

MOBILE DEVICE (previously Cell Phone Policy)

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PURPOSE

The Township of Langley recognizes that mobile devices such as cellular phones, blackberries, smart phones, laptops, two-way radios, and related devices can be useful tools for employees in conducting their daily work responsibilities.

As the Township spends considerable financial resources annually on mobile device equipment and associated usage plans, this policy outlines functional principles regarding the acquisition and use of all mobile devices, related accessories, and usage charges.

Employees that are provided with mobile devices should only use these devices as a method of communicating when away from the Township’s conventional communication system. Whenever reasonably possible, these devices should not replace conventional systems.

As confidentiality cannot be assured, discretion must be used when conducting business on mobile devices. Only that conduct which is acceptable on conventional systems is acceptable on mobile devices. Records and transactions made using mobile devices can be requested under the Provincial Freedom of Information and Privacy Act.

USE OF MOBILE DEVICES WHILE DRIVING

All employees conducting Township related business must drive defensively at all times. Driving defensively is where a person minimizes driver distractions and exercises good judgment in assessing and responding to road/traffic conditions. Some distractions may be somewhat unavoidable, but there are other distractions (such as cell phone, blackberry, and laptop use) that a driver must control and limit. In 2010, the BC Motor Vehicle Act was amended to severely restrict the use of mobile devices while operating a motorized vehicle.

The requirements below apply to the use of all mobile devices in any Township motorized vehicle, not just those that fall under the Motor Vehicle Act, such as:

- blackberries/smartphones
- cell phones
- personal digital assistants (PDA)
- GPS navigation systems
- similar electronic devices

Authorization for use of Mobile Devices

Employees that require a mobile device as part of their employment must receive written authorization from their manager/supervisor supporting this requirement.

If approved to obtain a mobile device, employees using Township of Langley vehicles are limited in using mobile devices while driving or operating the vehicle as follows:

- hand held mobile devices can only be used to call or send a message to a police force, fire department, or ambulance service about an emergency
- employees that may require the use of a mobile device **while driving** must receive written authorization from their manager/supervisor
- employees not authorized to use Township mobile devices for work are prohibited from using their personal mobile devices, except in an emergency situation

Requirements for Use of Mobile Devices

- Authorized mobile device use, as noted above, is restricted until the vehicle is **safely parked** off the roadway or lawfully parked on the roadway and not impeding traffic. For vehicles operated off roadways, they must be parked in a safe manner.
- When driving, the operator must not hold, operate, communicate, or watch the screen of a mobile device.

Requirements for Use of Mobile Devices While Driving

- Those authorized to use a mobile device while driving must have the device configured and equipped to:
 - allow for hands-free use in a telephone function
 - use it in a hands-free manner
 - if applicable, use it in accordance with the BC Motor Vehicle Act
- When practicable, let passengers take/make calls.
- For hands free:
 - allow calls go to voice mail; listen and answer voice messages when you are not driving
 - advise callers you are driving and arrange to re-connect
 - if you must continue the call, limit its length
 - if an earpiece is used, it must only be worn in one ear and placed in the ear prior to driving
- Pre-program important numbers into the speed dial/one-touch device function. If available, use auto answer or voice activated dialing.

- Mobile devices must be installed in a manner that does not obstruct the driver's view or interfere with the safe operation of the motor vehicle.
- The TOL Information Technology Department oversees the supply of electronic mobile devices, accessories, and plans.

Authorization for use of Two-Way Radios

(½ duplex communication device used principally for commercial purposes)



A person may use these devices while driving if:

- It is operated in a push and hold to talk function
- Allows for oral communication, but not for the transmission and receipt of oral communication at the same time
- The transmission of sound is over a set radio frequency
- The unit does not obstruct the driver's view of the front and sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle

Authorization for use of Hand Microphones

(½ duplex communication device used principally for commercial purposes)



A person may use these devices while driving if:

- The device is not held in the hand while driving
- The unit is securely fixed to the motor vehicle or the person's body
- The unit does not obstruct the driver's view of the front and sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle

Authorization for use of Mobile Data Terminals

(Non hand-held computerized device without a telephone function)



A person may use these devices while driving if:

- The device is used exclusively to communicate with a dispatcher or control centre
- When pre-packaged data is transmitted, point of time, over a set radio frequency
- The unit does not obstruct the driver's view of the front and sides of the motor vehicle or interfere with the safety or operating equipment of the motor vehicle

PURCHASING CRITERIA

The acquisition of all mobile devices and related service requirements (i.e. system access plans) are handled through the Information Technology Department.

All requests for mobile devices including cell phones, accessories, and related service plans must be approved by the appropriate general manager/ director, or manager prior to the initiation of any purchase order request.

Purchase of any mobile devices or plan options that are enhancements of the standard base corporate plan must be supported by a business case and authorized by the appropriate division general manager/director and the Director, Corporate Administration or designate.

ADMINISTRATION

The Township of Langley assumes responsibility for all costs associated with the acquisition and use of mobile devices approved for conducting corporate business.

It is the responsibility of managers, general managers/directors to determine which employees require access and use of Township mobile devices.

Employees are responsible to review the mobile device or cell phone bill for accuracy and to identify any personal usage. Mobile device or cell phone bills with charges over the expected monthly service fee must be forwarded to the appropriate general manager/supervisor for approval.

As call forwarding land lines to mobile devices may overload the corporate telephone system causing barred calls and inaccessibility to voice mail, land lines are not to be call forwarded to mobile devices other than exceptions authorized by the manager/director or in emergency circumstances.

The Township recognizes there are circumstances when long distance calls cannot be avoided. However, long distance calls should only be made when a land line is not immediately available.

The Information Technology Department will maintain an up-to-date listing of all Township cell phone numbers.

The Purchasing Department will periodically review corporate usage to ensure costs and plans are optimized.

ABSENCE FROM WORK FOR EXTENDED PERIODS

Managers may request cell phones remain in the office at work day's end or during planned absences for possible redeployment to other working staff members.

If the employee will be utilizing the mobile device for work purposes during their absence, arrangements to keep the mobile equipment in his/her possession must be made with the appropriate general manager/director.

PERSONAL USE

The Township recognizes that from time to time communication on mobile devices of a personal nature may need to be conducted. These calls should be brief and undertaken only when other methods and land lines are not available.

Excessive personal use or personal use causing charges in addition to the standard monthly plan must be reimbursed to the Township by the employee. If required, it is the employee's responsibility to calculate their personal use charges on a monthly basis and to reimburse this amount to the Township (including applicable taxes).

All personal long distance calls, text messaging, downloads, and web surfing must be reimbursed to the Township. General managers/directors are responsible to check related invoices and follow up with employees as necessary. However, if an employee has engaged in activities as described above, he/she should notify their managers and general manager/director and arrange for cost reimbursement to the Township.

Replacement or repair for loss or damage to a corporate mobile device through carelessness or negligence shall be the responsibility of the employee.

A Standard Procedure for mobile device documentation is posted on the Township's intranet. The procedure outlines a framework for roles and responsibilities related to mobile devices.

RELATED POLICIES

Acceptable Use of Technology; and Communication Protocol