



Town of Littleton

Municipal Wireless Telephone Usage Policy

Created: 02/01/2011

Adoption by the Board of Selectmen: Introduced 02/28/2011; Adopted 03/14/2011

**This policy is applicable to all employees of the Town of Littleton. For those employees covered by Collective Bargaining Agreements, the provisions of the CBA, which are subject to negotiation prevail over the language in this policy (i.e. discipline).*

Any changes made to this policy that apply to sections that are subject to collective bargaining, will be sent to the appropriate union prior to implementation.

1.0 Purpose

The Municipal Wireless Telephone Usage Policy is created to provide efficient and consistent standards and procedures for the use and maintenance of cellular telephone technology by employees of the Town of Littleton to whom a wireless telephone has been issued, and to provide effective organizational communication and cost management associated with acquiring and operating cellular telephones.

2.0 Organization(s) Affected

All Municipal Departments.

3.0 Administration Policy

The Town Administrator or designee shall be responsible for establishing and maintaining, in accordance with established organizational policies, acquire and recommend the placement of cellular telephones into service in those instances where such technology will ensure and/or substantially support the ability of Town employees to carry out the basic duties and responsibilities of their jobs when other methods of expedient communication are not available or appropriate. The Town Administrator or designee will evaluate the service plan and determine the most appropriate and cost effective plan. The Town Administrator or designee will administer and oversee the cell phones on the municipal side of town government and shall identify issues and concerns regarding cell phone usage to be addressed by employee supervisors, , or the Town Administrator or designee.

4.0 Procedure

4.1 Minimum Standards and Criteria for Issuance – To be assigned a Town issued cell phone, an employee must meet at least one of the following criteria:

4.1.1 Department Heads may request the placement of cellular phones in Town-owned vehicles of Town employees whose duties and responsibilities require they maintain in constant, though intermittent, contact with private citizens, customers and colleagues and who spend a significant portion of their workday in or in immediate proximity to a motor vehicle. In general, Department Heads should be available via cellular device.

4.1.2 Town employees who by title and responsibility routinely serve or are subject to serve in command or field coordinator roles for actual incidents or events, or

rehearsals for such, where individual or public safety and well being may be threatened.

4.1.3 Town employees with whom immediate and direct telephonic communication is necessary in the performance of their professional responsibilities and organizational duties.

4.1.4 Town employees for whom assigned duties and responsibilities require mobile communication access, and a cellular telephone provides economic or functional benefits over and above other means of communication, such as:

- a) Employees with whom, in the performance of their job, it is necessary to be in 24 hour per day contact;
- b) Employees for whom for the purposes of confidentiality, use of other communication tools is deemed inappropriate;
- c) Employees for whom in the performance of their professional responsibilities the employee's personal safety or the safety of others is at risk;
- d) Employees who, in the performance of their professional responsibilities, are frequently required to supervise activities outside of the normal work place at facilities and sites normally inaccessible;
- e) Employees who need to be in ready contact with Police and/or Fire personnel.

4.1.5 Departmental 'pool' phones allocated for shared usage within a department are the responsibility of the department manager. Managers shall ensure phones are allocated as responsibilities warrant and are maintained for proper operation.

4.2 Justifying and Requesting a Cellular Telephone

Department Heads who request that an employee be allocated a cellular phone shall make a written request to the Town Administrator or designee for review and recommendation. The request shall include justification of need, function, and funding source.

4.3 Review and approval of Cellular Telephone Requests

The Town Administrator or designee shall have final authority for determining that cellular technology is the most appropriate communication technology for the situation then at hand.

4.4 Acquisition and Replacement

4.4.1 Acquisition method will be in accordance with established procedures set forth by the Accounting Department. Some departments may have specific needs, such as so called smart phones that send and receive data, files and email. Rules pertaining to email remain in effect on phones.

4.4.2 The Accounting Department shall request sufficient funding in the consolidated line item for Central Communications, when preparing annual budget request, to cover the cost of approved and in-service cellular phones. Department

Heads with control over Enterprise Fund operations shall request sufficient funding in their appropriate line items for cellular phone service within those funds.

4.4.3. The Town Administrator or designee shall make a recommendation on the most appropriate cell phone and plan based on an employee's job responsibilities.

