

# ADMINISTRATIVE PROCEDURES



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County Administrator

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SUBJECT: **CELLULAR/PORTABLE DEVICE PROCEDURE**

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DEPARTMENT RESPONSIBLE: **All County Departments**

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## I. PURPOSE

The purpose of this procedure is to provide criteria and the approval process for County owned cellular devices (telephones, including smart phones, tablets and other portable computers) with wireless voice or data capability, collectively referred to as cellular devices, used by Pima County employees. This procedure also sets guidelines for general use and monitoring of those devices. Additionally, the procedure describes the process for reimbursement of personal cellular device calls.

## II. DEFINITIONS

- A. Authorized Signer: Authorized signer for the Department (see Administrative Procedure 22-10).
- B. Cellular device: A hand-held, portable, wireless telephone or a portable, wireless device equipped to transmit voice/data, which is not considered part of the County's internal telephone system.
- C. Department Director: Includes Elected Official and appointed Department Director.

## III. REQUEST FOR ASSIGNMENT OF CELLULAR COMMUNICATION EQUIPMENT

### A. Criteria for Issuance

Requests for assignment of cellular devices should be submitted only if the Elected Official or employee meets one of the following criteria:

1. Level of Responsibility: The assignee must be employed at a level that requires the assignee to make significant policy determinations, such as an Elected Official, County Administrator or Deputy County Administrator.
2. Emergency Operations Response: The prospective assignee is deemed by his/her department Director to require access to a cellular device for emergency operations response purposes or has a job that requires continuous contact or immediate response to situations that promote public or employee safety.
3. Field Operations: The assignee has direct responsibility for managing a field operation or whose job requires the assignee to spend a significant amount of time in the field or in vehicles and who receives a high volume of time-sensitive calls.

4. Field Operations: The assignee uses a portable data device that transmits data between the portable device and the County computer systems.
5. Interim Assignment: When deemed necessary by a Department Head, cellular devices may be temporarily assigned to employees who are required to maintain communications with the County while away from the office.

B. Request and Approval Procedure

1. Elected Officials or employees who meet at least one of the aforementioned criteria and need to be assigned a cellular device must complete and sign a "Cellular Device Request/Return and Reassignment Form" (**Attachment A**) as described below. A cellular device will not be assigned unless this form has been completed and approved.
  - a. Complete the following sections of form including "Department," "Date," "Employee Name," "EIN" (Employee Identification Number), "Employee Position" (Title), and "Work Phone" (County telephone number assigned to the employee, if applicable.)<sup>1</sup>
  - b. Check one of the boxes to indicate if the form is to request a new device/service, the return of a device or a reassignment of a device. If the form is for a request or reassignment, the remainder of the form must be completed. Also see Section IV.D. of this procedure for additional information related to reassignments of device. If the form is for a return of the device, a reason for return must be indicated (termination of employee, damaged device etc). Information requested in paragraphs Section III.B.1.c.d.e.f. and j, are not required for a returned device. See Section IV.C., and Section VI.B., for additional information related to returned and damaged devices.
  - c. State county business reasons for cellular device - one of the "Criteria for Issuance" must be listed here as well as specific responsibilities that necessitate the use of a cellular device and reasons why other forms of communication are not adequate or cost effective. Include if the device will be used for undercover operations.
  - d. Anticipated usage-indicate if long distance or walkie-talkie functionality is needed and the reasons why.
  - e. Estimated usage-identify the amount of time that the cellular device will be used per month and justify usage over 500 minutes per month. If possible, consideration for minutes should be given to both anticipated incoming and outgoing calls.
  - f. Identify and justify any additional cellular device functionality that is needed - any functionality required beyond the services discussed in "Estimated Usage" must be justified (such as data connectivity or photographic capabilities). Please note if you request Text Messaging services you must provide justification.
  - g. Identify "Fund," "Object" and "Unit" "Program" and "Phase," if applicable.)
  - h. Employee Signature and Date of Signature.

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<sup>1</sup> For security purposes, cellular devices used for undercover operations need only complete, "Department" and "Date."

