



**Exhibit A  
City of San Bruno  
Mobile Device Policy**

**General Guidelines**

It is the responsibility of the City of San Bruno to implement procedures for effective use of City-issued mobile devices, communication services, and electronic equipment to increase the City's operational efficiencies.

These policies and procedures, which shall be interpreted in connection with the Email and Internet Use Policy, set forth the City of San Bruno's ("City") policy regarding City-issued mobile devices including mobile phones and smartphones (i.e., iPhone, Galaxy, Nokia, Blackberry, etc.), tablet computers (i.e., iPads, Android, Galaxy, Surface, etc.), laptops/MacBook type of devices, and related service plans, the cost of which is paid with public funds. Services may include but are not limited to e-mail, text messaging, Internet access, and multi-media capabilities. Individuals issued mobile devices are responsible for complying with this policy, the E-mail and Internet Use policy, and all other related City policies.

A wireless computer card (air card) or hot spot used to access the Internet through a cellular telephone provider is also considered a mobile device. Mobile devices include the data plan on smartphones and various versions of tablets. By contrast, cordless telephones, headsets and other devices not subject to incremental usage charges are not included in this policy.

The City reserves the right to inspect any and all files stored on mobile devices in order to ensure compliance with this policy. Individuals do not have any personal privacy right in any information created, received, stored in, or sent from any City issued mobile device. Any data stored or recorded by a City-issued mobile device is the sole property of the City. Any unauthorized distribution, publishing or other dissemination of this data may result in disciplinary action against employees violating this policy.

Detailed billing and usage statements and any other records related to City-issued mobile device usage are the property of the City of San Bruno and are subject to public records requests. Therefore, any person using a City-issued mobile device shall have no expectation of privacy relating to such usage.

While it is understood that incidental personal use of city-issued mobile devices may be necessary, individuals covered by this policy are expected to exercise prudent judgment in using City-issued mobile devices for incidental personal use, keeping such use to a minimum.

**Authorized Employees**

The City of San Bruno provides a mobile communication device to those employees who have a documented official business need for a mobile device. All City provided mobile devices, as well as service plans, are to be approved by the City Manager's Office and acquired through the Information Technology Division. No department is authorized to acquire City mobile devices independently without the written approval of the City Manager.

Authorized employees must have an official business need for a mobile device and obtain City Manager approval. Immediate termination of an employee's mobile device may occur if an employee no longer meets continuing authorized requirements, or a Department Head notifies the City Manager of a change in an employee's job responsibilities.

Employees authorized to be issued mobile devices may include:

1. On-Call and After-Hours Support Employees who are on-call for emergency maintenance or support outside of normal City business or department hours

2. Department Heads
3. Field Staff Employees whose primary job duties are performed outside of an office environment for 50% or more of the time
4. Emergency Management/Response or Critical Contact Employees tasked with responsibilities for Emergency Operations response, public safety, technology personnel, or key facilities staff
5. Employees fulfilling other critical needs as determined and approved by the City Manager

A department may acquire a mobile device and/or service for an employee where communications needs cannot be met with other available alternatives such as a paging device, a radio, or standard telephone equipment. Examples of conditions include the following:

- A mobile device is required to directly enhance an employee's job responsibility of protecting the physical safety of the general public.
- A mobile device is required for an employee to respond better to environmental emergencies.
- A mobile device is required for additional protection for the employee in potentially hazardous working conditions.
- A mobile device is required for on-call personnel that respond to critical system failures or service disruptions.
- A mobile device is determined to be the most appropriate means of responding to emergencies or to achieve business efficiencies.
- The Department Head (or designee) of the employee using City-owned mobile device is to initially determine the business need(s). Additionally, call activity may be reviewed by the department to ensure that no additional charges were incurred due to personal use. If a manager identifies any non-reimbursed personal charges, which have not been reported by the affected employee, the department will collect the cost of such usage from the employee and take any appropriate disciplinary action.
- A tablet may be issued to a City employee if job responsibilities require the employee to have mobile computing and a tablet is determined to be the most cost effective and appropriate option.

**City Department Responsibilities**

- Maintaining the approval justification for each mobile device and service issued or approved.
- Maintaining an inventory of mobile devices: Inventory of mobile devices maintained by each department shall document, at the very least, each individual device type, the service provider for such device, and the assignee (individual user or most granular organizational unit in the case of shared/pool devices). Such inventory must be kept current by each unit or department. Inventory reports shall be forwarded to the Financial Department and/or Information Technology Division as requested.
- Reviewing wireless communication device usage and ensuring that all requirements are met.

