

**Town of Mashpee
Board of Selectmen**

Policy No: 18

Cellular Phone Policy

PURPOSE

This policy is established to provide guidance to employees who, through the nature of their work, are required to be accessible by telephone regardless of the time of day, day of the week, or geographical location. For this reason, the Town provides cell phones to specific employees.

POLICY

It is the responsibility of each Department Head to make the determination as to whether a Town cell phone is warranted and the type of cell phone plan that is required. If the employee in question is a Department Head, then the Town Manager shall make the determination. Simple convenience is not a criterion for cell phone need. The Town of Mashpee will provide cell phones to its employees who meet at least one of the following criteria:

1. The job function of the employee requires them to be accessible outside of scheduled or normal working hours.
2. The job function of the employee requires considerable time outside of their assigned office or work area and it is important to the Town that they are accessible during those times.
3. The job function has the need for mobile communications that should not be conducted over a two-way radio. Public Safety employees, for example, may frequently discuss private information regarding a police or fire-related incident that, if transmitted by radio, may jeopardize the incident objectives.

GUIDELINES

A. There are two types of accounts under one carrier (Nextel Communications):

1. National Team Share 400 Accounts provide full service to those departments that have heavier usage, such as Police and Fire, at a higher cost.
2. Team Share Add-on Accounts provide full service at a lower cost for a lower level of use.
 - a. Basic equipment and services include:
 - i. Equipment: Similar style cell/direct connect phone
 - ii. Service: 400 free cellular minutes on Team Share 400 plan and 250 on direct connect (walkie-talkie) on both plans, unlimited nights and weekends cellular, direct connect (walkie-talkie), long distance, caller identification and voicemail will be provided. No additional services will be offered unless justified as necessary to the employee's work and agreed to by the Town Manager.

- b. The minutes from the two types of accounts are balanced over the entire account so that none are wasted. The Cell Phone Coordinator administers the account as the Police and Fire Departments are the major users.
 3. Text messaging will apply only to Public Safety and Regulatory Officials whose job functions require this service.
 4. Direct Connect should be utilized before any other method of call, if possible.
 5. All cell phone numbers should be local to save on toll charges.
 6. Directory assisted calls (411) are to be made for emergency use only as they are charged at **\$1.99 per call plus airtime**. It is encouraged that employees obtain the free Town phone directory through the phone company and carry it when on the road.
 7. All seasonal cell phones will be turned to hibernation during off-season.
- B. All Town provided cell phones are to be acquired through the Cell Phone Coordinator in the Police Department. No department is authorized to acquire Town cell phones independently without the approval of Police Department.
 1. When requesting a Town cell phone, the Department Head is required to authorize the individual by sending an email to the Cell Phone Coordinator in the Police Department authorizing the specific person by name and title.
 - If the cell phone is intended for seasonal use, it should be identified at this time.
 2. No additional services will be offered (other than voicemail) unless determined necessary for the conduct of the employee's work. If additional services are necessary, the Department Head will explain the justification when he/she authorizes the individual as above (1).
 3. Cell phone needs may vary by employee or department; therefore, the Coordinator will work with the Town Manager to evaluate the available plans as above and recommend the plan that best meets the employee's needs at the most economical price to the Town.
 4. The overall plans are monitored and adjusted as appropriate should needs change and also to ensure the Town is participating in the most efficient plan (i.e. not paying for too many unused minutes or excessive personal minutes).
 5. It is the responsibility of the Department Heads to monitor the individual plans and ensure that their employees are efficient and effective in the use of their particular plans. If the Department Head determines the employee is not utilizing the cell phones in the most cost effective manner, it is the Department Head's responsibility to take corrective action with the specific employee.
 6. Nextel forwards the Cell Phone invoices to the Cell Phone Coordinator in individual envelopes. The Coordinator acts as a clearinghouse for distribution through interoffice mail to the departments.
 7. Whenever possible, cell phones ringers should be turned to silent or pulse during meetings.
 8. Town cell phones may not be used to defame, harass, intimidate or threaten any other person.

