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## Alameda-Contra Costa Transit District

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### Administrative Regulation No. 440D:      Mobile Devices

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**Issuing Officer:** General Manager  
**Date of Adoption:** 8/2008  
**Most Recent Amendment:** 3/22/17  
**See Also:** 217, 204, 440, 440A, 440B, 440C

**Subject Category:** Section 400, Operations  
**Subsection:** Information Systems  
**Control Department(s):** Information Services

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#### I. PURPOSE

The purpose of this regulation is to establish guidelines for the distribution and use of District-owned mobile devices, as well as procedures for monitoring and controlling costs and security. This 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 regulation was created in order to enhance employee safety, limit District liability and to help manage telecommunications costs.

#### II. PERSONS AFFECTED

All users of District-provided mobile devices.

#### III. DEFINITIONS

**“Mobile devices”** includes cellular telephones, tablet computers, Push-To-Talk (PTT) devices, air cards, and similar mobile computing or telephony devices.

**“Smartphone”** is a cellular phone that performs many of the functions of a computer, typically having a touchscreen interface, Internet access, and an operating system capable of running downloaded applications.

**“Telecom team”** means the Telecommunications staff within the Information Services Department (I.S.).

#### IV. REGULATION

##### A. Justification

The District’s intent is to provide cost-effective mobile communications technologies to promote operational efficiency, improve service levels, and enable staff to 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 regardless of work location;
- The employee must be quickly reachable outside of normal business hours;

- The employee has a mobile or variable work location; or
- The employee is required to make frequent and/or prolonged business travel.

## **B. Mobile Device Request**

Employees requiring the use of a company-owned mobile wireless device must complete and submit the *Mobile Device Request* form available on the Intranet, <http://MyACT/>, and clearly define a business need. Request forms will then be electronically routed for review to the employee's unit or department chief or executive director. If approved, the request will be routed to I.S.

Telecom staff will validate all forms submitted. Telecom staff are then responsible for determining the best equipment and plan to provision. In order to take advantage of volume pricing discounts and to provide more efficient support, the District has standardized mobile device equipment, service packages, and accessories.

Persons affected by this Administrative Regulation who separate employment with the District shall return to the I.S. Department all AC Transit wireless device(s) and peripheral equipment issued to the employee. The District reserves the right to retain the telephone number.

Prior to receiving a mobile device, users must sign an "Acknowledgement of Mobile Device Administrative Regulation" form (Attachment A) that acknowledges their receipt and review of and their agreement to comply with this Mobile Device Administration Regulation.

## **C. Appropriate Use**

Mobile equipment owned by AC Transit shall be used to conduct AC Transit business in an appropriate, responsible, and ethical manner.

Persons affected by this regulation are prohibited from using a District-owned mobile device for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with other existing employee policies and State and Federal laws.

Limited, occasional personal use is permissible; however, inappropriate personal use of District-owned mobile devices will subject the user to disciplinary action.

Personal content (photographs, videos, personal email, music, and non-business-related apps) is not authorized for permanent storage and must be removed if needed to allow operating system upgrades to be installed. I.S. staff are not responsible for personal content.

If a District-owned mobile device needs servicing, contact the Help Desk at 510-891-7170 (or ext. 7170 from District sites). Under no circumstances may unauthorized staff perform or arrange for the servicing, trade in for upgrade or resale of District equipment. This prohibition includes changing voice data plans or add on features.

If a wireless device or peripheral equipment is lost or stolen:

- Immediately notify the I.S. Help Desk at 510-891-7170 so that Telecom staff can suspend service. (If outside of normal business hours, leave a detailed message and this will be done the next business day.)
- Fill out the *Mobile Device Request* form on our Intranet, <http://MyACT/>, indicating in the “Requested Service” field whether the device was lost/stolen or damaged. Request forms will then be electronically routed for review to the employee’s unit or department head. If approved, they’ll then be routed to I.S. Subject to review, the I.S. Department will then replace the wireless device or peripheral equipment.
- It is understood that the wireless device and any service minutes and data plan allocations that are included in the monthly plan are property of AC Transit, as are any associated data such as media, metadata, logging and geolocation data.

No employee may connect, dock or otherwise synchronize any unapproved wireless device, whether owned personally by the employee or provided by AC Transit, with any District computer, laptop, server, system or network, except for the guest WiFi network, without the prior consent of the Chief Information Officer. Similarly, employees are prohibited from using District-owned mobile devices to connect, dock or provide Internet access to any non-District owned devices.

