



# CITY OF GRAND RAPIDS

## Meeting Agenda Full Detail City Council Work Session

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Monday, December 8, 2014

4:00 PM

Conference Room 2A

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**CALL TO ORDER:** Pursuant to due notice and call thereof a Special Meeting/Worksession of the Grand Rapids City Council will be held on Monday, December 8, 2014 at 4:00 p.m. in Council Chambers, 420 North Pokegama Avenue, Grand Rapids, Minnesota.

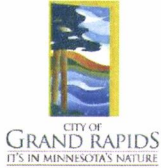
**CALL OF ROLL:** On a call of roll, the following members were present:

### Discussion Items

1. [14-1005](#) Discuss Council agenda process.
2. [14-0926](#) A discussion on the topic of Indigenous People's Day  
**Attachments:** [11-17-14 Indigenous Resolution.pdf](#)  
[11-17-14 Proposal from Grand Rapids Human Rights Commission.pdf](#)  
[11-17-14 Chandler Information.pdf](#)  
[Chandler Correspondence.pdf](#)
3. [14-0952](#) Discuss the adoption of a Communication Standards and Image Management Policy, the revised Computer/Technology Use Policy, and amendments to the Personnel Policy Manual.  
**Attachments:** [Communication Procedures and Standards Draft](#)  
[Computer-Technology Use Policy Draft](#)
4. [14-0789](#) Review Regular meeting agenda and other business as noted.

### ADJOURN

*Attest: Kimberly Gibeau, City Clerk*



# CITY OF GRAND RAPIDS

## Legislation Details (With Text)

**File #:** 14-1005      **Version:** 1      **Name:** Council Agenda Process  
**Type:** Agenda Item      **Status:** CC Worksession  
**File created:** 12/4/2014      **In control:** City Council Work Session  
**On agenda:** 12/8/2014      **Final action:**  
**Title:** Discuss Council agenda process.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
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Discuss Council agenda process.

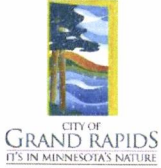
**Background Information:**

At the request of Council, staff has conducted research regarding Council policies in other communities that addresses what items, issues, may be brought to the City Council for consideration. Examples are requested resolutions showing City Council support for issues such as the marriage amendment, Columbus Day, etc. City Clerk Gibeau made contact with the City of New York Mills, Edina, Ashby, Dassel, Kasson, Duluth, Virginia, Baxter and St. Cloud. Each referenced current procedure for submitting items to the Mayor, Administrator or Clerk for consideration as an agenda item. None of the communities that responded have a policy or "list" of topics and issues that will not be allowed at a Council meeting. By-Laws for the City Council for Grand Rapids addresses agenda preparation as follows:

*Excerpt from Council By-Laws:*

5. *Requests for action or consideration of an item must be presented to the City Administrator and/or Mayor, no later than noon of the business day Wednesday, prior to the Regular Council meeting.*

6. *City Council members may place an item (items) on the agenda prior to any meeting, by following step five above.*



# CITY OF GRAND RAPIDS

## Legislation Details (With Text)

<b>File #:</b>	14-0926	<b>Version:</b>	1	<b>Name:</b>	Indigenous People's Day
<b>Type:</b>	Agenda Item	<b>Status:</b>		<b>Status:</b>	CC Worksession
<b>File created:</b>	11/10/2014	<b>In control:</b>		<b>In control:</b>	City Council Work Session
<b>On agenda:</b>	12/8/2014	<b>Final action:</b>		<b>Final action:</b>	
<b>Title:</b>	A discussion on the topic of Indigenous People's Day				
<b>Sponsors:</b>					
<b>Indexes:</b>					
<b>Code sections:</b>					
<b>Attachments:</b>	<a href="#">11-17-14 Indigenous Resolution.pdf</a> <a href="#">11-17-14 Proposal from Grand Rapids Human Rights Commission.pdf</a> <a href="#">11-17-14 Chandler Information.pdf</a> <a href="#">Chandler Correspondence.pdf</a>				

Date	Ver.	Action By	Action	Result
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A discussion on the topic of Indigenous People's Day

**Background Information:**

The Human Rights Commission, represented by Council Member Sanderson, have asked that the City Council consider the attached resolution declaring the second Monday in October as Indigenous People's Day. The Human Rights Commission has also provided some supporting documentation.

Also attached is correspondence from Council Member Chandler regarding his support for Indigenous People's Day on any day other than the second Monday in October.

**Staff Recommendation:**

City staff is recommending a discussion on the attached resolution.

The City of Grand Rapids

A Resolution of the Mayor and City Council

Recognizing the Second Monday of October as Indigenous Peoples Day

**Whereas**, the City of Grand Rapids recognizes that indigenous peoples populated the American continents for thousands of years before the arrival of Europeans,

**Whereas**, the City of Grand Rapids understands that prior to the influx of European traders and settlers the Ojibwe and Dakota peoples inhabited the prairies and forests that are now Minnesota, gathering their sustenance, maintaining culture and history, and engaging in trade and diplomacy as independent sovereign nations,

**Whereas**, continuing to give credit to a European for the “discovery” of an America that was already the homeland of multiple nations and cultures perpetuates misconception and a Eurocentric narrative of our American history,

**Whereas**, in 1977, a delegation of indigenous American nations to the United Nations-sponsored International Conference on Discrimination Against Indigenous Populations proposed the idea of Indigenous Peoples Day.

**Whereas**, in 1990, representatives from 120 Indigenous nations at the First Continental Conference on 500 Years of Indian Resistance unanimously passed a resolution to transform Columbus Day into an occasion to strengthen the process of continental unity and to reveal a more accurate historical record,

**Whereas**, the City of Grand Rapids embraces the indigenous history and culture that imbues this place and seeks to foster the accurate depiction of history, address ongoing struggles celebrate the strengths and recognize the challenges of American Indian peoples of the area, and honor their perspectives and presence in the shared community life of the Grand Rapids area today,

**Now, therefore, Be It Resolved by The City Council that the City of Grand Rapids shall recognize Indigenous Peoples Day on the second Monday in October, as a day to reflect on our history and to celebrate the thriving culture and value that Ojibwe, Dakota, and other Indigenous nations add to our city.**

**Further Resolved** that the City of Grand Rapids encourages businesses, organizations, schools, and civic entities to recognize the second Monday in October as Indigenous Peoples Day.



## **Columbus Day Background:**

Columbus Day is a U.S. holiday that commemorates the landing of Columbus in the New World on October 12, 1492. It was unofficially celebrated in a number of cities as early as the 18<sup>th</sup> century but did not become a federal holiday until 1937. Throughout its history, Columbus Day and the man who inspired this holiday have generated controversy, and a growing number of cities in Minnesota and elsewhere are making changes to the celebration of this holiday.

Today we know that Columbus did not land in the United States in 1492, but in the Bahamas. Indigenous populations were living in the Americas long before Columbus and other explorers crossed the Atlantic. Viking explorers had established colonies in the Americas as early as the 10<sup>th</sup> century, long before Columbus set sail to chart a western route to China, India and the fabled gold and Spice Islands of Asia. Columbus returned to Spain in 1493 with gold and spices he had stolen from the natives and many captives he called "Indians." The image of Columbus as an intrepid hero has also been called into question. Upon arriving in the Bahamas, the explorer and his men forced the native peoples they found there into slavery, and later while serving as the governor of Hispaniola, he imposed barbaric forms of punishment, including torture on the native populations.

