



# GENERAL ORDER

## GENERAL ORDER 130.02

# Business Telephone and Mobile/Wireless Devices Use

## Administrative Services

Issue Date: 1/10/1995

Revision Date: 3/25/2014

### 1 APPLICABILITY

2 All personnel

### 3 POLICY

4 This General Order establishes a standard policy for the use of business telephones, the administration of  
5 cellular phone stipends, and the distribution of mobile devices in the Department.

### 6 DEFINITIONS

- 7 ➤ **Business Phone** – an analog or VOIP phone made available for work, or limited personal,  
8 activities.

### 9 PROCEDURES

10 This policy has been established in conjunction with the Howard County Employee Manual and applicable  
11 Howard County Policies and Procedures: Howard County, MD., Policy and Procedure (400.1A), Use of  
12 Communications Systems and Howard County, MD., Policy and Procedure (400.11), Commercial Wireless,  
13 Voice and/or Data Telephones.

14 All personnel shall be familiar with and comply with all policies.

#### 15 BUSINESS TELEPHONES

16 Business telephones may be provided for work related activities. They are also available to transmit  
17 emergency messages in the event of a radio communications system failure.

18 The use of County phone for commercial business, other than work related, is prohibited. County phones  
19 shall not be used to conduct Secondary Employment.

20 Emergency long distance calls, of a personal nature, following a significant department event are  
21 encouraged.

22 This policy allows career, volunteer, and contingent personnel to initiate and accept non-emergency and  
23 emergency personal telephone calls. The frequency and time shall be kept to a minimum.



# GENERAL ORDER

24 Operator assistance (411) shall not be used.

25 **CELLULAR TELEPHONES AND MOBILE DEVICES**

26 The Department recognizes the convenience and operational assistance provided by the use of personal  
27 cellular telephones and mobile devices.

28 Select employees may be reimbursed for the costs of business related calls. The following procedure  
29 establishes a mechanism for control, authorization and reimbursement for the use of personally owned  
30 cellular telephones.

31 A Cellular phone stipend may be available to those of all ranks.

- 32 • Select field, day work and/or civilian positions may be eligible.
- 33 • The Chief, or his designee, shall determine the stipend Tier as defined in the Howard County  
34 Policy and Procedure, Commercial Wireless Voice and/or Data Telephones.

35 The “Howard County Wireless Voice and/or Data Transfer to Personal Account Form”  
36 (<http://my.howardcountymd.gov/servicedesk/CellRequest4.docx>), Attachment A, shall be completed and  
37 sent through the Chain-of-Command for approval to the Administrative Services Bureau for processing.

38 Administrative Services shall ensure that the stipend request is routed through the Office of the Fire Chief  
39 to the County’s Department of Technology and Communications. Administrative Services will notify you  
40 when the stipend has been approved and will begin. Please note that this may take up to 30 days.

41 To protect personnel identities and contact information, some cellular phones and mobile devices may be  
42 provided by the Department. To request a department provided cellular phone or mobile device:

- 43 • Make the request by e-mail through the Chain-of-Command to the Chief of the Department or his  
44 designee.
  - 45 ○ Once approved CIT shall facilitate the acquisition of the device.

46 Cellular phone stipends and the use of Departmental phones are subject to change with  
47 assignment/transfer. Stipends may also change at the discretion of the Chief of the Department or the  
48 County.

49 If issued or using a County cellular phone, all cellular telephones shall also be considered business phones  
50 and be used accordingly.

## 51 REFERENCES

52 Howard County, MD., Policy and Procedure (400.1A), Use of Communications Systems.

53 Howard County, MD., Policy and Procedure (400.11), Commercial Wireless, Voice and/or Data  
54 Telephones.

55 Howard County, MD., Employee Manual, Use of Communication Systems, pages 130-132



# GENERAL ORDER

56 **SUMMARY OF DOCUMENT CHANGES**

57 02/2014 - Revised to reflect updates to current practices for business phones, Secondary Employment,  
58 cellular phones and mobile devices.

59 **FORMS/ATTACHMENTS**

60 Attachment A - Howard County Wireless Voice and/or Data Transfer to Personal Account Form"

61 **APPROVED**

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A handwritten signature in black ink that reads "John S. Butler".

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Deputy Chief John S. Butler  
Operations Command

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