

TOWN OF MANSFIELD  
FINANCE COMMITTEE MEETING  
MINUTES OF JUNE 10, 2015

Members Present: Ryan (Chair), Shapiro, Raymond

Other Council Members Present: Paterson, Kegler, Moran, Wassmundt, Kotchenburger

Staff Present: Hart, Trahan, Meriwether

Guests: Jeff Ziplow, BlumShapiro

1. Meeting called to order at 6:30pm.
2. Opportunity for Public Comment – None
3. Staff Reports – None at this time.
4. BlumShapiro Operational and Financial Controls Review – The Committee reviewed Version 2.0 of the Finance Department Policies and Procedures Manual, dated April 2015. The in-depth, page by page review included addressing all comments, questions and concerns submitted by Councilors Raymond and Ryan and any questions from councilors in attendance. Mr Ziplow discussed all changes he made in response to these items. The Committee discussed the policies that are maintained by Human Resources and are therefore not included in this manual. Town Manager Hart distributed copies of the mileage reimbursement form, Professional Travel Policy, Cell Phone Use Policy, and the Vehicle Use Policy. Also reviewed was the training plan, follow-up testing by BlumShapiro, and including a fraud policy and whistleblower policy in the manual. Mr. Ziplow will work with staff to incorporate requested changes to the document. The Committee will be provided a “red-lined” version for their review.
5. Communications/Other business/future agenda items –
  - ⇒ Fraud Risk Assessment
  - ⇒ Implementation of Whistler Blower policy and Fraud Tip Line
  - ⇒ Level at which we propose bonding
  - ⇒ Continue review of the Fiscal Management Policies (Fund Balance complete, need to do Investment, Debt, etc)
  - ⇒ Discussion with Mansfield Discovery Depot regarding a preschool subsidy
  - ⇒ Parameters for building permit fee reductions
6. Adjournment. The meeting adjourned at 8:18pm.  
*Mr. Shapiro moved and Mr. Ryan seconded to adjourn. Motion passed unanimously.*

Respectfully Submitted,  
Cherie Trahan, Director of Finance

## Cherie Trahan

---

**From:** Matthew W. Hart  
**Sent:** Friday, May 29, 2015 8:56 AM  
**To:** Cherie Trahan; Maria E. Capriola  
**Subject:** FW: Town of Mansfield Controls, Policies and Procedures  
**Attachments:** Policies and Procedures.docx

FYI

-----  
Matt Hart  
Town Manager  
Town of Mansfield  
860-429-3336

*All E-mails are for official Town business only and privacy should not be assumed. E-mails are public documents unless subject matter is protected by State or Federal Laws.*

 Please consider the environment before printing this email.

**From:** Virginia Raymond [<mailto:v.raymond@outlook.com>]  
**Sent:** Thursday, May 28, 2015 7:32 PM  
**To:** Matthew W. Hart; Town Council  
**Cc:** 'Jeff Ziplow'  
**Subject:** Town of Mansfield Controls, Policies and Procedures

Not sure this went out as I received an error message.

Matt, pursuant to the Town Council's request for advance, written comments, please find attached my "preliminary" comments to the Finance Committee's commissioned Blum Shapiro review of the Town of Mansfield's financial controls, policies and procedures. I state preliminary as I wished to have included additional comments but in the interest of giving all parties reasonable time to review and provide thoughtful responses to my comments prior to the scheduled special Finance Committee meeting, I have issued them today. Note that I have already copied Blum Shapiro and the full Town Council. Again, this document is not all inclusive of my thoughts and comments however, given the importance and context of this review, it is my hope that if all of my (or others') comments cannot be addressed in a single "special meeting" then discussion will be continued to future Finance Committee meetings. If you should receive written comments from other Finance Committee or Town Council members, please forward them to me as received. Thank you.

## Policies and Procedures Manual Comments

Is it best practice and/or comport with GAAP to have employee reimbursements processed through the Payroll System as opposed to Accounts Payable? I would like to understand why the change was made along with an explanation as to how this works and to which expenses it applies.

Page 7. B.3. There appears to be too many people making transfers. I would recommend that one person be designated with primary responsibility for compiling the transfer list and then executing the physical transfers after a manager has reviewed and signed off on the transfers. The other two staff members can serve as back-up when needed.

Page 9. C.2.3. On page 15.2.a.iii. of its Financial and Operational Controls Assessment document Blum Shapiro recommended that "all emails must be archived in an AUC folder. The policy states that all email will be stored in the FMS. Is the FMS folder different from the AUC folder? If no, then disregard comment; if yes, why the deviation from Blum Shapiro's recommendation? Ditto for the next section (C.3.2.) which describes the archiving of modification requests.

Page 9. C.4.2. Change the word "should" to "must" in the second to last line and the last line (i.e. Town Manager must (instead of should) and Superintendent must (instead of should) be copied.

Page 18 F.1. Do these petty cash policies and procedures apply to all managed entities (Region19, BOE, Discovery Depot, etc.)?