The first Columbus Day celebration took place in 1792, when New York's Columbian Order, better known as Tammany Hall, held an event to commemorate the historic landing's 300<sup>th</sup> anniversary. Taking pride in Columbus' birthplace and faith, Italian and Catholic communities in various parts of the country began organizing annual religious ceremonies and parades in his honor. In 1892, President Benjamin Harrison issued a proclamation encouraging Americans to make the 400<sup>th</sup> anniversary of Columbus' voyage with various festivities. In 1937, President Franklin Roosevelt proclaimed Columbus Day a national holiday largely as a result of lobbying by the Knights of Columbus, an influential fraternal organization. Originally observed every October 12, it was fixed to the second Monday in October in 1971.

Opposition to Columbus Day dates back to the 19<sup>th</sup> century. In recent decades, Native Americans and other groups have protested the celebration of an event that indirectly resulted in the colonization of the Americas and the death of millions. European settlers brought a host of infectious diseases, including smallpox and influenza that decimated indigenous populations. European arrival precipitated the decimation of much of the New World's earlier inhabitants.

Several U.S. cities and states have replaced Columbus Day with alternative days of remembrance; examples include Indigenous Peoples Day in some cities, South Dakota's Native American Day and Hawaii's Discoverer's Day, which commemorates the arrival of Polynesian settlers. In cities and towns that use the day to honor indigenous peoples, activities include powwows, traditional dance and lessons about Native American culture. Minnesota communities such as Red Wing and Minneapolis have made changes to the name of this holiday and have marked this step with educational events and celebrations.

The "discovery" of the New World by Christopher Columbus changed the history of the world completely. This is not to say that Columbus himself was that important -- he was just the first European to reach the New World in circumstances that allowed for major colonization to happen. So it was not the "discovery" that mattered so much as the colonization.

Columbus's "discovery" allowed the period of colonization to begin. This had a number of important effects. From our perspective as Americans, the eventual creation of the US is probably the most important of these effects. By "finding" the New World, Columbus started its European colonization. This eventually ended up allowing the US to be created. The creation of the US helped, among other things, to move much of the world towards democracy. It also led to the development of what is now the world's only superpower.

A world without the United States is impossible to imagine today. The existence of the US was made possible by the "discovery" of America and that is, therefore, one of the ways in which Columbus's discovery changed history.



year, again on horseback, he travelled state-to-state seeking gubernatorial support for U.S. citizenship to be extended to American Indians. On December 14, 1915, he presented to the White House the endorsements of 24 governors. In 1919, he petitioned the state of Washington to designate the fourth Saturday in September as an "Indian holiday."

Also in 1915, the Congress of the American Indian Association, meeting in Lawrence, Kansas, directed its president, the Reverend Sherman Coolidge (1862-1932), an Arapaho minister and one of the founders of the SAI, to call upon the nation to observe a day for American Indians. On September 18, 1915, he issued a proclamation declaring the second Saturday of each May as "American Indian Day" and appealing for U.S. citizenship for American Indians.

In 1924, Congress enacted the Indian Citizenship Act extending citizenship to all U.S.-born American Indians not already covered by treaty or other federal agreements that granted such status. The act was later amended to include Alaska Natives.

## State Observances

The first time an American Indian Day was formally designated in the U.S. may have been in 1916, when the governor of New York fixed the second Saturday in May for his state's observance. Several states celebrated the fourth Friday in September as American Indian Day. In 1919, the Illinois state legislature enacted a bill doing so. In Massachusetts, the governor issued a proclamation, in accordance with a 1935 law, naming the day that would become American Indian Day in any given year.

\* In 1968, California Governor Ronald Reagan signed a resolution designating the fourth Friday in September as American Indian Day. In 1998, the California State Assembly enacted legislation creating Native American Day as an official state holiday.

In 1989, the South Dakota state legislature passed a bill proclaiming 1990 as the "Year of Reconciliation" between the state's American Indian and White citizens. Pursuant to that act, South Dakota Governor George S. Mickelson designated Columbus Day as the state's American Indian Day, thereby making it a state-sanctioned holiday.

For more information about state designations for American Indian, Alaska Native, or Native American heritage observations or celebrations, contact directly the state(s) you are interested in.

## \* 1992 – The Year of the American Indian

The 500<sup>th</sup> anniversary of the arrival of Christopher Columbus in the western hemisphere in 1492 was the occasion for national and local celebrations. However, for Native people it was an occasion they could neither fully embrace nor participate in.

Congress acknowledged their concerns regarding the Columbus Quincentennial by enacting Senate Joint Resolution 217 (Pub. L. 102-188) which designated 1992 as the "Year of the American Indian." It was signed by President George H.W. Bush on December 4, 1991. Pursuant to that act, President Bush issued on March 2, 1992, Proclamation 6407 announcing 1992 as the "Year of the American Indian."

\* The American Indian response to the anniversary was marked by public protests. Yet, it also was seen by many in that community as a special, year-long opportunity to hold public education events, commemorations of ancestral sacrifices and contributions to America, and celebrations for the survival of Native peoples over five centuries.

## Federal Observances

In 1976, the United States' bicentennial year, Congress passed a resolution authorizing President Ford to proclaim a week in October as "Native American Awareness Week." On October 8, 1976, he issued his presidential proclamation doing so. Since then, Congress and the President have observed a day, a week or a month in honor of the American Indian and Alaska Native people. And while the proclamations do not set a national theme for the observance, they do allow each federal department and agency to develop their own ways of celebrating and honoring the nation's Native American heritage. For example, listed below are some themes used by the Office of the Assistant Secretary-Indian Affairs in the Department of the Interior:

2014 - "Native Pride and Spirit: Yesterday, Today and Forever."  
 2013 - "Guiding Our Destiny with Heritage and Tradition"  
 2012 - "Serving Our People, Serving Our Nations; Honoring Those That Served Our Country"  
 2011 - "Celebrating Our Ancestors and Leaders of Tomorrow"  
 2010 - "Life is Sacred – Celebrate Healthy Native Communities"  
 2009 - "Pride in Our Heritage With Gratitude to Our Elders"  
 2008 - "Tribes Facing Challenges: In Unity, Transforming Hope into Strengths"  
 2007 - "Keeping in Step to the Heartbeat of the Drum as We Unite as One"  
 2006 - "Tribal Diversity: Weaving Together Our Traditions"  
 2005 - "Knowledge of the Past/Wisdom for the Future"  
 2004 - "Native Nations: Continuing in the New Millennium"  
 2003 - "A Celebration of the American Indian Spirit"  
 2002 - "Celebrating Our Past, Creating Our Future"  
 1989 - National American Indian Heritage Week Program

Contact the federal department or agency you are interested in for information about their National Native American Heritage Month activities.