- i. Department Director/Authorized Signer signature - Department Director or Authorized Signer must indicate approval and authorization of the cellular device by signing and dating in the appropriate line.
  - j. Chief Information Officer (CIO) approval- the completed forms shall be submitted to the Information Technology Department (ITD) Service Desk and will be routed to the CIO for approval/disapproval. If approved, the "Cellular device Request/Return/Reassignment Form," will be signed by the CIO or designee and forwarded within the Information Technology Department for assignment of the cellular device and approved functionality.
  - k. Should the Request/Return/Reassignment form not be approved, the CIO will indicate a reason in the space provided and the form will be returned to the requesting employee's Department Head detailing the reason(s) for disapproval.
2. Employees who have requested a cellular device must also read, complete and sign a "Cellular Device Employee Usage Agreement Form" (**Attachment B**). The completed Usage Agreement Form shall be submitted with the completed Request/Return/Reassignment form to the Department Head. The Department Head or designee will maintain the original Usage Form in the employee's departmental personnel file. The employee will receive a copy for his/her records.
3. Based on information contained in the Request form, the (ITD) will determine the type of cellular device, ancillary equipment and appropriate vendor and monthly service plan to be assigned to the employee. ITD shall determine the type of cellular device that meets the requirements of the prospective user taking into consideration the amount and type of use anticipated. ITD will determine the type of work that the prospective user is involved in, that is deskwork as opposed to outside maintenance, and/or frequent or distant travel requirements, geographic coverage needed within the County, and other selection criterion that impacts the type of equipment required. ITD will also determine the need for special features and make an equipment recommendation/selection. The prevailing guideline will be to purchase a cellular device that is of acceptable quality that meets the requirements of the user at the best cost to the County determined through the approved procurement process.
4. Acquisition of cellular service shall be for the basic service unless the employee's justification warrants a different level of service as authorized by the Chief Information Officer or designee. When the level of usage is such that recurring costs can be reduced by using a different monthly service plan, the using Department will coordinate with the ITD to coordinate a plan change with the service provider.
5. The ITD will contact the current cellular device vendor(s) that meet the needs of the request and arrange for the acquisition and delivery of the cellular device(s) to the Department Head for distribution to the assignee. ITD will be responsible for contacting the vendor for activating/deactivating all County cellular services. ITD will also provide the funding information with the billing number to the Finance Department, who will process the invoices.<sup>2</sup> This information will be provided to Finance on the Model Request form (see Administrative Procedure 22-31 "Model Invoices/JIT"), which the requesting Department will attach to a copy of the Request/Return/Reassignment form.<sup>3</sup> The ITD will

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<sup>2</sup> For security purposes, billing for telephones used in undercover operations will use an account number, not a telephone number.

<sup>3</sup> The Model Request form requires an authorized signer. The original copy of the

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forward the copy of the Request form and the Model Request form to the Finance Department and retain the original Request form for its records.

6. If the Elected Official or Department Head determines an upgrade or additional accessories are required for an employee, he/she may request the upgrade/accessories, using the "Request/Return/ Reassignment" form and approval process described in Section III.A. Above, specifying the additional features/accessories to be provided.