Page 24. H.6. First paragraph. Checking on an annual basis to compare the year's terminated employees against current cardholder list doesn't seem timely. Shouldn't HR retrieve p-cards, cell phones, lap tops, keys, etc. from terminated employees at the time of their exist meeting/interview and document that these items have been retrieved and placed back into inventory (in the case of p-cards returned to the Finance Department)? Theoretically, as this policy is currently written and depending upon the timing of a termination, a terminated employee could still have in her possession a p-card for months if not a full year.

Blum Shapiro recommended insertion as appropriate in this section language that the Finance Department will provide department heads with training (annually?) regarding how to look for/identify fraudulent spending. Blum Shapiro further recommended that an aggregate purchase order and p-card spending threshold be established for select vendors. I do not see either of these recommendations in the revised policy. What has been done to address Blum Shapiro's stated concern (page 19 of the Financial and Operational Controls Assessment report) that some cardholders have unnecessarily high daily and monthly spending limits? Also, Blum Shapiro recommended (page 20) that the use of merchant cards (i.e. Home Depot, Big Y, etc.) be discontinued immediately and that credit cards not be used for any Town purchases in the updated p-card policy. What is the status of this recommendation? I would recommend that Page 25. H.6.a.P of the Policies and Procedures Manual be revised to include the language that as part of an employee's p-card purchases back-up documentation provided to the Finance Department that the documentation include original itemized receipts (as currently written the policy simply says "receipts").

Page 27. I.1.d. The Finance Director should be required to review and sign-off on the check registers.

Page 29 J.1.c. Blum Shapiro made a number of recommendations regarding the recordkeeping associated with employee terminations. This section doesn't appear to include many of the recommendations particularly in the area of completed forms, dates and verifying signatures. Also, it doesn't appear that the last line of Section J.1. comports with Blum Shapiro's recommendation that the Town revise the current policies and procedures for managing new hires and terminations across the Town, BOE and Region 19.

Page 30. J.2.a.3. Under this Additional Review section I don't follow the need for the pay-period estimate. The pay-roll is the pay-roll as provided by employees on their time sheets and approved by their supervisor/department heads. Please provide clarification regarding the need for this step. The Town and Finance Committee should look into the acquisition use of a standardized electronic timesheet program or module (along the line of EZLabor) for use across all entities thus eliminating the manual entry of data into the FMS on the part of the Finance Department.

On page 21 of the Financial and Operational Controls Assessment document, Blum Shapiro recommends coordination with Parks and Recreation to determine a suitable way to complete the time-entry process. I don't see this addressed in the Policies and Procedures Manual.

Page 31. J.2.c. Again (as with Section I.1.d.), the Finance Director should be required to review and sign-off on the payroll check register.

Page 39, P.1. Who in the Finance Department is responsible for "further review and approval" of expense reimbursement requests?

Page 39, P.2. Recommend that language be added providing better guidance as to what constitutes "reasonable" expenditures, transportation costs, etc. By way of examples:

- The Town requires that all travel expenditures and their accountings meet the Internal Revenue Service requirements of "ordinary, necessary and reasonable" and should be conservative and consistent with the nature of the business assignment. These policies safeguard the Town and protect the employee from being assessed additional taxable income.
- Some travel expenses are considered personal and the Town will not reimburse them. The following, while not all inclusive, lists examples of such personal expenses that are not reimbursable expenses: amusements, athletic events, barbers, books for personal reading, athletic court or gym costs, damage to luggage, fines, hair stylists, magazines, newspapers, movies, and saunas.
- The Town will not reimburse the cost of home entertaining.

- In all travel away from the office, the employee will be reimbursed using the shortest distance between points. In calculating mileage, the normal commute mileage to and from the employee's home to the employee's assigned place of work must be deducted from the total trip mileage. For example, if the total trip mileage equals 100 miles, and normal commute mileage equals 20 miles, The Town will reimburse the employee for 80 miles. This is in accordance with Internal Revenue Service policy.
- For approved air travel, the Town will reimburse employees only for coach accommodations.
- The reimbursement rate for an employee's use of their personal automobile for Town business is the IRS approved rate, as adjusted from time to time by the IRS, for employee use of their personal car on business. The IRS mileage reimbursement allowance for business use of an employee's vehicle is calculated in a manner that takes into account all auto-related expenses, including the cost of carrying insurance (without a deductible). Therefore, the Town will not reimburse an employee for vehicle damage or personal liability that occurs while a personal automobile is being used on Town business if the employee drives their personal vehicle 2,500 miles per year or more. This includes any deductible that may apply. However, if an employee's vehicle is driven on company business 2,500 miles or less annually, and is involved in a motor vehicle accident, the Town will reimburse the employee through the normal expense reimbursement process for their physical damage deductible up to a maximum of \$500.00 per accident. Evidence of the payment of the deductible by the employee must be provided to the Town in order to receive reimbursement. (Traveling on business does not include any travel involved in commuting to or from work, lunch time errands or anything other than authorized business use). Before an employee seeks the foregoing reimbursement for the use of his personal automobile, the employee shall provide the Town with written evidence of his personal automobile insurance with limits as required by the Connecticut General Statutes. The foregoing written proof shall be kept on file in the Town's Finance Department.
- Taxi service may be used when no other form of public transportation is available or when the cost of a taxi is close to the cost of public transportation. Employees are encouraged to use courtesy cars, airport limousines, or buses whenever possible. Since some taxi services do not provide receipts, you should have the back of your business card signed, dated, and the amount of the fare indicated by the driver.
- Permissible expenditures for meals and tips depend on location and circumstances. Only reasonable and customary charges will be allowed and reimbursed by the Town. In-state breakfast, lunch, and dinner will not be reimbursed unless they involve a business meeting.
- When making lodging reservations employees should request government rates.