## Congressional Resolutions and Presidential Proclamations





- 1976: Senate Joint Resolution 209 authorizes President Gerald R. Ford to proclaim October 10-16, 1976 as "Native American Awareness Week."
- 1983: President Ronald Reagan designates May 13, 1983 as "American Indian Day."
- 1986: President Reagan signs on October 14 Senate Joint Resolution 390 (Pub. L. 99-471) which designates November 23-30, 1986 as "American Indian Week." He issues Proclamation 5577 on November 24, 1986.
- 1987: Pursuant to Senate Joint Resolution 53 (Pub. L. 100-171), President Reagan proclaims November 22-28, 1987 as "American Indian Week."
- 1988: President Reagan signs on September 23 a Senate Joint Resolution (Pub. L. 100-450) designating September 23-30, 1988 as "National American Indian Heritage Week."
- 1989: Pursuant to Senate Joint Resolution 218 (Pub. L. 101-188), President George Herbert Walker Bush issues a proclamation on December 5 designating December 3-9, 1989 as "National American Indian Heritage Week."
- 1990: President George H.W. Bush approves on August 3 House Joint Resolution 577 (Pub. L. 101-343) designating November 1990 as "National American Indian Heritage Month."
- 1991: Congress passes Senate Joint Resolution 172 (Pub. L. 102-123) which "authorize[s] and request[s] the President to proclaim the month of November 1991, and the month of each November thereafter, as 'American Indian Heritage Month.'" President Bush issues Proclamation 6368 on October 30, 1991
- 1992: President George H.W. Bush issues on March 2 a proclamation designating 1992, which is also the Columbus Quincentennial, the "Year of the American Indian." He does so pursuant to Senate Joint Resolution 217 (Pub. L. 102-188), which he signed on December 4, 1991.
- 1992: President George H.W. Bush issues on November 25 Proclamation 6511 designating November 1992 as "National American Indian Heritage Month."
- 1993: Congress passes Pub. L. 103-462 authorizing the President to proclaim November 1993 as "National American Indian Heritage Month."
- 1994: President William Jefferson Clinton issues on November 5 Proclamation 6756 designating November 1994 as "National American Indian Heritage Month," pursuant to Pub. L. 103-462.
- 1995: President Clinton issues on November 2 Proclamation 6847 designating November 1995 as "National American Indian Heritage Month."
- 1996: President Clinton issues on October 29 Proclamation 6949 designating November 1996 as "National American Indian Heritage Month."
- 1997: President Clinton issues on November 1 Proclamation 7047 designating November 1997 as "National American Indian Heritage Month."
- 1998: President Clinton issues on October 29 Proclamation 7144 designating November 1998 as "National American Indian Heritage Month."
- 1999: President Clinton issues on November 1 Proclamation 7247 designating November 1999 as "National American Indian Heritage Month."
- 2000: President Clinton issues on November 8 Proclamation 7372 designating November 2000 as "National American Indian Heritage Month."
- 2001: President George W. Bush issues on November 12 Proclamation 7500 designating November 2001 as "National American Indian Heritage Month."
- 2002: President Bush issues on November 1 Proclamation 7620 designating November 2002 as "National American Indian Heritage Month."
- 2003: President Bush issues on November 14 Proclamation 7735 designating November 2003 as "National American Indian Heritage Month."
- 2004: President Bush issues on November 4 Proclamation 7840 designating November 2004 as "National American Indian Heritage Month."
- 2005: President Bush issues on November 2 Proclamation 7956 designating November 2005 as "National American Indian Heritage Month."
- 2006: President Bush issues on October 30 Proclamation 8076 designating November 2006 as "National American Indian Heritage Month."
- 2007: President Bush issues on October 31 Proclamation 8196 designating November 2007 as "National American Indian Heritage Month."
- 2008: President Bush issues on October 30 Proclamation 8313 designating November 2008 as "National American Indian Heritage Month."
- Congress passes House Joint Resolution 62 designating the day after Thanksgiving Day, Friday, November 28, as "Native American Heritage Day."
- 2009: Congress passes House Joint Resolution 40 (Pub. L. 111-33), the "Native American Heritage Day Act of 2009", which designates the Friday immediately following Thanksgiving Day of each year as "Native American Heritage Day." President Barack Obama signs the legislation on June 26. On October 30 he issues a proclamation designating November 2009 as "National Native American Heritage Month" and November 27, 2009 as "Native American Heritage Day."
- 2010: President Obama issues on October 29 Proclamation 8595 designating November 2010 as "National Native American Heritage Month."
- 2011: President Obama issues on November 1 Proclamation 8749 designating November 2011 as "National Native American Heritage Month."
- 2012: President Obama issues on November 1 a proclamation designating November 2012 as "National Native American Heritage Month" and November 23, 2012, as "Native American Heritage Day."
- 2013: President Obama issues on October 31 a proclamation designating November 2013 as "National Native American Heritage Month."



### Choose A Category

-- Click To Change Category --



### Regions

Click the map to view our regions and their office contact information and the tribes served by that region

Mailing Address:  
 Office of Public Affairs  
 Indian Affairs  
 MS-3658 MIB  
 1849 C Street, N.W.  
 Washington, D.C. 20240

Telephone: (202) 208-3710  
 Telefax: (202) 501-1516



**Proclamation 5049 -- American Indian Day, 1983**

**April 14, 1983**

By the President of the United States of America

A Proclamation

The story of the Indian in America is a record of endurance, of survival, of adaptation and creativity in the face of overwhelming obstacles. It is a record of enormous contributions to this country -- to its art and culture, its strength and spirit, its sense of history, and its sense of purpose.

When European settlers began to develop colonies in North America, they entered into treaties with sovereign Indian nations. Our new Nation continued to enter into treaties with Indian tribes on a government-to-government basis. Throughout our history, despite periods of conflict and shifting national policies in Indian affairs, the government-to-government relationship between the United States and Indian tribes has endured. The Constitution, treaties, laws, and court decisions have consistently recognized a unique political relationship between Indian tribes and the United States.

In 1970, President Nixon announced a national policy of self-determination for Indian tribes. At the heart of the new policy was a commitment by the Federal government to foster and encourage tribal self-government.

As set forth in the message on Indian policy of January 24, 1983, this Administration honors the commitment made in 1970 to strengthen tribal governments and lessen Federal control over tribal government affairs. To further the principle of self-government, we will encourage the political and economic development of the tribes by eliminating excessive Federal regulation and government intervention, which in the past have stifled local decision-making, thwarted Indian control of Indian resources, and promoted dependence rather than self-sufficiency.

In promoting effective self-government and a more favorable environment for the development of healthy reservation economies, we will take a flexible approach which recognizes the diversity among tribes and the right of each tribe to set its own priorities and goals. The tribes, not the Federal government, will chart the path of their own development. In support of this policy, the Federal government will faithfully fulfill its responsibility for the physical and financial resources it holds in trust for the tribes and their members.

In recognition of the unique status and contribution of the American Indian peoples to our Nation, the Congress of the United States, by House Joint Resolution 459 (P.L. 97 - 445), has authorized and requested the President to issue a proclamation designating May 13, 1983 as "American Indian Day."

Now, Therefore, I, Ronald Reagan, President of the United States of America, do hereby proclaim May 13, 1983 as American Indian Day. I invite the people of the United States to observe this day with appropriate ceremonies and deeds and to reaffirm their dedication to the ideals which our first Americans subscribe.

In Witness Whereof, I have hereunto set my hand this 14th day of April, in the year of our Lord nineteen hundred and eighty-three, and of the Independence of the United States of America the two hundred and seventh.

Ronald Reagan

[Filed with the Office of the Federal Register, 11:53 a.m., April 14, 1983]

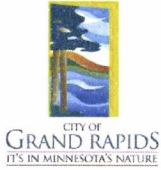
Hello all,

I have reviewed the proffered resolution regarding this holiday and I cannot support it as written. I do not understand the need to conflagrate the issues of Columbus Day and Indigenous People's Day. They are not directly linked. I would happily support creating an Indigenous People's day on any of the days that past political figures such as Governor Reagan, President Reagan, President Bush or President Obama have used. I think honoring the Native population of the area we live in is a positive thing and should be done. Adding local revisions/removal of history for the reason of issue advocacy should not be done.

I have attached information to this email which shows that this issue has been discussed at length in many appropriate forums and like other popular political causes, I do not feel it is appropriate for the Grand Rapids City Council to try to interject its opinion of how the history of our country should be remembered. Christopher Columbus is a symbol of the way that our country was founded and has led us to this place and time where people can express their opinions and have a representative government. As I researched this information I ran across the attached description of the "discovery" which I think gives a balanced view of the reason Columbus Day exists. Please read the attachments and give them the appropriate consideration.