#### IV. MONITORING AND MINIMUM USAGE

- A. The ITD will keep an accurate inventory of all County assigned cellular devices.<sup>4</sup> Each Department Head will keep an accurate inventory of each cellular device assigned to employees in his/her respective departments. Additionally, Department Heads will identify on that inventory if a device is designated for confidential or classified operations (such as undercover operations associated with the Sheriff's Department and County Attorney). The ITD may delegate the recordkeeping process to certain Elected Officials or Departments.
- B. Department heads or their designee shall conduct semi-annual reviews of device users to determine if there is a continued need for cellular device use in a particular position, to ensure that personal calls generated from County cell phones are being reimbursed to the County and to validate that provisions regarding cellular device usage are being followed.
- C. If a Department Head has determined that an employee no longer meets the established criteria for cellular device use, the Department Head or Authorized Signer will complete the "Cellular Device Request/Return Reassignment Form" as described in Section III.B.1.b., above, sign the form and coordinate with the ITD to ensure that the employee's cellular device service is discontinued and the equipment is returned to ITD. The return policy also applies to employees assigned cellular services on an interim basis, employees who have terminated employment with the County and employees previously assigned cellular phones but are assigned new responsibilities that do not justify the use of cellular services. ITD will notify the Finance Department of the discontinued (or reassigned) cellular device by completing a Model Request form (see Administrative Procedure 22-31 "Model Invoices / JIT").
- D. If a Department Head needs to reassign a cellular device within their Department to another eligible employee, the "Cellular Device Request/Return/Reassignment Form" must be completed as described in Section III.B.1.b., above and signed by the Department Head or Authorized Signer. If a "Cellular Device Employee Usage Agreement Form" is not on file for the reassigned employee, one must be completed as described in Section III.B.2., above.
- E. At the direction of the County Administrator, the Office of Revenue, Collections and Audit ("ORCA") will periodically schedule reviews of cellular device usage and phone records to ensure compliance with this procedure and its provisions. Additionally, ORCA may request that Department Heads (with assistance from the ITD if needed) to review the cellular phone plans chosen for employees to ensure that the particular plan still best serves the needs of the County and the department.

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Request/Return/Reassignment form provides the authorized signature as well as the Fund, Unit, and Object.

<sup>4</sup> For security purposes, the Sheriff's Department and County Attorney will maintain an accurate inventory of telephones used in undercover operations with access available to the Auditors.

**V. PROCEDURE FOR REIMBURSING PERSONAL TELEPHONE CALLS**

- A. Personal use of County owned cellular devices are discouraged. However, the County recognizes that there are exceptional instances when employees may need to make a personal call or send / receive text messages on a County-owned cellular device, such as a situation of personal safety that is considered an emergency by the employee. Such calls should only be made using the cellular device when there is no land line service immediately available or the emergency situation requires immediate contact.
- B. Copies of cellular device invoices for county employees will be forwarded to the employee's Department Head, or their designees, by the Finance Department. Each Department Head, or their designee, is responsible for distributing the monthly itemized phone bills to assigned users, and obtaining the Certification form from employees (**Attachment C**, "Cellular Device Charges Certification Form") that all calls are business related-even if there is no specific charge under the calling plan (i.e., free minutes).
- C. The employee is required to reimburse the County for personal calls at the standard County per minute rate (number of minutes times the standard rate). This rate will be established by the ITD based on current market rates and established at the beginning of each fiscal year. The ITD will be responsible for disseminating this rate to all Department Heads. Payments shall be made by cash, check or money order made payable to the "Pima County Treasurer," within thirty (30) days of the receipt of the bill. If the total of the employee's usage (based on the per minute rate) is greater than the total of the monthly invoice (inclusive of all charges), the employee shall be required to reimburse the County for the entire amount of the invoice. Reimbursement to the County shall not exceed the total of that monthly invoice for that service. This situation, however, will be considered an abuse of the County cellular device and County provided cellular services will no longer be available for that employee who will be subject to disciplinary action, up to and including dismissal. If the amount of reimbursement is less than \$10.00, the employee can combine multiple months for payment. Multiple month payments should not carry over more than three (3) months from the date of the first invoice considered in the aggregation. Payments should be delivered to the Department Head or Authorized Signer who will prepare a deposit permit(s) and forward the payment(s) and permit(s) to the Treasurer.
- D. Employees who do not return their Certification form for two consecutive months will have their cellular device service cancelled. This form must be completed and submitted to the Department Head or designee regardless of whether personal calls were made or if the employee will be paying for combined months at a future date. When paying for personal calls, a copy of the invoice with the highlighted personal calls should be attached to the Certification form. The Department Head, or their designee, is required to retain the Certification forms and invoices (when applicable) for a period of three years. The form and invoices should be made available upon request for audit purposes.
- E. Fields to be completed on this form include:
1. "Month/Year" - the date of the invoice
  2. "Phone Number" - the cellular device number
  3. Identify the employee department and employee name and employee identification number.
  4. "Amount Owed for Personal Calls" - review the invoice, highlight the calls on the voice and calculated the amount charged for personal calls. If no personal calls were made, enter "None" in this field.
  5. Identify the date the form was completed.