I would also recommend that policies and procedures regarding travel stipends (or any other stipends) that may be afforded to certain employees be incorporated in the Manual as

appropriate. It should also be documented which BOE/Town, Region 19 employees who were previously receiving stipends had had the stipends incorporated into their salaries (following the Superintendent revelations). Clearly these employees from the time this action was taken should not be submitting paperwork for travel or other reimbursements that were covered by the stipends.

The last sentence of Section J.1. of page 29 of the Policies and Procedures Manual states, "The Town, Region 19 and Mansfield BOE are responsible for documenting their individual procedures for adding and removing employees to the payroll system." This doesn't appear to comport with Blum Shapiro's recommendation at the bottom of page 4 of 36 and page 5 of 36 of the Financial and Operational Controls Testing report. Please provide clarification. (NOTE that generally the Policies and Procedures Manual doesn't make it clear whether all entities must follow the Policies and Procedures contained in the Manual.

Page 35, first paragraph I recommend a language cleanup to the sentence that begins with: "The FMS Fixed Asset module will compile a list. . . ". I don't think a module can compile a list. Perhaps indicate the person(s) responsible for data entering the information into the module.

Page 35, second bullet under the heading All Departments and Schools; I recommend that the phrase, "on a timely basis" be replaced with a specific time from the date the report is issued e.g. within 30 days, 60 days, whatever is an appropriate interval of time from date of receipt of the report. Same for the fourth bullet under the heading Finance Department; replace the word periodic to a hard time frame.

I did not see anything in the Manual addressing gifts, Wellness benefits, etc. Is there a separate HR manual where items such as these are addressed?

I would appreciate a general discussion regarding purchasing policies and procedures.

There are a number of areas in the Blum Shapiro reports and the Policies and Procedures Manual that require periodic training for Department Heads and employees from all managed entities (Town, BOE, Region 19, etc.) in order for things to provide appropriate review, oversight and accountability. I would appreciate a general discussion regarding how the Town staff plans to address and document the various training requirements.

Cherie Trahan

---

From: bonbill@charter.net  
Sent: Thursday, May 14, 2015 10:04 AM  
To: Cherie Trahan  
Subject: Questions on Ziplow report

Here's my first crack at this. I'm sending it to you because, for some reason, I cannot send it to Matt's email.

1. Page 6, Section A1: Should we add the Superintendent of Region 19 and other agencies for which the Finance Department provides services?

2. Page 8, Intro: Our server seems very old. Is it adequate?

3. Page 9, Section C4, #1 & 2: Same comment as #1 above.

4. Page 14, Budgeting: Omits mention of a possible referendum. Should it be added?

Do we need procedures for Eastern Highlands, Discovery Depot, and other agencies?

5. Page 25 - P-cards: How many are outstanding now?

6. Page 36: Why differences in capitalization levels by entity?

may have more later.

Best,

Bill





TOWN OF MANSFIELD  
POLICY MEMORANDUM

To: All Town Employees  
From: Matthew W. Hart, Town Manager *M. W. Hart*  
Date: August 1, 2014 (Revised); May 9, 1995 (Revised); July 31, 1992 (Original)  
Subject: Professional Travel Policy

---

I. Purpose

This policy shall govern all travel expenses incurred by employees who attend approved off-site professional development programs such as conferences, seminars, workshops, training, and certification programs.

The Town requires that all travel expenditures and related accountings must meet the Internal Revenue Service requirements of "ordinary, necessary and reasonable" and should be conservative and consistent with the nature of the business assignment. These policies safeguard the Town and protect the employee from being assessed additional taxable income. Reimbursements for actual and necessary expenses made to staff shall be consistent with the provisions of this Travel Policy.

II. Effective Date

This policy shall be effective immediately and shall remain in effect until revised or rescinded.

III. Approval Process

- A. **Overnight Travel.** All employees interested in attending a professional development program that requires overnight travel must seek authorization from their supervisor, department director, and Assistant Town Manager, in that order. Employees must use the Professional Travel Request Form (attached and located on the employee intranet). No commitments for registration, travel, lodging, etc, shall be made until the travel authorization has been approved by the Assistant Town Manager. When costs are incurred for the travel, the authorization form should be submitted to accounts payable in Finance with the payment voucher or PO back-up. When costs are not incurred for travel, the authorization form should be maintained by the supervisor or department head as part of an employee's training record.
- B. **Same Day Travel.** All employees interested in attending a professional development program that requires same day travel must seek authorization from their supervisor and department director in that order. In the department director's absence, an assistant department director is authorized to approve same day travel requests. Employees must use the Professional Travel Request Form (attached and located on the employee intranet). No commitments for registration or travel shall be made until the travel authorization has been approved by the department director or assistant department director in the department director's absence. When costs are incurred for the travel, the authorization form should be

submitted to accounts payable in Finance with the payment voucher or PO back-up. When costs are not incurred for travel, the authorization form should be maintained by the supervisor or department head as part of an employee's training record.

