

HUMAN RESOURCES POLICY/PROCEDURE		No. HR-032
OFFICE OF PRIMARY RESPONSIBILITY: Human Resources	EFFECTIVE DATE: 10/25/2001 REV. REV. DATE.	Page 1 of 2

SUBJECT: Telephone Use Policy

REPLACES: N/A

OBJECTIVE:

The Central Florida Regional Transportation Authority (hereinafter "Authority") was created by Part II, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Executive Director is authorized to establish and administer such policies. Therefore, it is necessary to establish a Telephone Use policy.

SCOPE:

This policy shall apply to all Administrative employees of the Authority.

AUTHORITY:

Authority for this policy and procedure are as follows:

Part II, Chapter 343, Florida Statutes

POLICY:

The receiving and making of any telephone calls of a personal nature either local or long distance and receiving personal visitors on the Authority's time is prohibited and shall not be permitted to disrupt the work environment. The Authority does recognize that emergencies do occur and these will be handled on a case by case basis.

Employees should be aware that Information Technology does monitor telephone usage and prepares a monthly report showing all calls.

Use of personal cell phones during Authority work time is prohibited. The use of personal cell phones should be restricted to employees break or lunch time only.

Since telephone courtesy is so very important, please observe the following:

1. Identify yourself by name and department
2. Give accurate and careful answers; if unable to answer any question, courteously refer the calls to the proper person or department. If you're not sure, transfer to the operator.
3. Transfer calls tactfully and only when necessary. Always use "please and thank you".
4. Use a pleasant and helpful tone of voice at all times; hang up gently.

EXCEPTIONS TO THIS POLICY:

Any exceptions to this policy must be pre-approved by the Executive Director.

AUTHORIZATION:

Executive Director

Raymond Brooks

Date

24 Jan 02

Department Director

L. D. Monte

Date

1/24/02