6. If the amount of the calls were under \$10.00, the employee can elect to carry this amount into future months for payment at a later date. Answer "yes" or "no" to this option. Department Heads should establish procedures to ensure that all payments are received.
  7. The employee must sign the form.
- F. Employees' use of their personal cellular device for County business should be limited to occasional or exceptional instances. If a County employee uses their personal cellular device for county business, reimbursement for the cost of these calls will be paid at the standard county per minute rate (as determined and defined in V.C., above.) In order to receive payment for business calls, the employee must submit a claim form (or Petty Cash form) for the calls to the Department Head, or Authorized Signer. (Administrative Procedure 22-27: "Submission of Invoice to the Finance Department" and 22-3: "Petty/Cash/Change Fund"). However, the County will not subsidize employees' personal cellular device bills. Employees' with cellular charges other than ones that are occasional or exceptional will be subject to review and audit by Department Heads or ORCA.
- G. Department heads or their designees are responsible for monitoring the volume and type of cellular device calls made or received by an employee.

## VI. LOST/DAMAGED EQUIPMENT

- A. County employees who lose or damage their cellular devices will be responsible for the replacement cost of their cellular device as determined on a sliding scale depending upon the age of the equipment, as follows:

1 year or less	95%
2 years or less	75%
3 years or less	50%
4 years or less	25%
older than 4 years	0%

- B. If a device is damaged, it should be returned to the Information Technology Department with a Cellular Device Request/Return/Reassignment form completed as noted in Section III B.1.b., above. The Information Technology Department will coordinate with the employee and Department Head for a replacement device.
- C. With written justification to the CIO, Department Heads may request a waiver of the replacement fees for themselves or their employees in certain exceptional circumstances.

## VII. GENERAL PROVISIONS

- A. All communication equipment provided by the County remains the property of the County and shall be used exclusively for County business, except as noted above.
- B. Outgoing cellular device calls shall not be made in a County facility where a County non-cellular device is available
- C. For safety reasons, employee's assigned cellular devices must not use their cellular devices while driving a vehicle. In case of an emergency, employees must exercise caution and park at the closest available parking spot or curb before using their cellular device.
- D. Cellular device conversations are not always secure and should not be used to discuss sensitive or confidential information.

- E. Cellular device users should activate the electronic lock on the cellular device when not in use to help deter unauthorized usage.
- F. Except for undercover or other confidential operations, voice mail messages on County cellular devices should specify that the caller has reached an Elected Official or employee of Pima County. The message should not be a generic or personal message.
- G. If a cellular device or service has not *been* properly authorized, is being used inappropriately or if an assignee is not adhering to any other provision or requirement of this procedure, the offending individual will have their cellular device privileges suspended pending review by the CIO or their designee.
- H. Number portability: requests to add new service or change existing service from a Pima County assigned number to a specific device number shall be made to the ITD Service Desk Communications Coordinator and must be accompanied by a copy of the requesting employee's signed "Usage Agreement Form" that confirms that the employee will reimburse the County for all non-County calls made and/or received.

### VIII. FORMS TO BE USED AND RECORD RETENTION

- A. Forms to be used
  - 1. Cellular Device Request/Return/Reassignment Form (Attachment A), and Section III. 8.1. above.
  - 2. Cellular Device Employee Usage Agreement (Attachment B), and Section III. 8.1. above.
  - 3. Cellular Device Charges Certification Form (Attachment C), and Section V.B. above.
- B. Record Retention:
  - 1. Departments: A copy of the "Cellular Device Request/Return/Reassignment Form" and the original of the "Cellular Device Employee Usage Agreement" shall be maintained for the life of the device assignment. The "Cellular device Charges Certification" Form(s) and corresponding invoices shall be retained in the departmental files for three years.
  - 2. Information Technology Department: The original, signed "Cellular Device Request/Return/Reassignment Form" shall be maintained for six (6) months beyond the life of the device assignment.
  - 3. Finance Department: A copy of the signed "Cellular Device Request/Return/Reassignment Form" and the original Model Request form shall be maintained for a period of one (1) year.