#### IV. Types of Travel Expenses

Permissible travel costs may include registration fees, transportation (airfare, train fares, public transit fares, parking fees, tolls, taxi fares, rental car fees, mileage), lodging, meals and gratuities, and other reasonable incidentals. Expenses that are characterized as personal in nature are not eligible for reimbursement or payment by the Town.

- A. **Registration Fees.** Registration fees associated with attending approved professional development programs are permissible. Registration fees that are inclusive of meals and course materials are acceptable.
- B. **Transportation.** Permissible transportation expenses include airfare, train fares, public transit fares, parking fees, tolls, taxi fares, rental car fees, and mileage for travel associated with attendance to approved professional development programs. The most economical mode of transit and direct and practical route should be selected. For same day travel, a vehicle from the Town's fleet must be reserved and utilized for travel unless public transit or train travel is a reasonable option. If no Town vehicle is available, employees may submit for mileage reimbursement pursuant to the Town's Mileage Reimbursement Policy.
- C. **Lodging.** For professional development programs requiring an overnight stay, lodging accommodations in reasonable and economically priced rooms is permissible. Employees should inquire about government and/or conference rates at the time of making reservations. Miscellaneous personal expenses associated with lodging such as room service, fees associated with re-stocking in-room refrigerators, and fees associated with access to fitness facilities are not permissible for reimbursement or payment by the Town. Hotels often require evidence of the Town's tax-exempt status; employees should bring a copy of the Town's tax-exempt certificate with them to the hotel, or provide the certificate to the hotel in advance of the stay. The tax-exempt certificate can be obtained by contacting the Accounting Division of Finance.
- D. **Meals.** For trips requiring overnight stays, breakfast, lunch and dinner meals, including tips, are permissible. Alcohol purchases or meals for non-Town employees are not permissible for reimbursement or payment by the Town. Normally, for same day travel, if meals are not included in the registration fee, meals are not considered a permissible expense.
- E. **Incidentals.** Incidentals deemed to be reasonable and legitimate to the business travel may be considered permissible by the employee's department director or Assistant Town Manager, whichever is applicable. One such example is a wi-fi fee should an employee need to connect remotely into work and a business center is not available at the employee's hotel.
- F. **Personal Expenses.** Travel expenses deemed to be personal in nature will not be reimbursable or subject to payment by the Town. While not an all-inclusive list, examples of personal expenses include: entertainment; athletic events; books/periodicals for personal reading; fitness facility fees; damage to luggage; fines; room service; alcohol; travel costs for non-Town employees.

#### V. Payment for Travel Expenses and Reimbursement Process.

All requests for payment and reimbursement will be considered within the context of authorized budgets for travel, conference fees, mileage reimbursement, and professional improvement. Employees shall obtain itemized receipts for all travel expenses eligible for payment or reimbursement, exclusive of mileage reimbursement.

- A. **Payment for Travel Expenses.** When possible, eligible travel expenses associated with approved professional development programs should be paid with a Town purchasing card

or through the accounts payable process. Since the Town is a tax-exempt entity payments should not include taxes. If the vendor/business requires proof of the Town's tax-exempt status, the tax-exempt ID number is provided on Town purchasing cards. Tax-exempt certificates may be obtained by contacting the Accounting Division of Finance.

- B. **Expenses Requiring Reimbursement.** When an employee pays for permissible travel expenses with their personal funds, they will be eligible for reimbursement pending approval of their department director or Assistant Town Manager, whichever is applicable. Itemized receipts must be submitted to the department director or Assistant Town Manager, whichever is applicable, for approval for payment. Once approved, the eligible expenses will be reimbursed through petty cash for expenses under \$100 in aggregate, or through the accounts payable process for expenses \$100 or more in aggregate. Requests for reimbursement should be submitted within ten working days after the day the employee returns to work from the authorized travel.
- C. **Expenses Requiring a Cash Advance.** In the event that an employee needs a cash advance for eligible travel expenses, the employee must adhere to the Town's procedures for petty cash. Within ten working days after the day the employee returns to work from the authorized travel, he/she must submit the receipts for the expenses and return any unused cash.

## VI. Business Leave Payroll Coding

- A. **Full Travel Days.** Employees should code their timesheet for their normal number of scheduled hours during the travel. For example, an employee who works at Town Hall is scheduled for two full days of travel from Monday-Tuesday. He/she should record 7.25 hours of business leave on their timesheet for both Monday and Tuesday. If travel time and the seminar/workshop/training hours exceed an employee's regularly scheduled hours for the day, he/she may opt to record the excess time as time worked.

Documentation may be requested by a supervisor, department director, assistant department director, or the Town Manager's Office to verify travel times; examples may include providing documentation from web based sources such as *Google Maps* or *Mapquest* to authenticate both the length and duration of the trip.