BUSINESS USE OF CELL PHONE

1. Town issued cell phones are for official Town or Town-related business only. In the event the cell phone is used for personal business the employee is expected to submit payment in full to the Town of Mashpee for said use.
2. Unused minutes from all employees will be pooled and utilized by the departments whose emergency use is most important, Fire and Police.

REMOVAL OF CELL PHONES

A Town cell phone is the property of the Town and as such may be removed from the employee's possession at any time. Abuse of Town cell phone privileges, upon the discretion of the Department Head or Town Manager, will result in loss of Town cell phone privileges.

EQUIPMENT, SERVICES, LOSS, REPAIR AND/OR REPLACEMENT

This policy applies to all requests for Town cell phone equipment, service, loss, repair, and replacements, and applies to all Town of Mashpee employees who meet the criteria above. To ensure that loss, repair or replacement does not occur outside of normal working areas (with the exception of Public Safety and Regulatory Officials) the Town discourages the use of cell phones by employees other than the hours in which they conduct Town business.

Losses and repairs

The Cell Phone Coordinator should be notified immediately when a cell phone is lost or stolen so that appropriate action can be taken with the cell phone provider. All repairs to damaged cell phones are handled by the Cell Phone Coordinator unless it is determined by the Department Head that the lost, stolen, or damaged cell phone was due to negligence by the holder.

Replacements

If the equipment is defective, the Coordinator will work with the wireless provider to replace the defective equipment. The Cell Phone Coordinator processes all replacement requests.

RESPONSIBILITIES

Requesting Department Head

1. Submits email for wireless services equipment for all new wireless requests to Cell Phone Contract Coordinator.
2. Ensures season phones are turned to "hibernation" mode and lower charges are correctly billed.
3. Ensures cell phone users comply with Town of Mashpee cell phone policy.
 - Ensures appropriate action is taken, including immediate removal of equipment.
4. Informs Cell Phone Contract Coordinator of user changes at least annually.
5. Submits email requests for all changes to existing wireless service and additional services and/or accessory orders to the Cell Phone Contract Coordinator.

6. Reviews monthly departmental and/or individual cell phone reports for cell phone usage charges and takes corrective action when necessary.
7. Ensures cell phone equipment remains with the Town when the user is no longer employed by the Town. Ensures they know who owns each cell phone under their department for inventory purposes.
8. Collects phones and passwords of employees who are on extended leave/absence or has terminated for any reason.
9. Responsible for notifying the Cell Phone Coordinator immediately if a cell phone is lost or stolen.
10. Ensures cell phone usage and charges are within policy guidelines.

Questions should be directed to the Cell Phone Coordinator in the Police Department

Cell Phone Contract Coordinator

1. Receives all invoices for Town of Mashpee cell phones and distributes them to responsible departments for payment.
2. In conjunction with the Town Manager, negotiates rates, discounts, terms and conditions with carrier.
3. Orders the cell phone equipment and accessories and will notify the ordering department when the items are available for pickup.
4. Information for all cell phones and cell phone users is collected by the Cell Phone Coordinator and maintained on a master inventory list. This list is provided annually by Department Heads for update.
5. Responsible for ensuring all repairs, replacements, and changes to wireless service take place; fields all related phone calls.
6. Reviews overall cell phone plans and makes recommendations to the Town Manager, when necessary.

Safety Policy and Tips

If your job requires you to keep your cell phone turned on while you are driving to conduct Town business, you should safely pull off the road, if possible, use a hands-free device, if available, or let the message go to voicemail. The Town of Mashpee recommends all employees practice the following safety tips:

1. When driving, pull off the road, use a hands-free device or allow the call go to voicemail.
2. Position your cell phone within easy reach at all times and get to know phone features, such as speed dial and redial.
3. Public Safety or Regulatory Officials who must take or make a call while driving should suspend conversations during hazardous driving conditions or situations.
4. Regardless of cell phone use, do not take notes or look up phone numbers while driving.
5. Use your cell phone when there is an emergency situation.

***Adopted by the
Mashpee Board of Selectmen
January 23, 2006***