Please consider unlinking the two issues and I would be happy to support a new declared Grand Rapids Holiday without affecting HR policies or contracts.

Joe



# CITY OF GRAND RAPIDS

## Legislation Details (With Text)

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**File #:** 14-0952      **Version:** 1      **Name:** Draft Policies  
**Type:** Agenda Item      **Status:** CC Worksession  
**File created:** 11/19/2014      **In control:** City Council Work Session  
**On agenda:** 12/8/2014      **Final action:**  
**Title:** Discuss the adoption of a Communication Standards and Image Management Policy, the revised Computer/Technology Use Policy, and amendments to the Personnel Policy Manual.  
**Sponsors:**  
**Indexes:**  
**Code sections:**  
**Attachments:** [Communication Procedures and Standards Draft](#)  
[Computer-Technology Use Policy Draft](#)

Date	Ver.	Action By	Action	Result
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Discuss the adoption of a Communication Standards and Image Management Policy, the revised Computer/Technology Use Policy, and amendments to the Personnel Policy Manual.



CITY OF  
**GRAND RAPIDS**  
IT'S IN MINNESOTA'S NATURE

# Communication Standards and Image Management



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The City of Grand Rapids wants to ensure that all of its communications are made with clarity and consistency. This document should serve as a guide to communications both internal and external, written and electronic, and the use of the City of Grand Rapids logo. It is a reference guide for communication, formatting, and appearances. The document covers such things as fonts and layouts, but also strives to include a cohesive voice for the City.

Templates for items described in the document are located in the Public drive under Communication Tools.

## **City of Grand Rapids Key Messaging**

### **Community Identity**

Grand Rapids: It's in Minnesota's Nature

### **Key Messaging**

Grand Rapids is a great place to live, work, play, and visit.

### **Vision Statement**

The City of Grand Rapids will be accountable to future generations, maintain our ability to choose our own destiny, and recognize partnership opportunities with our greater community.

### **City Goals and Policy Resolution**

To maintain and enhance financial stability:

- That the City will develop and maintain operating policies that will secure financial stability for all city funds.

To maintain and improve the City's infrastructure:

- That the City will establish criteria and adopt and maintain an infrastructure plan as a part of the City's Capital Improvement Plan.

To maintain and improve the City's physical assets:

- That the City will establish criteria and adopt and maintain a Capital Improvement Plan.

To maintain and improve public and internal communication:

- That the City shall work toward a process of on-going communication with the public.

To provide for effective and fair City administration:

- That the City will provide an on-going staff support system to enhance quality service.

To protect our environment and natural resources:

- That the City will be aware of future generations when policies are set which will affect the environment and natural resources.

To provide for community recreational and cultural needs:

- That the City shall provide programs and facilities that will help meet the recreational and cultural needs of the community.

To improve public safety:

- That the City will initiate policies, programs and infrastructure changes that will improve public safety.

To be a vital and growing community:

- That the City will be pro-active in economic development and community planning.

To work cooperatively with other governments and organizations:

- That the City will initiate and participate in cooperative efforts with other governments and community organizations.

### **Communication Goals**

The City has established six goals for communications with its stakeholders.

- Establish and maintain open and honest communications with the public, media, and all City staff.
- Honor the public right to know and keep them informed of projects and programs which benefit and affect them.
- Provide prompt, courteous, cooperative responses.
- Communicate about the City as a whole as a great place to live, work, shop, and visit.
- Increase the visibility of the City.
- Foster internal communication to build rapport, trust, and support with each other.

## **Communication Standards**

### **Written Communications**

#### **Fonts and Margins**

For all written communications, with the exception of flyers, handouts, or postcards, the accepted font is Times New Roman. All body text should be written in Times New Roman font, size 11 or 12.

When creating a report or policy document, titles and headings should be created in Arial font. When creating a report, simply choose the font theme “Office Classic” and body text and headings will be created in the appropriate fonts.

Margins should be a standard 1” on all sides. This may be adjusted slightly if a document ends with only one to two sentences on the final page of the document.

#### **Letters**

All letters should be composed on letterhead available in your shared department drive or in the Public drive. Font should again be set to Times New Roman, size 11 or 12.

Letterhead will have the City logo and header on the first page. Subsequent pages will be blank paper stock.

#### **Press Releases**

Press releases should be written on the template located in the Communication Tools folder on the Public Drive. The closing contact paragraph should be included on each release. Press releases should also be written in Times New Roman font, while bold titles are in Arial.

It is the policy of the City not to respond to Letters to the Editor.



## **Flyers, Handouts or Postcards**

Adobe Garamond Pro and Trajan Pro are two fonts that are used for flyers or handouts. Garamond is also found in the Microsoft Office Suite. Trajan Pro is an all caps font in the Adobe family. Times New Roman and Arial fonts may also be used in these materials.

Many of the City's print materials also contain the "Improving our Community" header. This header can be found in the Communication Tools folder on the Public Drive. The colors contained in this header are Pantone 286 Blue (multimedia: R-39, G-93, B-166) and Pantone 342 Green (multimedia: R-23, G110, B-83).

## **Bulletin Boards**

All flyers posted on bulletin boards should contain the date in the lower right corner of the document. Please remove flyers immediately following the date of the event or after a reasonable amount of time has passed.

## **Electronic Communications**

### **Fonts**

For electronic communications, such as email, it is acceptable to use the Microsoft default Calibri font, size 11.

### **Email**

Email signatures should not deviate from those set up by the IT Department. Email font color should be black.

### **Presentations**

The IT Department has created a standardized presentation template available in the Public drive. Arial font is easier to read as a heading, while Times New Roman can be selected for sentence-length text. Calibri is also suitable for longer text.

Black or dark fonts are easier for audience members to follow, and allow the focus to remain on the speaker. Other appropriate colors include the blue and green in the City of Grand Rapids logo. These colors are Pantone 286 Blue (R-39, G-93, B-166) and Pantone 342 Green (R-23, G110, B-83).

### **Website articles**

When submitting an article or update to the Website Committee, the following punctuation rules apply:

- Single spacing after periods
- Articles should not contain paragraph indents
- Phone numbers should contain all hyphens, no periods or parenthesis

Website images must be in the public domain or marked as free to use commercially. Bing Image search ([www.bing.com/images](http://www.bing.com/images)) has the best search tools to filter images according to these parameters.

### **Social Media**

Only those employees that have been directed by their department head should post to social media sites. All City affiliated social media accounts should contain the City logo.



Social media content must adhere to the following:

- Only post content that is suitable for readers and viewers of all ages.
- Items that are posted should add value to the City's social media presence.
- Do not post information that is known to be false, misleading, or fraudulent.
- Do not post content that violates existing City policies or that exhibits hate, bias, or discrimination.
- Do not upload or post photos that infringe on trademark, copyright, or patent rights of others.
- Do not post information that affiliates the City with or advocates for a political party or candidate running for political office.

When using personal social media accounts to comment on City business, employees should identify their affiliation with the City and indicate that their opinion is their own and not necessarily representative of the City of Grand Rapids. Personal social media profile pictures should not depict employees in official City uniforms as this may lead the public to believe that they are posting or commenting in an official City capacity. Names of personal social media accounts should not tie an individual to the City.

Personal social media pages should not be used to respond to inquiries that are directed to staff as an official representative of the City of Grand Rapids.

Because social media lends an air of anonymity to commenters, there can be a tendency for users to feel freer in posting negative or inflammatory comments. When responding to these comments, keep responses short, citing facts, and invite the commenters to contact the correct official for additional information.