- B. **Partial Travel Days.** When a seminar/workshop/training session is not a full scheduled work day, employees should document the business leave only for the actual hours of the seminar/workshop/training session (excluding meal breaks) and travel time. For example, an employee who works at Town Hall is scheduled to attend a training session from 9am-noon on a Monday. Travel time is one hour each way. In this instance, it would be appropriate for the employee to record 5 hours of business leave, with the expectation that the employee would return to work and complete the rest of their scheduled shift (2.25 hours).

Documentation may be requested by a supervisor, department director, assistant department director, or the Town Manager's Office to verify travel times; examples may include providing documentation from web based sources such as *Google Maps* or *Mapquest* to authenticate both the length and duration of the trip.

## VII. Exceptions

Exceptions to these travel and expense guidelines may only be authorized by the Town Manager when the circumstances warrant. Any such exception to these travel and expense guidelines should be documented.

TOWN OF MANSFIELD  
PROFESSIONAL TRAVEL REQUEST

Employee Name: \_\_\_\_\_

Date of Request: \_\_\_\_\_ Date of Travel: \_\_\_\_\_

Location of Event: \_\_\_\_\_

Name of Event: \_\_\_\_\_

Purpose of Travel (Attach Event's Program to this Request):

Estimated Expenses:

Registration Fees	\$ _____	Lodging Fees	\$ _____
Transportation Fees	\$ _____	Meals	\$ _____
Other Fees	\$ _____	TOTAL FEES	\$ _____

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Department Director Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Assistant Town Manager Signature*  
(Only required for overnight travel)

\_\_\_\_\_  
*Date*



## TOWN OF MANSFIELD POLICY MEMORANDUM

To: All Town Employees and Volunteers  
From: Matthew W. Hart, Town Manager  
Date: April 1, 2015 (Revised); September 24, 2009 (Revised); November 1, 2005 (Original)  
Subject: Cell Phone Use Policy

---

### I. Purpose

The purpose of this policy is to provide clarification and guidance regarding the use of Town-issued cell phones. In certain instances a Town staff member may be assigned a Town issued cell phone for the purposes of conducting Town business. This policy provides terms of acceptable and prohibited use of Town issued cell phones in order to ensure responsible use of Town resources and to minimize the risk of misuse of Town funds, equipment, and time.

### II. Effective Date

This policy shall be effective immediately and shall remain in effect until revised or rescinded.

### III. Applicability

All employees and volunteers (collectively referred to as "staff members") who have been issued a Town-owned cell phone are expected to comply with the provisions of this policy.

### IV. Assignment of Town Issued Cell Phones

Town issued cell phones may be assigned to staff members to help facilitate communication and work within the course of performing legitimate Town duties. Town issued cell phones and accessories provided to staff members are the property of the Town of Mansfield and should be cared for properly. A staff member who has been assigned a Town issued cell 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 or his/her designee. The Town issued cell phone should not under any circumstances be taken to the employee's place of residence or anywhere else when they are off duty unless they are being required by the Town to carry a Town issued phone during off duty hours. Employees expected to respond to work related calls on off duty hours will be required to carry their phone with them following the conclusion of their regularly scheduled shifts.

Examples of instances in which a person may be issued a Town issued cell phone are as follows: Department Head or Assistant Department Head; certain public safety positions; certain code enforcement positions; certain positions that require an employee(s) to spend a significant amount of time in the field; and other positions that require an employee to be readily accessible during off duty hours. These examples are not meant to be all inclusive, nor should it be assumed that all employees in the above named examples will be issued a Town cell phone.

The Town will audit and review the listing of assigned Town issued cell phones on a minimum of an annual basis and make adjustments as needed. The assignment of Town issued cell phones will be handled on a case by case basis. The assignment of a Town issued cell phone should not be viewed as an entitlement or right by the employee; the assignment of a Town issued cell phone may be revoked due to a number of reasons such as but not limited to: a change in scope, duties, or assignment(s) of the employee; change in service provided to residents; change in service provided by the employee's department; change in available technology to perform the employee's job functions; or violations of this policy.

#### **A. Requesting a Town Issued Cell Phone**

Requests for cell phones that are new lines should be submitted through the budgeting process in January of each fiscal year by Department Heads. Department Heads will need to complete and submit a service improvement request form to the Town Manager's Office and Emergency Management Office. The form should include information such as the type of cell service being requested (phone only; phone/text; phone/text/data), the reason why the level of service is being requested, the funding source, etc. Prior to making the service improvement request, the department head should consult with the Emergency Management Director. Authority to grant a new cell line lays with the Town Manager or his/her designee. A copy of the service improvement request form is attached to this policy.

When a request for a new cell line needs to occur outside of the budgeting process, for example, due to a newly created position or change in assignment or work duties for a position, the Department Head should follow the process outlined above in Section IVA of this policy.

