Department of a theft or suspicious disappearance involving the equipment and obtaining a case number;
- Contacting the Agency Telephone Coordinator immediately upon theft, loss, disappearance so the service can be discontinued and forwarding an email within 24 hours to their Agency Telephone Coordinator and supervisor describing in detail any theft or suspicious disappearance of assigned equipment;
- Reviewing the monthly invoice for accuracy of cellular charges and noting all personal use by circling; (*Note: Approval by supervisor and agency head of the monthly invoice is required.*)
- Preparing and submitting a cash deposit slip with reimbursement for any personal use of the City cellular equipment to the Director of Finance;
- Cellular equipment may not be used at any time to store or transmit illicit materials, store or transmit proprietary information not belonging to the City of Baltimore or to harass others;
- Cellular equipment must be used in an ethical manner at all times; and
- Data usage is for City of Baltimore business only. Any use for non-City business is to be avoided.

RELATED POLICIES

AM-509-2-1 Justification Form

AM-509-2-2 Cellular Receipt

AM-509-2-3 Business Assessment Form

AM-509-2-4 Cellular Equipment Inventory Control Form