

**CITY OF GREENFIELD
ADMINISTRATIVE POLICY DIRECTIVE**

SUBJECT: Telephone Use Policy

NO: 99-1

DISTRIBUTION: All City Employees

DATE: July 20, 1999

BY: Randy Anstine

APPROVED:


City Manager

I. PURPOSE

- A. This Administrative Policy Directive sets forth the City's procedure and policy to be followed regarding the use of City telephones.
- B. To establish a uniform policy and procedure for the personal use of City telephones.
- C. To establish a policy regarding the handling of all incoming telephone calls.

II. RESPONSIBILITY

- A. It shall be the responsibility of all City employees and volunteers to comply with the provisions of this memorandum.
- B. In order to ensure the complete and proper handling of telephone calls received by the various departments, department directors shall institute procedures regarding the returning of outside calls and the follow-up return calls that have not been completed on the first attempt.

III. PROCEDURES/GUIDELINES

- A. As a general statement, City telephones are to be used for City related business only. Since telephone calls can become extremely expensive in terms of work time and long distance charges, employees and volunteers are required to do their best to ensure that all calls (local and long-distance) are kept to a minimum.
- B. Understandably, there are times when personal telephone calls must be made (e.g. to doctors, spouses, children, etc.). All personal calls shall be approved by your immediate supervisor prior to making such calls. All personal calls shall be reasonable in length, limited in time to five minutes or less. The term reasonable shall be at the sole discretion of the appropriate supervisor.
- C. Professional calls (e.g. those related to your occupation, position with the City), may be made on City time, and may be made long distance as long as not abused by length, or number of calls. Calls to professional societies and organizations may be made with the approval of your immediate supervisor.

- D. Collect calls should be made and accepted only in case of an emergency.
- E. In the case of a long distance return call where no message was left or the caller cannot otherwise be identified, the return call should be made only if the employee or volunteer believes that the call received was related to City business.
- F. Every effort should be made to keep the use of cellular phones to an absolute minimum, due to their greater expense and time away from the job. All personal cell phones and pagers are not allowed, unless authorized by the Department Head. Departmental supervisors shall be charged with monitoring said use of the aforementioned.
- G. City owned fax machines are to be used for City related business only.
- H. Any question, whether of a general nature or regarding a call that does not fall within one of the above categories, should be addressed to the employee's or volunteer's appropriate supervisor.