

Mobile Communication Device Policy

Effective March 1, 2008

A. Purpose

1. The purpose of this policy is to establish guidelines for mobile communication device acquisition and use of the devices while on City time.
2. This policy outlines the use of personal mobile communication devices at work, the personal use of City mobile communication devices and the safe use of the devices by employees while carrying out daily City tasks.

B. General

1. Mobile communication devices are provided to improve customer service and to enhance business efficiencies. Mobile communication devices are not a personal benefit and shall not be a primary mode of communication, unless they are the most cost-effective means to conduct city business.
2. Possessing a mobile communication device is a privilege and all employees are expected to use them responsibly. The City prohibits use of a mobile communication device for personal use . Misuse of the City mobile communication device may result in its revocation and possible disciplinary action against the employee.
3. The City Administrator will respond to each request on a case by case basis. Factors that will be considered in the authorization process include emergency response, administrative efficiency, and customer service. An emergency response employee is on call to respond to an urgent need such as snow removal, sewer backup or a system failure. Employees who spend long periods of time on a regular basis away from their desk or access to a land line and who need to be in contact with their office staff or customers to expeditiously address issues may also be provided a device.

C. Options

1. There are two options for Mobile Communications Devices within the City of Saco.
 - i. City owned device
 1. The employee will be issued a device, and responsible for all auditing rules set up by the City.

2. No personal use of the device.
- ii. Reimbursement of a personal device
 1. The employee will receive the City's current reimbursement, and will be subject to all other rules contained within this policy.
 2. The employee receiving reimbursement will not be subject to the auditing procedure unless excessive personal use during work hours is being suspected.

D. Acquisition of City Owned Device

1. The IT (Information Technology) Department, upon request from the Department Head or his /her designee, and authorization from the City Administrator will facilitate the purchase of the device. The request will be made via the IT Department's Helpdesk solution. The person making the request should have an estimate of the amount of time this user will spend using the device to assist the IT Department with the placement of the device on the municipalities plan.
2. Other consideration / services
 - i. Mobile email
 - ii. Text messaging / paging
3. IT Department guidelines
 - i. If the cellular phone contract is based on minutes used, a minimal plan shall be utilized. In other words, the smallest plan available to accommodate the particular business need shall be utilized.
 - ii. No employee may approve his/her own cellular service plan
4. General Information
 - i. Mobile Communication devices are provided by the City and are intended for City business. Calls home or to the family, etc, by City staff when required to work extended hours shall be considered business calls. Such calls shall be brief in nature and do not require re-imburement by the employee.
5. Auditing
 1. The City Administrator or his/her designee will be responsible for auditing of mobile communication device usage to ensure compliance with this policy as well as the continued appropriateness and justification for the use of any mobile communication device and associated service plans.
 - i. Auditing will be conducted twice a year. These periods will be the beginning of June and the beginning of December. A randomly selected month during the previous period will be

selected and audited. Audits will be documented and if an audit produces a misuse of the mobile communication device, the employee will be required to log all calls:

- ii. a. Date and time of call
- b. Purpose of the call
- c. Incoming or outgoing call
- d. Number called or number received from

2. This call log will need to be completed and turned in to the Department Head or his/her designee with in two (2) days of completion of the billing cycle. The employee will be verifying there were no personal calls made during the period. If there was, a call as described the above paragraph relating to change in work hours a note should be made in the margin on the bill (ex. "change in work hours"). This will accomplish noting the call as non-personal.

E. Authorization to use Personal device in lieu of City device

1. Monthly re-imbusement

- i. An employee is encouraged to use their personally owned mobile communication device in lieu of a City owned mobile communication device. This will alleviate the employee having to carry two devices if they choose not to. The employee carrying their personally owned device is eligible for re-imbusement of fifteen dollars a month (\$15.00 per month) for carrying their own device. Users that require data usage may be reimbursed seventy five dollars a month (\$75.00 per month).
- ii. Making the request – the employee shall forward a letter stating their intention to carry their personally owned device. On the letter will be the date in which they wish to start carrying their own device as well as the intention to receive the city's current re-imbusement rate for carrying their own device. This letter will be forwarded to the Department Head or his/her designee. The Department Head or his/her designee will sign the letter and forward to Human Resources where it will be kept in the employee's file. The employee making the request is also accepting they will be subject to all rules and regulations as a person carrying a City owned mobile communications device.

- iii. Reimbursement process – The reimbursement process will be conducted through the Accounts Payable (AP) process for the City. Each employee authorized to carry his or her personal device will submit a form through the AP process for payment twice a year (2 times per year). The periods designated are the beginning of July which would reimburse for the period January - June and the beginning of January which would reimburse for the period July – December.

2. Per call reimbursement (vacant)

**The reimbursement plans CAN NOT be used in conjunction with one another it is one or the other.

3. General Information

- i. The City assumes no liability for loss or damage to any personally owned mobile communications device carried by an employee at any time.

F. Rules

1. There is No personal use of city owned mobile communication devices.

- i. The only exception is noted above in section C, in regards to change in work hours and should be brief in nature.

2. Excessive misuse or damage to mobile communications devices could result in disciplinary action and possible re-imbursement by the employee.

3. Mobile Communications Safety Concerns

- i. Employees whose job responsibilities include regular or occasional driving who carry mobile communication devices are expected to refrain from using devices while driving. Safety MUST come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before using the device. If operating the vehicle and using the device is unavoidable and pulling over is not an option, employees are expected to keep the use short, and discouraged from discussion of complicated or emotional issues and keep to their eyes on the road.
- ii. In situations where job responsibility includes regular driving and accepting business calls, hands free equipment may be provided to facilitate compliance with policy. These situations will be considered on a case by case basis.

iii. Employees who are charged with traffic violations resulting from the use of the mobile communication device while driving will be solely responsible for all liabilities that result from such actions.

4. As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees their responsibilities in complying with this policy.