**Employee Responsibilities**

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- Complying with the Mobile Device Policy and using the mobile device for City business only, except for minimal incidental personal use. This includes no alteration of the mobile devices to bypass any network security, bypassing the City email system for outgoing/incoming emails, or altering or deleting any other pre-configured settings.
  - Reviewing and signing a copy of the 'Mobile Device Policy'. A copy of the signed policy must be maintained in the employee's personnel file for audit purposes.
  - Protecting the mobile device from theft, loss or damage.
  - Providing for the general care of the mobile device that has been issued. Devices that malfunction or are damaged must be reported to the Information Technology Division. The City will be responsible for repairing tablets that malfunction.
  - Activating password or access protection on any City-issued smart device (including smartphones, tablet computers, laptops/MacBook devices, etc.).
  - Immediately reporting loss or theft to supervisor or department head and to the Information Technology Division.
  - Immediately returning the mobile device to his/her supervisor or department head if it is determined that the mobile device is no longer necessary, or upon leaving City employment.
  - Ensuring that the device, particularly a mobile phone, is not used under any circumstances, to text, receive or place calls, surf the web, email or instant message or to take pictures or video while driving a vehicle. Employees may place or receive calls only with the use of an approved hands-free device and in accordance with applicable laws. Employees who are charged with traffic violations resulting from the use of their City-issued mobile devices while driving will be solely responsible for all liabilities including any fines, penalties, or any actions taken by law that result from such violations.
  - Retaining City-installed software and applications on the mobile device, in usable condition, and readily accessible at all times. From time to time, the City may add or upgrade software applications and employee may be required to check in their mobile devices with the Information Technology Division for periodic updates. Any software, email messages or files downloaded via the Internet into the City systems become the property of the City and may only be used in ways that are consistent with applicable licenses, trademarks or copyrights. If technical difficulties occur or illegal software is discovered, the device may be restored from backup. **The City does not accept responsibility for the loss of any software, data, contacts, or documents deleted due to a re-format, re-image, or wipe.**
  - Using text messaging for communications that, because of their substantive content, should be sent via email for proper retention on the City's server.

### **City Council Members**

The City Manager's Office will issue each City Council Member who requests one, a tablet, charger, and a protective cover or case with a keyboard and a stylus. This property will be returned to the City at the end of the City Council Member's term in office. Any additional tablet accessories, such as screen protectors, cables or adapters, shall be at an individual City Council Member's own expense and shall remain the property of the City Council Member at the end of the City Council Member's term and service.

Councilmembers acknowledge that only City e-mail accounts or other applications installed on the device will be used to conduct City business, unless the Council Member copies their City account or unless the

message is being sent to the recipient's City account. Councilmembers who accept a City-issued tablet will not receive a paper copy of the City Council meeting packet.

Software will be downloaded onto the tablets to connect with the City of San Bruno's network, which shall be used to send City Councilmembers official City documents, including, without limitation, City Council agendas, staff reports, and packets as well as for City Council Members to send and receive e-mails relating to City business. Councilmembers may not install any non-approved applications or software on the device.

City Councilmembers shall not use the tablet in any way as to violate the public meeting requirements of the Brown Act.

City Councilmembers shall not access the Internet or use the tablet to communicate with any other City Council Member during public meetings.

Each City Councilmember is responsible for the general care of the tablet that he or she has been issued. Tablets that malfunction or are damaged must be reported to the City Manager's Office.

The City Manager will determine whether the tablet will be repaired or replaced, or whether no further support will be provided by the City.

All other City policies, including those listed herein, will continue to apply to a City Council Member's conduct on the Internet and in the use of mobile devices.

**Violation of the Mobile Device Policy**

Violation of this policy and/or misuse of the City mobile devices and resources includes, but is not limited to, the acts listed in the accompanying Email and Internet Use Policy.

The City reserves the right to implement security capabilities (e.g., remote wipe) and to monitor the use of all City-issued mobile devices. The City reserves the right to perform periodic maintenance on all City-issued mobile devices.

The City reserves the right to cancel mobile device service of any City employee for any reason, including but not limited to violation of this policy, abuse of mobile device privileges, or for department budgetary constraints.

**Mobile device use in violation of this policy, the E-mail and Internet Use policy, or other City policies is subject to disciplinary action up to and including termination of employment. Use of mobile devices in violation of any local, state, or federal law is subject to prosecution.**

**City Policy Acknowledgement:**

1. Read the City of San Bruno Mobile Device Policy.
2. Sign and date in the spaces provided below.
3. Return this page only to Human Resources.

**By signing below, I agree to the following terms:**

- I have received and read a copy of the "City of San Bruno Mobile Device Policy" and understand the same;
- I understand the Information Technology Division does not support nor does the City provide cellular service, network access, nor provide technical support for personally-owned mobile devices.

- I understand and agree that any mobile device used to conduct City business may contain proprietary and confidential information about the City of San Bruno, its residents or its vendors, and that this is and remains the property of the City at all times;
- I agree that I shall not copy, duplicate (except for backup purposes as part of my job), otherwise disclose, or allow anyone else to copy or duplicate any City of San Bruno data (email, documents, spreadsheets, presentations, drawings, maps, contacts, etc.) or City owned software;
- I understand that any and all information that is related to conducting City of San Bruno business, whether on a City-owned or employee-owned device, may be accessible under the Public Records Act and potentially discoverable in the event of litigation involving the City.
- I agree that, if I leave my position in City of San Bruno for any reason, I shall immediately return to the Information Technology Division the original and copies of any and all software, materials, or equipment that I may have received that is either in my possession or otherwise directly or indirectly under my control. This is to include applications, license information, mobile devices, cases, chargers, cables or other City issued equipment.
- I agree to use my City-issued device only to conduct City business, except for minimal incidental personal use.

I agree to all terms as outlined in the City of San Bruno Mobile Device Policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_