

Subject: Personal Use of Telephone	Number: 6-5
	Date Issued: December 1, 1998 Date Revised:
Responsible Department: City Manager	Approved:

Purpose

1. To establish a uniform policy and procedure for the personal use of City telephones.
2. To establish a policy regarding the handling of all incoming telephone calls.

Procedures

1. All employees are instructed to refrain from using City telephones for personal reasons, except under emergency conditions. Personal calls are time-consuming and, therefore, costly to the City, which in turn may result in criticism of the departments of the City.
2. 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 of return calls that have not been completed on the first attempt.