## **Media Inquiries**

All city employees have a responsibility to help communicate accurate and timely information to the public in a professional manner. Requests for private data or information outside of the scope of an individual's job duties should be routed to the appropriate department or to the data practices authority.

Any employee who identifies a mistake in reporting should bring the error to the City Administrator or other appropriate staff. Regardless of whether the communication is in the employee's official city role or in a personal capacity, employees must comply with all laws related to trademark, copyright, software use etc.

With the exception of routine events and basic information that is readily available to the public, all requests for interviews or information from the media are to be routed through the City Administrator or the individual's Department Head. No City employee is authorized to speak on behalf of the City without prior authorization from the City Administrator or his/her designee. Media requests include anything intended to be published or viewable to others in some form such as television, radio, newspapers, newsletters, and web sites. When responding to media requests, employees should follow these steps:

1. If the request is for routine or public information (such as a meeting time or agenda) provide the information and notify the City Administrator of the request.
2. If the request is regarding information about city personnel, potential litigation, controversial issues, an opinion on a city matter, or if an employee is unsure if the request is a "routine" question, forward the request to the City Administrator. An appropriate response would be, "I'm sorry, I don't have the full information regarding that issue. Let me take some basic information

and submit your request to the appropriate person who will get back to you as soon as he/she can.” Then ask the media representative’s name, questions, deadline and contact information.

All news releases concerning City personnel will be the responsibility of the City Administrator or Human Resources Director.

### **Communicating on behalf of the City**

When/if the City Administrator authorizes a staff person to communicate on behalf of the city in interviews, publications, news releases, on social media sites, and related communications, employees must:

1. Identify themselves as representing the city. Account names on social media sites must be clearly connected to the city and approved by the City Administrator.
2. All information must be respectful, professional and truthful. Corrections must be issued when needed.
3. Personal opinions generally don’t belong in official city statements. Once exception is communications related to promoting a city service. For example, if an employee posted on the city’s Facebook page, “My family visited Hill Park this weekend and really enjoyed the new band shelter.” Employees who have been approved to use social media sites on behalf of the city should seek assistance from their Department Head for questions on this topic.
4. Employees need to notify the City Administrator if they will be using their personal technology (cell phones, home computer, cameras, etc.) for city business. Employees should be aware that the data transmitted or stored may be subject to the Data Practices Act.

### **Logo Standards**

The City logo is located on the Public drive. This brand was selected to represent a diverse cross-section of community interests and emphasis. As such, it should not be changed in any way.

The following are examples of improper usage of the logo:

- Do not use any unofficial colors or any other combination of colors
- Do not delete, adjust, or add any element of/to the logo
- Do not screen the logo or use the logo behind text
- Do not rotate the logo
- Do not add unofficial copy or graphics covering any part of the logo
- Do not change the proportions of the logo
- Do not place type or objects within ¼” of the logo
- Do not try to recreate the logo, use only the artwork provided.
- Do not use the logo to replace the words “City of Grand Rapids” in a sentence or headline.
- Do not place two logos adjacent to each other

## Communication Quick Fact Sheet

Community Identity – Grand Rapids: It's in Minnesota's Nature

Key Messaging – Grand Rapids is a great place to live, work, play, and visit.

Vision Statement – The City of Grand Rapids will be accountable to future generations, maintain our ability to choose our own destiny, and recognize partnership opportunities with our greater community.

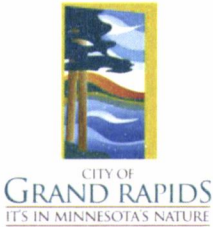
### Contacts

Department	Name	Work	Cell
City Administrator	Tom Pagel	326-7626	398-0584
Human Resources Director	Lynn DeGrio	326-7606	244-9054
Civic Ctr/ P&R Director	Dale Anderson	326-7604	259-4485
Community Development Director	Rob Mattei	326-7622	244-2924
City Engineer	Julie Kennedy	326-7625	259-5020
Finance Director	Barb Baird	326-7615	360-1105
Fire Chief	AJ Morse		244-7103
Golf Director	Bob Cahill	326-3444	244-5746
HRA Director	Jerry Culliton	326-9515	
IT Director	Erik Scott	326-7618	244-4139
Library Director	Marcia Anderson	326-7643	
Police Chief	Scott Johnson	326-7653	360-0174
PW Director	Jeff Davies	326-7480	259-8688
Public Utilities General Manager	Tony Ward	326-7188	
City Attorney	Chad Sterle	326-9646	244-1696

### City Council

Name	Home	Cell
Mayor Dale Adams (2013-14)	326-8119	398-0893
Barb Sanderson (2013-14)	326-5446	
Joe Chandler (2011-14)	999-9187	259-9298
Dale Christy (2013-16)	327-0180	259-4668
Ed Zabinski (2013-16)	327-1336	259-6227





# City of Grand Rapids COMPUTER/TECHNOLOGY USE POLICY

## **Purpose**

The City's intention in establishing this policy is not to impose restrictions that are contrary to the City's established culture of openness, trust and integrity. The City is committed to protecting its employees, partners and the public from illegal or damaging actions by individuals, either knowingly or unknowingly. This policy serves to protect the security and integrity of the City's electronic communication and information systems by educating employees about appropriate and safe use of available technology resources.

All users that access the City's computer systems are responsible for reading and adhering to these policies. It is the responsibility of the Director of Information Technology and the Director of Human Resources to ensure that all users have received this document and signed a statement indicating that they have read it. *(See Appendix A: Computer Use Policy Signature Sheet)*

Failure to comply with these policies, including failure to report known violations of the policies, will be cause for disciplinary action in accordance with the City's Personnel Policy.

The city reserves the right to inspect any data, e-mails, files, settings or any other aspect of a City-owned computer, device or related system and will do so on an as-needed basis as determined by the Director of Information Technology, City Administrator or relevant Department Head.

All employees are responsible for reading and following information that may be distributed from time-to-time by the Information Technology Department about appropriate precautions to protect City systems.

An employee who violates these policies may be subject to disciplinary action including revocation of system privileges or termination.

Some exceptions to the Computer Use Policy will be allowed to users based on job responsibilities and duties, per department policy and in accordance to applicable State and Federal laws.



## Personal use

The City recognizes that some personal use of City-owned computers and related equipment has and will continue to occur. Some controls are necessary, however, to protect the City's equipment and computer network and to prevent abuse of this privilege.

- **Only City employees may use City-owned equipment. Non-City employees are not allowed to use city equipment or technology resources.**
- Reasonable use of City owned communication systems for personal correspondence is allowable, provided it does not interfere with an employee's normal work and is consistent with all provisions in this policy. Employees should treat this privilege as they would the ability to make personal phone calls during work hours. Additionally, it must be understood that all messages sent or received by the City's servers are archived and considered property of the City.
- Reasonable use of the City's access to the Internet for personal reasons is allowable, provided it does not interfere with an employee's normal work and is consistent with all provisions in this policy.
- Employees are not allowed to use or connect personal peripheral tools or equipment (such as digital cameras, cell phones, printers, copiers, faxes, scanners, PDAs, and wireless routers) to City-owned systems unless authorized by the Director of Information Technology. Connection of such devices, without authorization, will result in disciplinary action as outlined by the City's Personnel Policy.
- Use of City equipment or technology for personal business interests, for-profit ventures, political activities, religious activities or other uses deemed by the Director of Information Technology or City Administrator to be inconsistent with City activities is not allowed. If there is any question about whether a use is appropriate it should be forwarded to the Information Technology Director for a determination.

## Software, hardware, games and screen savers

In general, all software and hardware required for an employee to perform his or her job functions will be provided by the City. Requests for new or different equipment or software should be made to your Department Head. The Department Head should then contact the Information Technology Department.

