

# Administrative Policy: Use of City-Issued Mobile Devices

## PURPOSE AND BACKGROUND

The purpose of this document is to establish the acceptable use of City-issued mobile devices and outline responsibilities for City employees to whom they have been assigned. Police Department employees are subject to this policy insofar as it does not conflict with the applicable General Order regarding the use of mobile devices. Employees of other departments with stricter provisions regarding mobile devices must follow those stricter provisions.

The City Of Takoma Park has determined that the use of mobile devices – including but not limited to cell phones, smartphones, laptops, and tablets/iPads – contribute to the overall effectiveness of business communication and increase the productivity of staff, especially while away from their offices. Cell phones and other mobile devices provide voice and/or data communication services (e.g., email internet access). The cost of providing City-issued mobile devices for these purposes is significant; therefore issuance and use of this equipment is limited to specific staff whose programmatic responsibilities require these devices for effective job performance.

## USE OF CITY-ISSUED MOBILE DEVICES

Mobile devices are issued to employees for the purpose of conducting official City business. Mobile devices issued by the City shall be used as stipulated below:

- **Work Use:** Usage covered by this policy includes all voice, text, data and camera capabilities. City-issued mobile devices should be used only when a stationary desk phone and/or computer is not available or practical to use. City mobile devices may be issued to employees whose responsibilities include frequent work communication while on travel and/or away from their permanent workstation, or where landline telephone service is not available.
- **Personal Use and Responsibilities:** Employees are allowed limited personal use of mobile devices. This personal use must not: 1) result in the loss of work productivity, 2) interfere with official duties, or 3) result in additional expense to the City. For cellular devices, if an employee's individual use exceeds the City-provided plan, they will be notified by an Information Systems staff member and must reimburse the City for any personal use resulting in the cost overage. While City-issued mobile devices are official City property, employees to whom they are issued are responsible for proper safeguarding of their assigned devices. Employees must reimburse the City for the cost of replacing a device if improper or negligent care leads to damage or loss. This determination will be made by the employee's department head. If it is determined that the damage or loss was not due to negligence, the replacement cost will be incurred by the department.
- **Replacement:** Information Systems staff will determine when mobile devices are in need of replacement based on useful life. Cellular phones will be eligible for upgrade/replacement every two years.

*Effective Immediately  
Version 1: June 13, 2016  
Approved by: Suzanne R. Ludlow, City Manager*

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## Use of City-Issued Mobile Devices

- **Requests for Devices:** Requests for mobile devices should be directed to Information Systems staff and must be made from a member of the Senior Leadership Team for an employee who works within the department or division they oversee. For cellular phones, the SLT member should determine whether the employee's job requires the use of voice, text, data or any combination therein.
- **Use of Devices While Driving:** The use of City mobile devices while driving is generally prohibited. However, City issued cell phones are equipped with a built in hands-free device that may be used for mobile voice calls in critical and time sensitive situations. The use of a City mobile device to do anything that is not hands-free (e.g. text message, check email or browse the internet) while driving is *strictly* prohibited.
- **Account Maintenance:** Employees with mobile devices are not authorized to make changes to their service or account. Only Information Systems staff is authorized to make such changes. Unauthorized or inappropriate use of mobile devices may result in: 1) loss of use of the device, 2) disciplinary or adverse action, and/or 3) being held personally liable for any costs associated with the inappropriate use.
- **Applications:** Unless expressly approved by their department head, employees are prohibited from downloading applications to a City-issued mobile device that have a cost associated with them. Information Systems staff must be informed before any such applications are downloaded to City-issued devices.
- **Returning Devices to the City:** Employees separating from the City must return their mobile device and any associated peripherals (chargers, cases, headphones, Bluetooth devices, etc.) to the Information Systems department. Failure of a separating employee to return an assigned cell phone/smart device may result in a deduction from the employee's final paycheck.