#### **B. Requesting a Change in Service for a Town Issued Cell Phone**

Due to changes in technology or work assignments, it is understood that from time-to-time the Town may need to change the level of cell service provided to an employee with an assigned Town issued cell phone. The three types of cell service are: phone only; phone/text; and phone/text/data. Department heads requesting a change in service for their subordinate employee(s) with a Town issued cell phone must make an email request to the Town Manager's Office and the Emergency Management Office. The request should include information such as the type of cell service being requested (phone only; phone/text; phone/text/data) and the reason the level of service is being requested. Authority to change the level of cell service lays with the Town Manager or his/her designee.

#### **C. Personal Use of Town Issued Cell Phones**

The use of a Town issued cell phone is intended for conducting Town business. In general, personal use of Town issued cell phones talk, text, or data features should be nominal, infrequent, and limited to personal emergencies.

**i. Personal Use Exceptions.**

For those staff members whose duties require them to be regularly accessible after normal business hours, the Town Manager or his/her designee may authorize the staff member to have personal use privileges of their Town issued cell phone. In order for an authorized staff member to utilize personal use privileges of a Town issued cell phone, the staff member must complete a personal use agreement and make a payment to the Town through payroll deduction, otherwise personal use is prohibited. Staff members opting to utilize personal use privileges will make a payment to the Town for approximately 50% of the cost of the service as detailed in the personal use agreement. If an employee authorized for personal use privileges declines to make a payment to the Town, they must also complete the personal use agreement and acknowledge that they agree to use their phone exclusively for Town business. A copy of the personal use agreement form is attached to this policy.

**V. Prohibited Conduct**

**A. Personal Use**

Staff members without authorization for personal use privileges are prohibited from such use as outlined in Section IVC of this policy. Staff members without authorization for personal use privileges must leave their Town issued cell phone at their assigned work location at the conclusion of their shift. The Town issued cell phone should not under any circumstances be taken to the employee's place of residence or anywhere else when they are off duty unless they are being required by the Town to carry a Town issued phone during off duty hours.

Staff members without personal use privileges are prohibited from downloading apps and other services for personal use on their Town issued cell phones. Staff members with personal use privileges may download apps and services on their Town issued cell phones so long as no direct cost is incurred by the Town. If an employee with personal use privileges wishes to download an app or service that has a fee, the employee must seek prior authorization from the Town Manager or his/her designee by making a request through the Emergency Management Director. Should the request be approved, the employee is responsible to reimburse the Town for the full cost of the app or service obtained.

Should an employee violate this section and a fee is incurred by the Town for apps or services, it is the sole responsibility of the employee to reimburse the Town for those fees.

**B. Social Media**

Staff members without personal use privileges shall not use Town issued cell phones to access social media sites such as but not limited to Facebook, Twitter, Instagram unless one's position requires it for official business purposes. Staff members with personal use privileges should not access social media sites from their Town issued cell phone during work hours unless one's position requires it for official business purposes.

**C. Obscene or Offensive Use**

Staff members, even those with authorized personal use privileges, are not allowed to use Town issued cell phones to access or distribute offensive, obscene, or otherwise inappropriate material.

**D. Use of Cell Phones While Driving**

Staff members are expected to refrain from using a Town issued cell phone while driving and to follow all state statutes regarding the use of cell phones while operating a Town or personal vehicle. All staff members must utilize an appropriate hands-free device or 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.

**E. Use of Cell Phones by Hourly (Non-Exempt) Employees During Off-Duty Hours.**

Hourly (non-exempt) employees required to carry a Town issued cell phone during off duty hours should only respond to emergency and non-routine calls/texts/work; for wage and hour purposes, hourly (non-exempt) employees are not authorized to perform routine work assignments with their phone during off-duty hours unless such authorization has been granted in advance by the employee's department head or the Town Manager or his/her designee on the prescribed compensatory/overtime authorization form.

**VI. Damaged, Malfunctioning, Stolen or Lost Phones or Accessories**

If a staff member's cell phone becomes damaged, malfunctioning, stolen or lost, please complete and submit the "Support Ticket" found on the Town of Mansfield intranet site. Misplaced or stolen cell phones 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, replacement, or to report a lost cell phone should be directed to administrative staff in the Emergency Management Office at (860) 429-3328.

If it is determined that the employee is at fault for a damaged, malfunctioning, or lost Town issued phone or accessory beyond normal wear and tear, then it is the responsibility of the employee to reimburse the Town for the cost of the repair or replacement phone or accessory. All employees who are issued a cell phone must complete the Equipment Request/Assignment form attached to this policy.

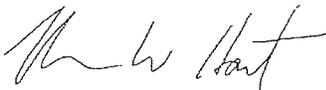
**VII. Violations**

The Town will audit usage of Town issued cell phones to ensure efficient use of Town resources for official Town business. The Town will also investigate reported or suspected violations of this policy. When it has been deemed that a violation of this policy has occurred, the Town will take appropriate action to correct the problem such as discipline up to and including discharge from Town service.

**VIII. Attachments**

1. Appendix A - Service Improvement Request Form
2. Appendix B - Cell Phone Personal Use Agreement Form
3. Appendix C - Equipment Request/Assignment Form

Approved By:



Matthew W. Hart  
Town Manager

## Service Improvement/Resource Request - FY 2015/16

1. Department:	2. Prepared by:	3. Date:
4. Description:	5. Location:	6. Staffing Request (Hours):  Enter FTE below:  Benefits - Enter 1 below for Benefits; Enter 2 below if No Benefits; Enter 3 Below if Prorated Benefits
7. Status		

8. Justification/Funding Sources: (Attach additional pages if needed)

Additional support needed for x,y,z programs. Potential revenue offset in fee for services.....