Unapproved hardware or software that have not been specifically approved by the Information Technology Department may compromise the integrity of the City's computer system and are prohibited.

The Information Technology Department may, without notice, remove any unauthorized programs, software, equipment, downloads, or other resources if they are not properly licensed or could harm City systems or technology performance or if they have not been authorized by the Information Technology Department.

If there is any question about whether software downloads or hardware, etc. are appropriate it should be forwarded to the Information Technology Department for a determination.

## **Technology Acquisitions**

The Director of Information Technology or his/her designee shall be responsible for approving all technology related acquisitions and purchases. No technology hardware, software or any other peripherals falling in the scope of this policy shall be purchased without express authorization of and/or consultation with the Director of Information Technology or his/her designee.

## **Installation, Removal, Relocation and Maintenance**

It is the sole responsibility of the Information Technology Department to install, remove, relocate and maintain the majority of technology related equipment and software on the City's networks with some exceptions. Any employee requiring any of the above mentioned work shall open a ticket on the IT Helpdesk and wait for assistance. Any employee performing said tasks in violation of this policy will be liable for any damages incurred in addition to potential disciplinary action as defined in the City's Personnel Policy. Certain exceptions to this policy will be allowed with prior approval of the Director of Information Technology. If you are unsure whether an exception exists, please contact the IT Department for clarification.

## **E-mail**

The City provides certain employees with an e-mail address for work-related use. Some personal use of the City e-mail system by employees is allowed, provided it does not interfere with an employee's normal work and is consistent with all City policies.

An employee's personal e-mail (and other personal documents stored on City servers) may be considered "public" data and may not be protected by privacy laws. Personal e-mail (and other personal documents stored on City servers) may also be monitored and/or removed from City servers as directed by the Information Technology Director, Legal Department, City Administrator, and Human Resources without notice to the employee.

The following policies relate to e-mails of both business and personal content:

- E-mail messages should be written using the same standards of care and professionalism used for other forms of business writing.
- Use common sense and focus primarily on using e-mail for City business.
- Never transmit an e-mail that you would not want your boss, other employees or members of the public to read.
- Do not correspond by e-mail on confidential or protected communications unless using the City provided e-mail encryption system.
- Do not open e-mail attachments or links from an unknown sender. Delete junk or "spam" e-mail without opening it if possible, do not respond to unknown senders.
- Do not use harassing language, including sexually harassing language or any other remarks including insensitive language or derogatory, offensive or insulting comments in an e-mail.
- All communications shall remain politically neutral.



The following activities are prohibited:

- Sending unsolicited e-mail messages including “junk mail” or other advertising material to individuals, internally or externally, who did not specifically request such material (e-mail spam). Certain City related functions may be excluded from this provision. The City of Grand Rapids will be a responsible user of technology and will not engage in “spamming”. (Spam is defined as unauthorized and/or unsolicited electronic mass mailings.)
- Any form of harassment via e-mail whether through language, frequency, or size of message.
- Unauthorized use, or forging, of e-mail header information.
- Solicitation of e-mail for any other e-mail address, other than that of the posters account, with the intent to harass or to collect replies.
- Creating or forwarding “chain letters”, or other “pyramid” schemes of any type.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).
- Sending or forwarding of messages that could be perceived to be in support/opposition of a political party.

### **Storing and transferring documents**

As a general rule City related files and correspondence should not be created on personal or home computers. City business should be conducted on City owned equipment. In those instances where home or personal computers are used for City related functions, users will adhere to all relevant City policies. Electronic documents, including e-mails and business-related materials created on an employee’s home or personal computer, should be stored on the City’s network in accordance with City records retention policies and the Minnesota Data Practices Act. The following are some general guidelines that may be useful to consider:

- E-mail that is simple correspondence and not an official record of City business should be deleted as soon as possible and should not be retained by employees for more than three months.
- E-mail that constitutes an official record of City business must be kept in accordance with Minnesota’s Record Retention Schedule and should be copied to appropriate network files for storage. If you have specific questions about the Record Retention Schedule, please contact the City Clerk.
- City-related documents that an employee creates on his or her home computer or any other computer system should be copied to the City’s network servers.
- Documents or e-mails that may be classified as protected or private information under data practices requirements should be stored appropriately.

If you are unsure whether an e-mail or other document is a government record for purposes of records retention laws, or is considered protected or private under data practices, check with your Department Head or the City Clerk. If you are unsure how to create an appropriate file structure for saving and storing electronic information, contact your Department Head.



Transferring data and documents between computer systems may require information to be stored on a CD-ROM, flash or USB drive, or other storage media. These items can also be used to transmit computer viruses or other items harmful to the City's computer network. All media will be scanned using the City provided virus protection software prior to use in transferring files. The preferred method of data transfer is e-mail attachments.

The City has installed anti-virus software on each computer to protect against virus, worms, trojans and other threats by automatically scanning storage media for viruses and similar concerns. The anti-virus software provides automatic updates. If you have any questions about how to check your storage media before you use it, please contact the Information Technology Department.

## **Internet**

The city provides Internet access to employees for work on City business. Employees may use this access for work-related matters in a professional manner.

Occasional personal use of the Internet is acceptable within the bounds of all other City policies and as deemed appropriate by your Department Head. The following considerations apply to all uses of the Internet whether business related or personal:

- There is no quality control on the Internet. All information found on the Internet should be considered suspect until confirmed by other sources.
- Personal use of the Internet is permitted as deemed appropriate by your Department Head. However, employees may not at any time access inappropriate sites. Some examples of inappropriate sites include but are not limited to adult entertainment, sexually explicit material or material advocating intolerance of other people, races or religions. If you are unsure whether a site may include inappropriate information, you should not visit it.
- The City may monitor any employee's use of the Internet without prior notice, as deemed appropriate by the Information Technology Director, City Administrator, Director of Human Resources or relevant Department Head.

## **Passwords and physical security of equipment**

Employees are responsible for maintaining computer passwords and for following these guidelines:

- Passwords must be at least seven (7) characters long and include both lower and upper case characters, at least one number and at least one non-alpha-numeric character (e.g., \*, &, %, etc.). *An example might be Pol!cY1.*
- Your passwords are not permitted to be shared with anyone (including your Supervisor or Department Head). If written password are found, they will be confiscated without notification and disciplinary action will be taken in accordance with the City's Personnel Policy. If it is necessary to access an employee's computer in their absence, please contact the Information Technology Department.

- Passwords must not be stored in any location on or near the computer. If necessary, store your password in a document or hard copy file that is locked when you are absent from your desk. Do not store it electronically in a palm pilot or cell phone system.
- The computer system will prompt employees to update passwords every ninety (90) days. Employees must change passwords when prompted or face being locked out of the system.
- When leaving your desk or office, computers must be locked by pressing the Ctrl-Alt-Del keys and choosing "Lock Computer". Your computer can be unlocked by doing the same and then typing in your password.

Because technology equipment is generally small and portable, employees must use caution when leaving equipment unattended. Do not leave City computer equipment in an unlocked vehicle or unattended at any off-site facility (airport, restaurant, etc.). If your office or desk area is in a high-traffic public area, check with the Information Technology Division about appropriate security measures.

### Remote access

The City of Grand Rapids recognizes that the information and equipment on its networks is a valuable asset that must be protected from malicious actions. At the same time, effective use of technology to provide City of Grand Rapids' services may require that staff be able to access data and information from other locations and that some of City of Grand Rapids' information be shared with offsite personnel. The City of Grand Rapids provides remote access to its internal network via VPN for internal staff and select others when business needs require that such access be available.

