



TOWN OF MANSFIELD POLICY MEMORANDUM

To: All Town Employees and Volunteers
From: Matthew Hart, Town Manager *M. W. Hart*
Date: September 24, 2009 (revised 9-24-2009, effective 10-1-2009)
Subject: Cellular Telephone Use Policy

I. Purpose

The purpose of this policy is to provide clarification and guidance regarding the use of Town-issued cellular phones, and the use of cellular phones in Town and personal vehicles.

Town staff members are assigned telephones in order to facilitate communication in the course of performing Town business. In addition to traditional wired telephones, the Town may issue cellular telephones to provide staff members with the ability to communicate in the following situations: 1) during emergency situations; 2) where the worker is frequently off-site and conventional telephones are not readily available or are impractical; and 3) where the worker needs to be readily accessible both on and off-duty.

II. Applicability

All employees and volunteers (collectively referred to as "staff members") who have been issued a town-owned cellular telephone, or who drive a town-owned vehicle, are expected to comply with the provisions of this policy.

III. Cost of Cellular Telephones

The cost incurred by cellular telephones must be weighed carefully against any benefits, as usage costs for cellular service are higher than wired telephone service and cellular service is subject to a higher risk of fraud. Hence, the Town bears a higher fiduciary responsibility to oversee and regulate cellular telephone use, to protect itself from unwarranted costs, damage and liability.

The Town of Mansfield purchases a monthly pool of minutes from which all Town-issued cellular telephones draw upon collectively. The Town periodically evaluates the number of minutes in the monthly pool in an effort to balance the anticipated use, with the goal of reducing the likelihood of incurring overage charges, which are expensive. The Town may periodically audit cell phone bills.

IV. Usage Guidelines

1. Town Property. Cellular telephones provided to staff members are the property of the Town of Mansfield and should be cared for properly.
2. Availability. A staff member who has been assigned a Town cellular phone should keep the phone turned on, operating (keep battery charged) and readily available during all work periods and any other times requested by his/her Department Head and/or the Town Manager.

3. Use of Conventional Phones. Given the higher costs related to cellular telephone calls versus conventional phones, a staff member should not use a Town cell phone when more economical means of communicating are reasonably available.
4. Personal Use. The use of a Town cellular telephone is intended for conducting Town business. This restriction includes making and receiving calls, as the Town incurs a cost for initiating a call and receiving a call. However, it is understood that there may be times that staff members may need to make a cellular telephone call to let family or friends know that Town business has changed their plans. In general, personal use of Town cellular telephones is limited to the following situations:
 - To notify family of late arrival at home when a staff member's work causes them to be delayed and a conventional telephone is not readily available.
 - Personal emergencies when no conventional telephone is available.

In all instances, such personal calls should be brief and occur infrequently.

For those staff members whose duties require them to be accessible after normal business hours and who find it inconvenient to carry two cellular telephones, the Town has developed a program where the staff member with the approval of his/her Department Head and/or the Town Manager may purchase service for personal use from the Town. For reference, see Appendix A – Employee Personal Use Agreement and Appendix B – Volunteer Personal Use Agreement. Fully executed agreements should be returned to the Fire Marshal's office. The original document will then be maintained in staff personnel records.

The goal of this program is twofold:

- provide the Town with the means to contact the staff member on a twenty-four hour basis, and
 - provide the staff member the convenience of only carrying one cellular telephone with the ability to pay for personal use, thereby preventing the potentially embarrassing situation of personal telephone calls being paid for with public funds.
5. Employee Payroll Deduction for Personal Use. This provision is to establish consistent terms for installment payments by method of payroll deduction, an automatic deduction from an employee's payroll check upon election to participate and written agreement authorizing such withholding by said employee. Under the Personal Use Agreement (Appendix A), an employee may opt to allocate a portion of such employee's compensation for the purpose of purchasing cellular services for personal use. Payroll deductions in a flat bi-weekly amount shall be made, in each instance, by the appropriate payroll officer. Amounts so deducted shall be applied as payment and credited against the individual's account. The purpose of such process is intended to provide a means of consolidated billing and other administrative services with respect thereto both for the Town and employee.
 6. Use of Cellular Phones While Driving. Staff members are expected to refrain from using a cellular phone while driving and to follow all state statutes regarding the use of cellular telephones while operating a Town vehicle. Similarly, staff members should not use a Town-issued cellular phone while driving a personal vehicle. Under no circumstances are staff members allowed to place themselves at risk to fulfill business needs. All staff members are strongly encouraged to pull off to the side of the road and to safely stop the vehicle before placing or accepting a call. Staff members who are charged with traffic violations resulting from the use of a phone while driving will be solely responsible for all liabilities that result from such actions.

Please note that many studies now show that even hands-free units are a serious problem because it is not the physical act of holding the phone but rather the mental distraction of the conversation that is responsible for the increased risk of an accident. Staff that has been provided with a Town issued hands free device are encouraged to use extreme caution when using the device while driving a vehicle.