9. Requested Staffing:	Current	Proposed	Additional Costs
Total Estimated Hours	-	-	
Estimated Hourly Rate	\$ -	\$ -	\$ -
<b>a. Starting Salary</b>			
1. Grade/Step			
<b>b. Benefits:</b>			
1. Social Security	-	-	
2. Social Security Alt	-	-	
3. Medicare	-	-	
4. MERS	-	-	
5. Medical Insurance	-	-	
6. Life Insurance	-	-	
7. Disability Insurance	-	-	
<b>e. Equipment/Furniture</b>	-	-	
<b>f. Other:</b>	-	-	
<b>Total Staffing Request</b>	-	-	

10. Non-staffing Request:	Proposed	Additional Costs
Initial Purchase Cost	-	
Ongoing Operating or Maintenance Costs:		
a. Annual Maint/Support	-	
b. In-house maintenance costs	-	
c. Replacement Parts, etc	-	
d. Other (describe):	-	
<b>Total Non-Staffing Request</b>	-	
<b>Total Request</b>	-	

Formula - DO NOT input

## Service Improvement/Resource Request - FY 2015/16

### *Instructions*

When making your request, please consider and include in your justification:

What is the problem or opportunity for change?

Why is it needed?

What are the specific intended outcomes of the opportunity for change?

What are the measurable objectives for the opportunity for change?

What alternate service delivery approaches did you consider before making this request?

What resources will be required? Please provide cost per unit (start-up costs and recurring costs).

Is there an opportunity to recover any of the costs? Please explain.

If this request is not funded, will it impact the department's *current service levels* ?

What will happen if the request is not funded?

If applicable, has this request been discussed with Public Works? Human Resources? IT? Others?

#### Line Item Instructions:

Box 4 - Description of the request (new position, new piece of equipment, etc)

Box 6 - If staffing request - hours per week/length of time

Box 7 - Is this a new request or change to previous year's request?

Box 8 - Please provide justification for request. Attach additional pages if necessary.

Box 9 - Provide all salary costs related to this request. Please see Alicia Ducharme, Cherie Trahan or Maria Capriola for assistance with Insurance Estimates

Box 10 - Provide all non-staffing request costs - both initial purchase costs and any ongoing operating and maintenance costs.

# TOWN OF MANSFIELD CELL PHONE PERSONAL USE AGREEMENT FORM

Employee Name: \_\_\_\_\_

I am required by the Town Manager's Office to carry my phone during off duty hours and have therefore been authorized personal use privileges of my Town issued cell phone.

- Phone Only
- Phone/Text
- Phone/Text/Data

\_\_\_\_\_  
TMO staff initials

**Option A:** I hereby decline to utilize my personal use privileges of my Town issued cell phone and will ONLY use my phone for legitimate Town of Mansfield business. I understand that if I am found to be in violation of the Town's cell phone policy and am using this phone for personal use that I will be subject to disciplinary action up to and including termination and/or may have my cell phone rescinded.

**Option B:** I hereby accept to utilize my personal use privileges of my Town issued cell phone. I understand that if I am found to be in violation of the Town's cell phone policy that I will be subject to disciplinary action up to and including termination and/or may have my cell phone rescinded. I understand that the below charges will be updated periodically by the Town as needed pursuant to Section IVC(i) of the Cell Phone Use Policy.

- Phone Only - \$6 bi-weekly charge
- Phone/Text - \$8.77 bi-weekly charge
- Phone/Text/Data - \$10.62 bi-weekly charge

I understand that if I am a Town of Mansfield employee, my payment will be deducted from my bi-weekly paycheck.

I understand that if I am a volunteer firefighter, my payment will be deducted from my bi-annual volunteer stipend payment.

I understand that if I am a member of the Connecticut State Police Mansfield Resident Trooper's Office that I will be billed by the Town.

\_\_\_\_\_  
*Employee Signature* *Date*

\_\_\_\_\_  
*Department Director Signature* *Date*

\_\_\_\_\_  
*Town Manager or Assistant Town Manager Signature* *Date*

# TOWN OF MANSFIELD - EQUIPMENT REQUEST/ASSIGNMENT

LAST NAME	FIRST NAME	NICKNAME (IF USED)
LOCATION (Check Appropriate Box): <input type="checkbox"/> TOWN <input type="checkbox"/> REGION 19 <input type="checkbox"/> BOE <input type="checkbox"/> EHHD <input type="checkbox"/> POLICE <input type="checkbox"/> FIRE & EMERGENCY SERVICES DEPARTMENT: _____ SCHOOL: _____		
POSITION:	EQUIPMENT REQUESTED BY:	REQUEST RECEIVED BY:
AUTHORIZED BY:	DATE ASSIGNED:	