Any form of remote access to a network creates a possible avenue for unauthorized persons to gain access and damage or otherwise compromise the systems and information on the network. Therefore, it is essential that **remote access be limited to persons who have a critical business need** and that those who are entrusted with such access make every effort to protect the network, data, and computing assets of the City of Grand Rapids and comply with the Minnesota Records Retention Schedule. If you have any questions about the records retention schedule, please contact the City Clerk.

Due to the exposure, a request for an employee to have remote access will require Department Head approval. A request for an employee to have VPN access will be granted using City owned PCs only. The Department Head who approves the request is responsible for notifying the Information Technology Department immediately if the employee's job responsibilities or employment status changes such that remote access is no longer required. To officially request remote access, start by filling out the Signature Sheet at the end of this document: [Appendix C \(Request for Remote \(VPN\) Access\)](#)

Any person or organization requesting VPN access to the City of Grand Rapids' computer network must agree to the following:

- To maintain the highest standards to protect any data, passwords, software, and computers that enable remote access to the City of Grand Rapids network.
  - Passwords should not be written down. If it is necessary to write them down, they should be stored in a secure location away from the vicinity of the computer.



- Passwords will not be stored on the computer. The “remember my password” option will not be used for any passwords.
- Unauthorized persons, including family members, will not be given access to any City systems that have been configured for remote access.
- The use of remote access is intended for the sole purpose of conducting the business of City of Grand Rapids.
- To report immediately to Information Technology staff any theft, loss or compromise of data, passwords, software or computers used to access the City of Grand Rapids’ network.
- To remove, upon termination of employment or termination of the project or agreement which provided the justification for the remote access, all software, data, equipment, or other enabling technology which was provided by the City of Grand Rapids for the purpose of remote access.
- To run anti-virus software with a current subscription and up-to-date definitions on any computers used for remote access to the City of Grand Rapids network.
- That the Information Technology Department will not set up, install, configure or resolve problems with the Cable/ DSL hardware, software or connection or assist, in any way, with the troubleshooting or repair of any systems not owned by the City.
- That any problems with PCs determined to be not due to the broadband connection will require the PC be brought to a City of Grand Rapids Information Technology office for resolution. IT personnel will not travel to an employee’s residence in order to repair or troubleshoot a remote access device.

Because there is little or no advantage to a VPN over a slow connection VPN access will be granted only to users where broadband internet access is available.

Failure to abide by the terms of this policy will result in immediate termination of remote access rights and possible disciplinary action. All policies relating to the acceptable use of City of Grand Rapids computer equipment and facilities applies when employees are accessing the City of Grand Rapids network from a remote location.

If it is determined that damage or unauthorized access to City of Grand Rapids systems or data has occurred as a result of requestor’s failure to abide by this agreement, requestor may be held responsible for all costs incurred in repairing the damage. If it appears that any City of Grand Rapids assets, including but not limited to all computer and network assets, were used in the commission of a crime, City of Grand Rapids will cooperate in full with authorities to assist in the apprehension and conviction of those responsible.

### **System and Network Activities**

The following general activities are prohibited:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not appropriately



licensed for use by the City of Grand Rapids.

- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the City of Grand Rapids does not have an active license.
- Exporting software, hardware, technical information, encryption software or technology, in violation of export control laws.
- Introduction of malicious programs into the network or server(s) (i.e. viruses, worms, Trojans, email bombs, etc.).
- Revealing your account password to others or allowing use of your account by others.
- Effecting security breaches or disruptions of network communication. Security breaches include but are not limited to, accessing data of which the employee is not the intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. An example would be IT staff engaged in network or system support or application of these policies may access all system data, servers, switches, etc. and accounts. For purposes of this section, disruption includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service and forged routing information for malicious purposes.
- Port scanning and security scanning is expressly prohibited except by IT staff engaged in network or system support or application of these policies.
- Circumventing user authentication or security of any host, network or account.
- Using any program/script/command or sending messages of any kind with the intent to interfere with or disable any user's sessions, network function or system.

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## Electronic Communications Devices

This policy is intended to provide guidelines for the procurement, use, availability and expectations for the operations and maintenance of City owned and personal communication devices that act to serve a public purpose.

This policy covers, but is not limited to, the following electronic communication devices:

- City Owned Devices:
  - Cellular phones
  - Air cards
  - Ipads or Tablets
- Personal Devices
  - Reimbursements
  - Data Syncing including City email

## City-Owned Devices

### Authorization/Assignment

The relevant Department Head and/or Director of Information Technology have the final determination for the issuance or maintenance of electronic communication devices which utilize City funds. Basis for issuance of electronic devices include:

- When safety of self or others may be at risk.
- When an employee's main work location is in the field where landlines and other primary radio/telephone communications are not available.
- To provide immediate communication with staff in the department and other agencies as required to coordinate programs, provide customer service or perform normal duties.
- Demonstrated improved work efficiency.
- The need to contact an employee on short notice.
- The employee's role is in emergency response and the relevant Department Head has determined a need for a cellular device.

Authorization and assignment are at the discretion of the Department Head and/or Director of Information Technology and may be withdrawn at any time.

### Expectations

Upon approved issue, the employee is expected to maintain the following:

- Use – the device shall be operated for City-use and operated as intended or allowed by this or any other City policy.
  - Inappropriate use is strictly prohibited and subject to disciplinary action up to and including termination.
  - Use of the City-owned device is limited to the options subscribed to on the service plan.
  - City-owned devices may be used for personal reasons provided said use does not accrue any additional expense to the City or put the City's technology resources at risk in any way and does not interfere with the employee's duties. If there are additional expenses accrued from personal use, it is the responsibility of the user to reimburse the City for those charges.
- Availability – employees who are issued a City-use device agree to maintain readiness and availability during assigned work hours and standby periods wherever possible.
- Auditing – the Director of Information Technology reviews monthly billings to identify charges incurred by the City for personal use of the device.
- Security – the user shall maintain the safety and security of the device as well as any log-in data required to operate the device.
- Safety (driving) – employees should refrain from using a City-owned communications device while operating a motor vehicle or power equipment wherever possible. Use shall be in accordance with local, state and federal law.



- Personalized attributes – a City-owned electronic device may be used to the extent provided by the device and/or service plan. Employees may personalize/utilize features as intended by the manufacturer and the plan provider insofar as no additional costs are incurred by the City of Grand Rapids without limiting the operational capacity of the device.

## **PERSONAL DEVICES**

For employees required to maintain service availability by electronic communication device, a reimbursement for use of a personal device may be provided by the City of Grand Rapids. With Department Head approval, an allowance may be made to offset the cost of personal device use.

With the approval of the Department Head and Director of Information Technology, employees may sync a personal electronic communication device with City servers for business use. Employees who request and are allowed to use personal devices shall meet the requirements of this policy. The policy also outlines device allowances and requirements for approved use of personal devices.

### **Expectations**

For employees approved by their Department Head and the Director of Information Technology to maintain a personal device, the following items shall be met:

- Use
  - Review phone options with IT Department to ensure compatibility with City applications.
  - Maintain a service plan with minimal amount of services to perform assigned duties.
  - Procure a reliable service plan that provides service in the Grand Rapids area, as well as any area in which the user is expected to respond when off site.
  - Notify the Department Head and Director of Information Technology within five days of service discontinuation.
  - The City of Grand Rapids assumes no responsibility for provider service contract termination fees or ongoing contracted provider service fees in the event of a voluntary or involuntary employee termination.
  - Employees shall minimize personal use of any electronic communication device during scheduled work hours
- Availability - maintain readiness and availability during assigned work hours and standby periods wherever possible.
  - The user acknowledges his/her personal device phone number may be published for official business.
- Auditing - documented proof of service plan shall be made available to the requesting City authority for audit purposes within 72 hours of a request.