7. Direct Connect Feature. Staff members who have been issued cellular telephones with Nextel Direct Connect capability are strongly urged to use this push-to-talk feature when communicating to other staff members. It is less costly and more efficient than a standard cellular telephone call. This means of communication allows for an instant connection, to-the-point sharing of information to coordinate efforts and collaboration on projects without delayed responses.
8. Changes to Service Plan. The service plan for cellular telephones is a base monthly plan. It does not include special add-on features and services. Changes to cellular service are to be requested through the "Support Ticket" found on the Town of Mansfield intranet site. Any request for add-on services as may be necessarily required to facilitate a staff member's work shall be evaluated on a case-by-case basis and must be approved by a Department Head and/or the Town Manager.
9. Damaged, malfunctioning or lost phones. If a staff member's cellular telephone becomes damaged, malfunctioning or lost, please complete and submit the "Support Ticket" found on the Town of Mansfield intranet site. Misplaced or lost cellular telephone occurrence should be immediately reported so that a "hold" can be placed on service preventing possible fraudulent use by a locating party. Any questions related to maintenance, repair or to report a lost cellular telephone should be directed to John Jackman at jackmanje@mansfieldct.org or administrative staff at (860) 429-3328.

V. Violations

The Town will carefully review all reported or suspected violations of this policy, and take appropriate action to correct the problem.

VI. Attachments

1. Appendix A - Employee Personal Use Agreement
2. Appendix B – Volunteer Personal Use Agreement

Appendix A

EMPLOYEE PERSONAL USE AGREEMENT

The Town of Mansfield recognizes and acknowledges that staff members, whose duties require them to be accessible after normal business hours, may find it inconvenient or impractical to carry both a personal and Town issued cellular telephone in order to facilitate communication in the course of performing Town business. Therefore, the Town of Mansfield may permit staff members whose job duties require them to be accessible after normal business hours to pre-purchase service for the personal use of Town issued cellular telephones.

The pre-purchase of cellular service: shall be approved by the staff member's Department Head and/or the Town Manager; be based on a reasonable estimate of anticipated use; is subject to audit; and, will be billed to the staff member on a bi-weekly basis using the following rate table. The rates are based on discounted municipal pricing and fully recover the Town's cost.

Rate Table

Vender:	100 minutes @ \$10.00 / month	200 minutes @ \$20 / month	400 minutes @ \$30 / month	600 minutes @ \$60 / month
Sprint / Nextel	Over course of 26 weeks process			
	\$4.62 bi-weekly	\$9.23 bi-weekly	\$13.85 bi-weekly	\$18.46 bi-weekly

I, the undersigned employee, hereby elect to participate in the Town's payroll deduction program and authorize the Town's payroll officer to deduct a portion of my wage compensation for the purpose of purchasing cellular services for personal use. It is understood that payroll deductions will be made in a bi-weekly amount as selected below and such amounts so withheld shall be applied as payment and credited against my individual account.

Employee Name (print): _____

Department: _____

Cellular Number: (860) _____

Direct Connect Number: _____

Amount of minutes to be purchased per month _____ at \$ _____ bi-weekly.

Employee Signature

Date: _____

Approved by

Date: _____

Appendix B

VOLUNTEER PERSONAL USE AGREEMENT

The Town of Mansfield recognizes and acknowledges that staff members, whose duties require them to be accessible both on and off-duty, may find it inconvenient or impractical to carry both a personal and Town issued cellular telephone in order to facilitate communication in the course of performing Town business. Therefore, the Town of Mansfield may permit staff members whose job details require them to be accessible both on and off-duty to pre-purchase service for the personal use of Town issued cellular telephones.

The pre-purchase of cellular service: shall be approved by the staff member's Department Head and/or the Town Manager; be based on a reasonable estimate of anticipated use; is subject to audit; and, will be billed to the staff member on a quarterly basis using the following rate table. The rates are based on discounted municipal pricing and fully recover the Town's cost.

Rate Table

	100 minutes @ \$10.00 / month equating to	200 minutes @ \$20 / month	400 minutes @ \$30 / month	600 minutes @ \$60 / month
Vender:				
Sprint / Nextel	\$30.00 quarterly	\$60.00 quarterly	\$90.00 quarterly	\$180.00

I, the undersigned volunteer, hereby agree to make diligent and prompt payment of personal use billing statements via cash or check made payable to the Town of Mansfield. It is understood that such billing will be processed quarterly for the amount as selected below and all remittance shall be applied as payment and credited against my individual account.

Volunteer Name (print): _____

Department: _____

Cellular Number: (860) _____

Direct Connect Number: _____

Amount of minutes to be purchased per month _____ at \$ _____ per quarter.

Volunteer Signature Date: _____

Approved by Date: _____