

ADMINISTRATIVE REGULATION**Category: Board and
General Administrative Matters**

MOBILE DEVICE ADMINISTRATIVE REGULATION**I. Purpose**

To establish guidelines for the distribution and use of District-owned mobile devices including, but not limited to, cellular telephones, personal digital assistants (PDAs), Smartphones, Push-To-Talk (PTT) devices and air cards, as well as procedures for monitoring and controlling costs and security. This Administrative Regulation outlines the mobile device options supported by AC Transit, guidelines for appropriate use, and other administrative issues relating to acquisition, security and reimbursement. This Administrative Regulation was created in order to enhance employee safety, limit corporate liability and to help manage telecommunications costs.

II. Scope

This Administrative Regulation applies to all employees and other persons who have or are responsible for any mobile device issued by AC Transit.

III. General

It is the District's intent that this Administrative Regulation be administered in compliance with all applicable labor laws and regulations. In the event this Administrative Regulation is in conflict with applicable laws; those laws will govern its interpretation.

It is the Administrative Regulation of the District to make appropriate use of funds while taking advantage of improving communication technologies to promote operational efficiency, improve service levels, and respond to emergencies. While issuance of a District mobile device is a management option rather than an employee entitlement, considerations include improved safety, increased productivity, or increased service to customers when an employee meets one or more of these requirements:

- The employee must be quickly reachable.
- The employee is "on call" outside of normal business hours.
- The employee is not normally present at a fixed workstation and timely communication is difficult to transact.
- The employee is required to make frequent and/or prolonged travel.

The District may issue PDA devices to Director Level and above as well as, Management, Transportation and Maintenance Superintendents. Assistant Superintendents and supervisory levels of employees may receive PDA devices when approved by immediate Manager and/or Executive Staff members.

The Chief Technology Officer, Chief Human Resource Officer and Chief Financial Officer of AC Transit have ultimate authority interpreting and administering the **MOBILE DEVICE ADMINISTRATIVE REGULATION**.

IV. Mobile Device Request

1. Employees requiring the use of a company-owned mobile phone, PDA, Smartphone, Push-To-Talk or wireless air card for a laptop must go through a request process and clearly define why the device is needed. Request forms must be approved and authorized by the employee's unit or department head before submission to Information Services.
2. Once the management team has given approval for the issuance of a mobile device, the IS Department will be responsible for determining the best plan and equipment for the company. In order to take advantage of volume pricing discounts, AC Transit has standardized mobile device equipment, mobile service packages, and mobile accessories.
3. In event of employee termination, the employee will turn in the AC Transit mobile device and peripheral equipment, including air cards - and the District reserves the right to retain the number.

V. District-Owned Mobile Devices: Appropriate Use

Mobile equipment owned by AC Transit will be used to conduct AC Transit business in an appropriate, responsible, and ethical manner. The following must be observed:

1. Employees are prohibited from using a District-owned mobile phone for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with other existing employee policies and/or State & Federal laws.
2. Occasional personal calls will be allowed. However, employees with inappropriate personal use of District-owned mobile phones will be subject to disciplinary action.
3. If a mobile device needs servicing, the employee should contact the IS Help Desk at 510-891-7170 (or x7170 from District sites) for support.
4. If a mobile phone or peripheral equipment is **lost or stolen**, the employee must:
 - a. Immediately notify the IS Help Desk to suspend service; and
 - b. If weekend or holiday, notify your service provider and leave a message with the IS Help Desk at 510-891-7170.

- c. File a *Lost, Stolen, Broken Item Report Form* with the IS Department. The IS Department will replace the mobile device or peripheral equipment once the Lost Item Report Form is received.
 - d. If an employee misplaces a mobile device or peripheral equipment more than **twice**, the employee must reimburse the District for the actual costs of the equipment replacement. These fees can be waived by written approval from the General Manager
5. It is understood that the mobile equipment, and any service minutes that are “included” in the monthly plan are property of AC Transit.
6. Employees are strictly prohibited from downloading additional software and services - including distinctive ring tones, games, subscriptions and other messaging services.
7. Mobile transmissions are not secure. Therefore, employees should use discretion in relaying confidential District-related information. No sensitive, proprietary or confidential information is to be stored on mobile devices at any time. Information that is stored, texted or otherwise passes through the mobile device is the sole property of AC Transit.
8. No employee may connect, dock or otherwise synchronize any unapproved mobile device, whether owned personally by the employee or provided by AC Transit, with any District computer, laptop, server, system or network, without the prior consent of the Information Services management.
9. To optimize security and minimize unnecessary usage charges, employees should use security features that are included in their device such as password protection and key lock/unlock features.
10. While driving, District employees must comply with all laws.
11. In order to ensure that these designated employees continue to demonstrate a need for a mobile device, the IS Department shall annually review a mobile device issuance list and submit this list as part of the budget process to be reviewed/approved by the appropriate department and/or Executive Staff member.
12. It shall be understood that mobile numbers and equipment purchased by the District are owned by the District and shall be returned to the District when the need for such equipment no longer exists, or the employee separates from service.