- Security - employees agree to maintain password-protected security. In the event of a reported lost or missing device the Information Technology Department must be notified immediately. The IT Department will then remotely “wipe” or erase all data. Please note: wiping a device may clear personal information such as contacts, tasks or apps. The City of Grand Rapids is not responsible for any lost personal data on a wiped phone.
- Safety (driving) – employees should refrain from using a communications device while operating a motor vehicle or power equipment wherever possible. Use shall be in accordance with local, state and federal law.
- Support - the employee understands the maintenance and support of a personal device by the City is limited to email, schedule and task syncing (if available), and use of City-supplied security. Hardware/software repair and maintenance support is the sole responsibility of the employee.

### Reimbursements

Reimbursements are intended to cover a portion of the costs associated with owning/maintaining a personal device as related to official City business use.

- Allowance Schedule

The following schedule is approved for the authorized use of personal electronic devices.

- Cellular Phone (cell minutes/data minutes) - \$40/month
- The City Council shall periodically review the allowance rates

- Discontinuation

Reimbursements shall be discontinued when the employee:

- is on leave status exceeding 30 days
- is on unpaid leave status
- is unable to provide proof of service
- voluntarily or involuntarily termination employment
- Department Head or Supervisor determination that use of personal phone is not a benefit to the City

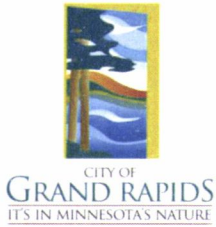
### Device Syncing

As the personal use of communication technology grows, some employees may wish to synchronize their City of Grand Rapids email, calendar, task lists and voicemail with their personal device. The City acknowledges some work efficiencies may be gained through greater access to official data and communication; however the administrative costs outweigh the demonstrated savings to the City. For this reason, the City will provide limited support for personal device syncing.

Employees who wish to sync their personal communication device with City servers do so at their own risk and with the acknowledgement and consent of the following:

- IT support for syncing personal communication devices is limited and a low priority.
- Not all devices are compatible with City software and hardware.
- Synced personal communication devices will be pass-code encrypted and the City reserves the right to un-sync devices at any time without notice.
- **For the protection of City assets, synced devices will be wiped in case of loss, theft or replacement. It is the user's responsibility to notify the Information Technology Department immediately in the event a City-synced device is lost, stolen or replaced. Failure to do so puts the City's technology and data at risk and will result in disciplinary action as outlined in the City Personnel Policy. Wiping may remove personal data and information not saved at another location may be lost permanently. The City of Grand Rapids is not responsible for any lost personal data.**
- Employees shall not be compensated for City business hours worked outside of official business hours without the pre-approved, written consent of his/her Department Head.
- Use of voice or data minutes for business use shall be done at the employee's discretion. By choosing to sync a personal communication device with City of Grand Rapids servers, the employee understands the City of Grand Rapids is not responsible for any costs incurred, including business-related costs unless the employee is already receiving a cell phone reimbursement.
- Since your personal device will hold official City communications, the possibility exists that, in the event of legal proceedings, your device and all data therein may become discoverable by the Court.

To officially request device syncing, start by filling out the signature sheet at the end of this document.  
*[\(Appendix B: Request to Sync Non-City-Owned Communication Device\)](#)*



## Computer/Technology Use Policy Signature Sheet

I have read and agree to comply with the terms of the City's Computer/Technology Use Policy. I acknowledge that by using the computer system owned by the City, I am consenting to the monitoring of my use of that system by the City. I realize that the City may record for management use the Internet address of any site that I visit and keep a record of any network activity. I understand that my internal and external e-mail communications are not private and that any messages that I send or receive may be recorded and stored in an archive file for management use. I understand that any violation of this policy could lead to termination of my access rights or other disciplinary action, including possible termination of employment, as well as civil and criminal liability. I agree to hold the City harmless from all losses or damages it incurs, due to any violation of this policy or of any law, by me.

**Employee signature** \_\_\_\_\_

**Date** \_\_\_\_\_

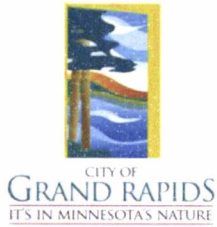
Print Employee Name \_\_\_\_\_

Print Department Name \_\_\_\_\_

**Return a signed copy of this signature page to the Director of Human Resources**

**Please keep the "Computer/Technology Use Policy" for your reference.**





## Request to Sync Non-City-Owned Communication Device

### Device Syncing

As the personal use of communication technology grows, some employees may wish to synchronize their City of Grand Rapids email, calendar, task lists and voicemail with their personal device. The City acknowledges some work efficiencies may be gained through greater access to official data and communication; however the administrative costs outweigh the demonstrated savings to the City. For this reason, the City will provide limited support for personal device syncing.

Employees who wish to sync their personal communication device with City servers do so at their own risk and with the acknowledgement and consent of the following.

- IT support for syncing personal communication devices is limited and a low priority.
- Not all devices are compatible with City software and hardware.
- Synced personal communication devices will be pass-code encrypted and the City reserves the right to un-sync devices at any time without notice.
- **For the protection of City assets, synced devices will be wiped in case of loss, theft or replacement. It is the user's responsibility to notify the Information Technology Department immediately in the event a City-synced device is lost, stolen or replaced. Failure to do so puts the City's technology and data at risk and will result in disciplinary action as outlined by the City Personnel Policy. Wiping may remove personal data and information not saved at another location may be lost permanently. The City of Grand Rapids is not responsible for any lost personal data.**
- Employees shall not be compensated for City business hours worked outside of official business hours without the pre-approved, written consent of his/her Department Head.
- Use of voice or data minutes for business use shall be done at the employee's discretion. By choosing to sync a personal communication device with City of Grand Rapids servers, the employee understands the City of Grand Rapids is not responsible for any costs incurred, including business-related costs unless the employee is already receiving a cell phone reimbursement.
- Since your personal device will hold official City communications, the possibility exists that, in the event of legal proceedings, your device and all data therein may become discoverable by the Court.

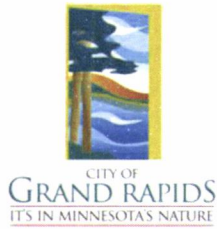
I have read and agree to comply with the terms of the City of Grand Rapids policy regarding Device Syncing of my personal device.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Print Employee Name \_\_\_\_\_

Print Department Name \_\_\_\_\_



Appendix C  
**Request for Remote (VPN) Access**

Any form of remote access to a network creates a possible avenue for unauthorized persons to gain access and damage or otherwise compromise the systems and information on the network. Therefore, it is essential that **remote access be limited to persons who have a critical business need** and that those who are entrusted with such access make every effort to protect the network, data, and computing assets of the City of Grand Rapids and conform to the Data Practices Regulations.

I have read and agree to comply with the terms of the City's Remote Access Policy. I acknowledge that by using the computer system owned by the City, I am consenting to the monitoring of my use of that system by the City. I understand that any violation of this policy could lead to termination of my access rights or other disciplinary action, including possible termination of employment, as well as civil and criminal liability. I agree to hold the City harmless from all losses or damages it incurs, due to any violation of this policy or of any law, by me.

**Employee Signature:** \_\_\_\_\_

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

**Printed Employee Name:** \_\_\_\_\_



**Submitted By:** \_\_\_\_\_  
Department Head

**Approved By:** \_\_\_\_\_  
Information Technology Department

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

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