



CITY OF GRAND RAPIDS

ADMINISTRATIVE POLICY

NUMBER: 95-05	DATE: July 26, 1995
REVISIONS:	
ISSUED BY: City Manager	SIGNED: <i>Wm. F. Campbell</i>

SUBJECT: USE OF ANSWERING MACHINES

PURPOSE: To provide a uniform policy for the use of answering machines by City employees.

POLICY:

A. GENERAL

The role of answering machines in city offices is to increase the level of communication between the city and the public.

1. All outgoing messages will clearly contain the department and applicable division/office titles of the location. Machines assigned to individuals will contain the individual's name and title.
2. Any new answering machines must be approved by the City Manager or his designee.

B. Dedicated Information Lines

City departments may receive frequent requests for information on a given topic. A department may dedicate a phone line and answering machine to provide a recording of frequently requested information. Some examples of this would be recordings describing hours of operation at libraries or swimming pools. These messages shall provide a contact phone number for questions not answered by the recording.

C. Machines Serving Phone Lines That Are Publicly Accessible

A phone number is considered to be publicly accessible if it is published in a directory of City departments and phone numbers, is printed on an advertisement, flyer, or employee business card, or is assigned to an office or employee in any role in which the given phone line might be dialed by the public. Answering machines on publicly accessible lines shall only be turned on outside of normal departmental business hours, or when employees are away from their offices on work-related business. Answering machines may be used to receive messages when employees are outside of the office, but all messages shall be checked, and the machine turned off when employees return.

Any exceptions to this policy must be jointly approved by the department head and the City Manager or Deputy City Manager.

D. Machines Serving Phone Lines That Are Not Publicly Accessible

A phone number is considered to not be publicly accessible only if it is used solely for departmental or interdepartmental communication, and is never given to or used by any member of the public. An example of this would be a line used as an employee "sick line". Answering machines may be used on these lines at any time as long as other answering machine regulations are observed.