To maximize information security, employees must use security features that are included in their device such as password protection and passcode or fingerprint lock/unlock features.

All employees must comply with the current Mobile Device Management technology that is utilized on all District issued cell phones. Any attempts to remove, alter or disable this technology may result in disciplinary action to the employee.

All persons affected by this regulation must abide by applicable laws pertaining to the use of mobile devices while driving as set forth in the California Vehicle Code §23123.

The I.S. Department shall annually prepare a list of mobile devices currently issued and submit it as part of the budget process to be reviewed/ approved by the appropriate department and/or Executive Staff member to ensure continued and demonstrated need for a District issued mobile device.

Mobile device, phone numbers and accessories 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 employment.

#### **D. Mobile Device Equipment and Accessories**

Persons affected by this regulation are subject to the following conditions and responsibilities for the proper care and use of District provided mobile devices and accessories:

- A single Bluetooth hands-free device is available upon request.

- The expectation is that all equipment issued will remain undamaged and functioning properly for at least two years from the date of issuance.
- Cell phones must have a protective case that must be used at all times to prevent damage to the device.
- Repeated incidents of lost, stolen or broken accessories will be evaluated on an individual basis and may result in disciplinary action to the employee if the incidents are determined to be due to carelessness or purposeful abuse.

#### **E. Reimbursement for Mobile Calls from Personal Cell Phone**

Employees who have a District cell phone should always use it for business calls instead of their personal device. An employee without a District cell phone may be reimbursed for company business calls made on their personal cell phone; 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:

- Reimbursement requests should be made on a Travel and Expense Report, which can be found on the AC Transit intranet.
- A copy of the detailed personal phone bill showing the business calls must be attached to the Expense Report. If the mobile provider does not provide detailed billing, the employee must request that it 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 District may reasonably request.

#### **F. Foreign Usage**

Employees who will be traveling outside of the United States and have a business need to carry and use their District-provided mobile device must:

- Request their supervisor's written approval, then
- Forward it to the I.S. Help Desk at least five (5) business days prior to their departure.

In order to temporarily change the call plan, I.S. staff will need departure and return travel dates and countries where access will be required.

The employee is responsible for adhering to the voice, data, and messaging plan limits provided by the wireless carrier.

#### **G. Compliance**

This Administrative Regulation shall be administered in compliance with all applicable laws and regulations. In the event this Administrative Regulation is in conflict with applicable laws, those laws will govern its interpretation.

Incidents of lost, stolen or broken mobile devices requiring replacement will be reported to the Executive Staff member of the employee responsible for the device.

Repeated incidents of lost, stolen or broken mobile devices will be evaluated on an individual basis and may result in disciplinary action to the employee if the incidents are determined to be maleficent in nature.

An employee found to have violated this Administrative Regulation may be subject to disciplinary action, up to and including termination of employment.

The employee's department chief or executive director will be advised of any breach of this Administrative Regulation and will be responsible for determining appropriate remedial action.

**V. RESPONSIBILITIES**

It is the responsibility of all mobile device users to understand and comply with this regulation. These guidelines are intended to provide AC Transit employees with general examples of acceptable and unacceptable uses of the District's mobile devices.

An employee found to be in violation of this regulation may be subject to disciplinary action, up to and including termination. The General Manager may suspend or deny use of mobile devices for any individual or group found to be out of compliance with this administrative regulation.

**VI. ATTACHMENTS**

- A. Acknowledgement of Mobile Device Administrative Regulation Form

Approved by:



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Michael A. Hursh, General Manager  
Alameda-Contra Costa Transit District

## Attachment A

### Acknowledgment of Mobile Device Administrative Regulation No. 445A

#### Procedure

Complete the following steps:

1. Read AC Transit **Mobile Device Administrative Regulation No. 445A**.
2. Read the terms stated below and complete the information requested.
3. Sign and date in the spaces provided.
4. Return the completed form to the Information Services Department.

#### Signature

Your signature attests that you agree to the following terms as part of **Mobile Device Administrative Regulation No. 445A**:

- (i) I have received and read a copy of **Mobile Device Administrative Regulation No. 445A** 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 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 device at any time.
- (v) I understand and agree that I will not download additional software and/or 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 **Mobile Device Administrative Regulation No. 445A** 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.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Title

\_\_\_\_\_  
Badge Number

\_\_\_\_\_  
Department

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

\_\_\_\_\_  
Date

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Questions concerning this Administrative Regulation should be referred to the General Counsel and the Control Department listed at the top of this document.

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