4.4.4. The Department Head shall contact The Town Administrator or designee to have any phone repaired and replaced if necessary. Replacement of allocated phones and accessories shall be authorized by the Town Administrator or designee and must be purchased according to identified procedures.

5.0 Use of Cellular Telephones

- 5.1** All employees assigned a cell phone must adhere to and the Acknowledgement of Receipt of Municipal Wireless Telephone Usage Policy before being allocated a phone.
- 5.2** Cellular telephones are acquired with public funds and are so acquired to enable Town employees to transact the public's business in the most efficient and cost effective method possible. Telephone numbers are the property of the Town of Littleton and are not transferable, and shall be used in the same manner and with the same care and stewardship as all public resources.
- 5.3** The use of a Town issued cellular telephone is to conduct official business. The use of cellular telephones should never interfere with an employee's attention to duty, and should never be used when engaged in safety-sensitive functions requiring the employee's full attention. Sending photo or text messaging is prohibited unless it can be clearly linked to the conduct of official Town business. Additionally, employees should limit the use of personally owned cellular telephones and telephone calls, in frequency and duration, to the greatest extent possible during hours of employment. This includes incoming as well as outgoing telephone calls. Personal calls should not interfere with an employee's duties and should not impact an employee's productivity.
- 5.4** Regardless of whether a Town-owned cellular telephone is being used for public or incidental personal purposes, non-public safety employees shall not initiate a cellular phone call while they are driving a motor vehicle or operating equipment. Non-public safety employees who receive a cell phone call while driving a motor vehicle or operating equipment are required to stop the vehicle/equipment in a safe location so that communication is held while the vehicle is stopped. The use of "hands free" technology is acceptable as long as it does not interfere with the safe operation of the vehicle. This section shall not apply to employees who are passengers in a motor vehicle. Public Safety (police, fire) employee use of Town-owned cellular telephones while driving a motor vehicle will be governed by departmental policy. Employees will follow the laws of the Commonwealth as it relates to the use of cellular devices while driving.

5.3 FLSA exempt employees assigned cellular telephones shall power-on telephones at all times during their workday, while on-call, and while not accessible by other means of telecommunication.

6.0 **Monitoring**

6.1 The contractor will send a master invoice statement to the Accounting Department. Copies will be distributed to each Department Head for review. By reviewing monthly statement of cellular phone activity, immediate supervisors and Department Heads are responsible for monitoring the use of cellular phones to ensure they are being used appropriately in accordance with this policy.

6.2 The Department Head shall be responsible to address inappropriate use, abuse, or failure to adhere to established policies. Inappropriate use of cellular phones shall be reported to the respective Department Head with a copy to the Town Administrator or designee.

6.3 Employees found to be in violation of this policy will be subject to disciplinary procedures* as may be deemed appropriate by the Department Head, Town Administrator or designee.

6.4 The Town of Littleton shall make provisions for providing cellular telephone communication capabilities to employees who, on an intermittent basis, meet the criteria for cellular telephone issuance.

6.5 The Town Administrator or designee and/or Department Heads have the right to revoke or deny use, issuance or assignment of cell phones at any time.

6.6 The Town Administrator or designee may reevaluate cellular phone policies and procedures at any time in the best interest of the organization.



Town of Littleton Acknowledgement of Receipt of Municipal Wireless Telephone Usage Policy

Name: _____

Department: _____

Job Title: _____

Cell phone / Pager # _____

Serial #: _____

Make: _____

Model: _____

I acknowledge receipt of _____ cell phone(s) _____ pager(s) belonging to the Town of Littleton, to be used in the course of my job.

This form acknowledges that I have received and reviewed a copy of the Town of Littleton's Municipal Wireless Telephone Usage Policy and that this signature sheet will be placed in my personnel file in the Human Resource Office. I understand that I will be held responsible for complying with the provisions of this policy and understand that any actions which are found to violate the terms of this policy may result in disciplinary action*. I understand that the use of such device is a matter of public record and may be reviewed on a monthly basis by others outside of my department.

I have received, read, and agree to the Municipal Wireless Telephone Usage Policy provided to me with the device. I fully understand the terms of the procedures and agree to abide by them.

Phone/pager received by: _____ Date: _____

Phone/pager issued/signed out by: _____ Date: _____

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Phone/pager returned by: _____ Date: _____

Phone/pager received by: _____ Date: _____