DELAWARE COUNTY TRANSIT BOARD

POLICY

Policy Name	Resolution Number	Origin Date	Revision
DCT Telephone Monitoring Policy	25-01-03	01/15/2025	

NOTE: The Delaware County Transit Board ("DCTB ") is the governing body of Delaware County 's Public Transit System established by the Delaware County Commissioners under the authority of Ohio Revised Code sections 306.01 and 306.02. Delaware County Transit ("DCT") is the common name given to the public transit system. This policy is established and set forth under the authority of the DCTB. DCT and DCTB may be used interchangeably in this policy or used separately to distinguish responsibilities.

PURPOSE

This policy aims to inform employees of DCT's guidelines regarding the monitoring of telephone communications conducted through company resources. DCT reserves the right to monitor phone communications to ensure compliance with business standards and practices.

SCOPE

This policy applies to all employees who use DCT telecommunication systems as part of their assigned duties.

DISTRIBUTION

To all DCTB management, administrative, and operational staff.

POLICY STATEMENT

Policy Guidelines

1. **Professional Conduct**
    - Employees are required to answer telephones and other communications in a polite and courteous manner.
    - The use of foul or abusive language during telephone or other communications, or in any dealings with the public, is strictly prohibited.

2. **Monitoring and Recording**
    - Designated members of DCT management or their designees may review recordings of customer service calls to:
        - Ensure employees are respectful and responsive to customers.
        - Fulfill other legitimate business purposes, such as compliance or quality assurance.
        - Provide training and feedback for improving customer service skills and job performance.
    - Customers will be notified of the potential for call monitoring.

3. **Personal Calls**
    - If a personal call is identified during the monitoring process, monitoring will be immediately suspended.
    - Personal calls should be limited to essential and unavoidable situations.

4. **Consent and Recordkeeping**
    - Employees must provide written consent to this policy.
    - A signed copy of this policy will be maintained in the employee's personnel file.

Disciplinary Actions
Any employee found violating this policy will be subject to appropriate corrective measures, including but not limited to retraining, disciplinary action, or termination.