VI. Reimbursement for Mobile Calls from Personal Mobile Phone

Employees may be reimbursed for company business calls made on their own mobile telephones; however, mobile access charges are the responsibility of the employee and will not be paid by AC Transit. In order to be reimbursed, the following conditions must be met:

1. Reimbursement requests should be made on a T&E Travel & Expense Report, which can be found on the AC Transit intranet.
2. A copy of the detailed phone bill must be attached to the Expense Report. If the mobile provider does not provide detailed billing, the employee must request that they do so in order to be reimbursed. If the copy of the bill does not list whom the calls were made to (or received from as the case may be), the employee will be required to provide any such further information as the company may reasonably request.

VII. Global Usage

Employees who are traveling outside of the United States must notify the IS Help Desk at least 5 days prior to departure. To temporarily change the call plan – or determine if a loaner phone is available, IS will need departure and return travel dates, and countries where access will be required.

AC Transit has a small supply of Global mobile phones available for short-term assignment.

1. All policies for appropriate use of company-owned mobile phones also apply to company loaner phones.
2. Requests for loaner phones are filled on a first-come, first-served basis.
3. The same rules and procedures will be applied to loaner phones.

VIII. Administrative Regulation Non-Compliance

The employee's immediate Manager, the Chief Financial Officer, Chief Human Resources Officer and/or Chief Technology Officer may be advised of any breach of this Administrative Regulation and will be responsible for appropriate remedial action.

IX. Acknowledgment of MOBILE DEVICE ADMINISTRATIVE REGULATION

The attached form (Attachment "A") will be used to acknowledge receipt of, and compliance with, the **MOBILE DEVICE ADMINISTRATIVE REGULATION**.

Procedure

Complete the following steps:

1. Read the **MOBILE DEVICE ADMINISTRATIVE REGULATION**.
2. Fill out the information requested.
3. Sign and date in the spaces provided.
4. Return a copy of the signed document to the Information Services department.

Signature

Your signature on the attached form (Attachment "A") attests that you agree to the following terms as part of the **MOBILE DEVICE ADMINISTRATIVE REGULATION**:

- (i) I have received and read a copy of the **MOBILE DEVICE ADMINISTRATIVE REGULATION** and understand and agree to the same.
- (ii) I understand and agree that no mobile devices are to be connected to AC Transit-provided computers, laptops, servers, systems or networks without the prior written authorization of the Information Services Department.
- (iii) I understand that any information that is stored, texted or otherwise passes through the mobile device is the sole property of AC Transit.
- (iv) I understand and agree that no sensitive, proprietary or confidential data is to be stored on any AC Transit-provided mobile devices at any time.
- (v) I understand and agree that I will not download additional software and services - including distinctive ring tones, games, subscriptions and other messaging services.
- (vi) I understand and agree that the security and replacement of any AC Transit-provided mobile devices issued to me become my responsibility and those AC Transit-provided mobile devices remain the property of AC Transit.
- (vii) I understand and agree that any violation of the **MOBILE DEVICE ADMINISTRATIVE REGULATION** could result in disciplinary and or legal action.
- (viii) I understand that I will submit the appropriate forms when I am requesting new, upgraded or replacement mobile service, devices and accessories.

ATTACHMENT "A"

Acknowledgment of Mobile Device Administrative Regulation

The attached form (Attachment "A") will be used to acknowledge receipt of, and compliance with, the **MOBILE DEVICE ADMINISTRATIVE REGULATION**.

Procedure

Complete the following steps:

1. Read the AC Transit Mobile Device Administrative Regulation.
2. Fill out the information requested below.
3. Sign and date in the spaces provided below.
4. Return a copy of this signed document to the Information Services department.

Signature

Your signature attests that you agree to the following terms as part of the **MOBILE DEVICE ADMINISTRATIVE REGULATION**:

- (i) I have received and read a copy of the **MOBILE DEVICE ADMINISTRATIVE REGULATION** and understand and agree to the same.
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Employee Name (Print)

Employee Title

Badge Number

Department

Employee Signature

Date