*Any questions regarding this procedure should be directed to the Information Technology Department, (520) 740-8090.*

### ATTACHMENTS

Attachment A - Pima County Cellular Device Request/Return/Reassignment Form  
Attachment B - Cellular Device Employee Usage Agreement Form  
Attachment C - Cellular Device Charges Certification Form

**ATTACHMENT A**

**PIMA COUNTY  
CELLULAR DEVICE REQUEST/RETURN/REASSIGNMENT FORM**

DEPARTMENT: \_\_\_\_\_

DATE: \_\_\_\_\_

EMPLOYEE: \_\_\_\_\_

EIN #: \_\_\_\_\_

EMPLOYEE POSITION: \_\_\_\_\_

WORK PHONE #: \_\_\_\_\_

- Request for new cellular device
- Smartphone/Tablet
- Cellular Data Modem
- Return of Device. Reason for return: \_\_\_\_\_
- Reassignment of Device. New user name: \_\_\_\_\_

Form must be completed - additional pages may be used for any of the following explanations.

- State County business reasons for cellular device need (include if device is to be used for undercover operations):  
\_\_\_\_\_

- Anticipated usage:
  - Interstate or National Coverage? State reasons: \_\_\_\_\_
  - "Walkie - Talkie" capability needed? State reasons: \_\_\_\_\_

Describe the Coverage Area needed and why: \_\_\_\_\_

Estimated usage: Indicate ONE:

- Under 500 minutes per month
- 500 to 1000 minutes per month
- 1000 to 1400 minutes per month
- over 1400 minutes per month- Justification: \_\_\_\_\_

- Identify and justify any additional cellular features and/or services needed: \_\_\_\_\_

Fund: \_\_\_\_\_ Unit: \_\_\_\_\_ Object: \_\_\_\_\_ Program: \_\_\_\_\_ Phase: \_\_\_\_\_

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Director approval: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Information Officer approval: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Information Officer disapproval and reason: \_\_\_\_\_ Date: \_\_\_\_\_

**ATTACHMENT B****PIMA COUNTY  
CELLULAR DEVICE EMPLOYEE USAGE AGREEMENT**

1. Employee agrees to conform to the provisions set forth in Administrative Procedure 3-12.
2. Outgoing cellular calls should never be made in a County facility where a County phone is available.
3. Cellular device conversations are not always secure and should not be used to discuss sensitive or confidential information.
4. Employees should consider activating the electronic lock on the cellular device when not in use to help deter unauthorized usage.
5. Personal use of the County cellular device is limited to response to emergency situations or in circumstances where immediate action is necessary. The employee will reimburse the County for all personal calls as defined in Administrative Procedure 3-12.
6. Employees should not use their cellular devices while driving a vehicle. In case of an emergency, employees must exercise caution and park at the closest available parking space or curb before using the cellular device.

I have read and received a copy, and agree to abide by the foregoing.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Department: \_\_\_\_\_

Employee Work Telephone Number: \_\_\_\_\_

EIN: \_\_\_\_\_

**ATTACHMENT C****CELLULAR DEVICE CHARGES CERTIFICATION**

Month / Year \_\_\_\_\_

Phone Number \_\_\_\_\_

Department \_\_\_\_\_

Employee Name \_\_\_\_\_

EIN \_\_\_\_\_

*To the Employee:*

Please review the attached itemized bill for your assigned cellular device. You are responsible for charges related to all personal calls made. Please note the amount owed for personal calls and return this form, along with cash, a check or money order made payable to "Pima County Treasurer", to your department head or designee. If there are no personal calls, please write "None" on the line for *Amount Owed for Personal Calls* and sign below indicating that you have reviewed your bill for errors or unusual activity.

Amount Owed For Personal Calls \_\_\_\_\_

Date \_\_\_\_\_

Will this amount be carried into future months? (Circle one) Yes      No

Employee Signature \_\_\_\_\_

*To the Department Head or Designee:*

Please retain this form in your department files for three year.