

**CITY OF CARLSBAD**

**COUNCIL POLICY STATEMENT**

DATED: JUNE 24, 2008

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Policy No.	72
Date of Issue:	June 24, 2008
Effective Date	June 24, 2008
Cancellation Date	
Supersedes No.	72
	dated July 10, 2007

Subject: MOBILE HANDHELD DEVICE POLICY

Copies to: City Council, City Manager, City Attorney, Department Heads and Division Heads,  
Employee Bulletin Boards, Press, File

**PURPOSE:**

To provide guidelines to City Council members and City employees related to the proper use and management of mobile handheld devices (e.g. cellular phones and wireless mobile computing device). This policy establishes the procedures for mobile handheld devices which help achieve maximum efficiency in the workplace. The City encourages individuals to be good stewards and use these mobile devices to report emergency situations (e.g. 911).

**BACKGROUND:**

Due to the nature of public sector work mobile handheld devices can enhance the operational effectiveness and efficiency of staff while away from the office. These devices are useful and effective tools for delivering prompt customer service. Although the value of mobile handheld devices is recognized, they are costly to operate, and expenditures need to be controlled. The City of Carlsbad will address the cellular phone segment in a three-pronged approach. The first part of this policy will address City-issued phones; whereby the employee is allocated a cellular phone and is expected to monitor it during normal work hours and while on call. Secondly, this policy also addresses an individual's need for wireless mobile computing devices and the administration of the equipment. Lastly, this policy will address providing a stipend to City Council members and employees; the stipend covers the cost of maintaining the individual's mobile handheld device used for City related business. The City Manager (for purposes of this policy, the City Attorney will be responsible for the employees in the City Attorney's Office) or designee will assign the appropriate cellular phone option to each employee. Overall, the policy provides oversight of mobile handheld devices and it also provides each department with flexibility. Use of these devices may also be governed by an Administrative Order.

**POLICY:**

*City-Issued Cellular Phone*

The City will issue cellular phones to individuals who are required to provide immediate two-way communication with their respective office (e.g. Inspector, Maintenance Crew) or other contacts. Individuals will be issued cellular phones which will be paid for by the individual departments. An

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individual may request to receive a wireless mobile computing device (combination of cellular phone and personal digital assistant), instead of a cellular phone, if a valid need is evident. All requests must be approved by the City Manager, or designee. All wireless mobile computing devices must comply with Information Technology standards.

City-issued cellular phones are the property of the City of Carlsbad. Cellular phones are not to be used when a less costly alternative is safe, convenient, and readily available. Individuals shall be responsible for all issued equipment so long as employment with the City of Carlsbad is in effect. Personal use is prohibited; however, the City recognizes that unforeseen circumstances develop in which minimal and incidental use may occur, in which case the user is expected to reimburse the City for these expenses.

**A. Acquisition**

Best value principles apply when purchasing the cellular phone, accessories, services, and selection of the wireless provider. Departments will assume the responsibility for the delivery of services and will carry them out in the most efficient, effective, and economical means possible.

**1) Mobile Handheld Request**

Individuals who are required to carry a City-issued cellular phone while on the job are required to provide a written statement of need which will be kept on file.

**B. Periodic Review**

The City Manager or designee shall periodically review the list of individuals who have a City-issued cellular phone to ensure that they still require a phone to effectively manage their business needs. In addition, periodic reviews of the cell phones and business use will be conducted.

*City-Issued Wireless Mobile Computing Device*

Wireless mobile computing devices (combination of cellular phone and personal digital assistant) are tools that serve as an extension of an individual's desktop computer. Employee requests for these devices must be justified by the individual requesting the device and are subject to approval of the City Manager or designee. Upon City Manager or designee approval, it becomes the responsibility of

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the individual to contact the Information Technology Department for purchasing assistance to ensure compatibility with the City's technology infrastructure and compliance with licensing requirements.

A. Acquisition

Best value principles apply when purchasing the wireless mobile computing device or accessories, and services.

1) Mobile Handheld Request

Individuals who request a City-issued wireless mobile computing device will be required to provide a written statement of need; all files will be maintained in each department.

B. Periodic Review

The City Manager or designee shall periodically review the list of individuals who have a City-issued mobile handheld device to ensure that they still require the device to effectively manage their business needs.

*City-Issued Stipend*

In lieu of a City-issued mobile handheld device, an individual may request to utilize their personal mobile handheld device and receive a stipend from the City. An individual requesting a stipend is required to complete and submit a written statement of need. Once it is determined that an individual's position may necessitate two-way wireless communication, the City Manager or designee may authorize the stipend. Eligible individuals will receive a taxable monthly allowance; the initial amount will be established by the City Council. Authority will be given to the City Council to adjust the stipend amount in the future. The stipend will be allotted to the employee on a biweekly basis.

A. Acquisition

If authorized for a stipend, it becomes the individual's responsibility to purchase, maintain, and sustain an active cellular phone account with an approved provider. A list of the current approved providers can be accessible through the Information Technology Department.

B. Annual Review

Annually, a list of stipend recipients will be reviewed by the City Manager or designee. Upon request, individuals must provide the appropriate document (e.g. copy of the monthly invoice) for review. The City Manager or designee will review this statement and make a determination based on the documentation presented.

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*Other Personally Owned Wireless Mobile Computing Device*

Individuals may connect their personally owned wireless mobile computing device to the City's network. The individual should contact the Information Technology Department (IT) for assistance with the connection to ensure device compatibility and that a sufficient number of software licenses are maintained. IT will provide and install the synchronization software.

*California Public Records Act*

Mobile handheld device records may be subject to disclosure under the California Public Records Act.

*Use of Mobile Handheld Devices While Driving - Safety First*

The City of Carlsbad is committed to protecting all employee drivers, their passengers, and the public from injury arising out of the use of motor vehicles for City business.

The primary responsibility of a driver is to operate their motor vehicle safely and cautiously. Every driver must maintain full attention to the road and their surroundings while operating a motor vehicle. The use of mobile handheld devices while driving, such as a cellular phone, smartphone or any other wireless two-way communication device, may distract a driver's attention and present a negative image to the public. However, the use of mobile handheld devices while driving may be warranted when other means of communication are not readily available. If such a situation occurs, it is expected the driver will pull safely to the side of the road to initiate or complete a call.

Effective July 1, 2008, all individuals are required by law to use a hands-free feature on all mobile handheld devices while driving, including while driving during the course of City business. All fines issued to an employee related to the use of handheld devices while driving will be the sole responsibility of the employee, not the City.

While Public Safety employees are exempt from the hands-free law in the course of operating an authorized emergency vehicle in the scope of his or her duties, the above-referenced guidelines should be followed by Public Safety employees in all non-emergency situations.