## PLEASE CHECK EQUIPMENT ISSUED:

<b>CONTACT INFORMATION:</b>		
860-479-3328 <b>EMERGENCY MANAGEMENT</b>		
<input type="checkbox"/> Cell Phone: # _____ <input type="checkbox"/> Holster clip combo or tough case <input type="checkbox"/> AC Adapter/Charger/USB Cable <input type="checkbox"/> Travel Charger  <input type="checkbox"/> Portable Radio: # _____ <input type="checkbox"/> AC Adapter/Charger/Antenna <input type="checkbox"/> Microphone and radio beltclip <input type="checkbox"/> Battery and a spare <input type="checkbox"/> Carrying case, shoulder strap and stabilizer	<input type="checkbox"/> Alpha Pager: # _____ <input type="checkbox"/> Holster Clip <input type="checkbox"/> AC Adapter/ Charger  <input type="checkbox"/> Tone&Voice Pager: # _____ <input type="checkbox"/> Holster clip and/or canvas case <input type="checkbox"/> AC Adapter/Charger/Antenna <input type="checkbox"/> Battery and a spare	
ISSUED BY:	DATE RECEIVED:	RECEIVED BY:

<b>CONTACT INFORMATION:</b>		
860-479-3328 <b>FACILITIES MANAGEMENT</b>		
<input type="checkbox"/> Keys <input type="checkbox"/> Outside Door Key # _____ <input type="checkbox"/> Office Keys # _____ <input type="checkbox"/> Master Key* _____ (*Assigned by Town Manager)	<input type="checkbox"/> Parking Tags: # _____ Vehicle Information: _____ Make/Model: _____ Color: _____ Year: _____ License #: _____ Contact #: _____	
ISSUED BY:	DATE RECEIVED:	RECEIVED BY:

<b>CONTACT INFORMATION:</b>		
860-479-3328 <b>INFORMATION TECHNOLOGY</b>		
<input type="checkbox"/> iPad/laptop/tablet: # _____ <input type="checkbox"/> AC Adapter/Charger <input type="checkbox"/> Tough case <input type="checkbox"/> Carrying case	<input type="checkbox"/> NO data <input type="checkbox"/> with data # _____	
ISSUED BY:	DATE RECEIVED:	RECEIVED BY:

**\*\* Assigned equipment is and shall remain the property of the Town of Mansfield. \*\***

If it is determined that the user is at fault for damaged, malfunctioning, or lost Town issued equipment/accessory beyond normal wear and tear, then it is the responsibility of the user to reimburse the Town for cost of repair or replacement equipment/accessory. Failure to return issued equipment upon request of Department Head or at time of separation from service may result in the assessment of personal liability for replacement cost.

*Signature for receipt of equipment is an acknowledgement of this provision.*

<b>EQUIPMENT RETURN:</b>		
DATE EQUIPMENT RECEIVED:	RECEIVED BY:	SIGNATURE:
HAVE ALL ITEMS BEEN RETURNED?    YES    NO		MISSING ITEMS:
PLEASE VERIFY WITH EQUIPMENT ISSUERS		



TOWN OF MANSFIELD  
POLICY MEMORANDUM

To: All Town Employees & Volunteers  
From: Matthew W. Hart, Town Manager *M. W. Hart*  
Date: (Revised) October 21, 2011, (Revised) December 15, 1995, (Original) April 26, 1984  
Subject: Vehicle Use Policy

---

I. Purpose

This policy establishes procedures regarding the use of Town vehicles, assignment of Town vehicles, and use of personal vehicles for business use.

II. Applicability

This policy applies to all employees and volunteers (collectively referred to as "employees") who operate and/or travel in a Town owned vehicle for Town business, regardless of the working hours and whether the work hours are paid, on call, or volunteer.

Departments, such as but not limited to Public Works, Fire and Emergency Services, and Human Services, may have additional operating policies and procedures regarding vehicle use. Employees covered by departmental vehicle use policies are subject to this Town-wide policy as well as the departmental policies. In the event that a section(s) of the policies conflict with one another, the departmental policy section(s) shall supersede the applicable section(s) of the Town-wide policy. Departmental vehicle use policies should be reviewed and endorsed by the Town Manager's Office prior to issuance.

Exemptions to this policy apply to the Town Manager, pursuant to his/her employment agreement.

III. Effective Date

This policy shall be effective immediately and shall remain in effect until revised or rescinded.

IV. Statement of Policy

Only Town of Mansfield employees on bona fide Town business may operate Town vehicles. Drivers shall observe all local and state ordinances pertaining to the operation of motor vehicles. Town owned vehicles are to be used for official business only with reasonable consideration for use for meals, rest stops, and other reasonable stops while in the course of performing business on behalf of the Town. For individuals assigned to vehicles for overnight use, stopping between work and home to perform brief minor personal business may be acceptable, but any such use should be the exception rather than the rule, and only if the stop is directly in route from work to the

employee's residence. Whenever a Town owned vehicle is available for business use, employees are strongly encouraged to use said vehicle from the Town's fleet.

## V. Prohibited Conduct

A. **Personal Use of Town-Owned Vehicles.** Town owned vehicles shall not be used for the convenience of the employee with regard to transportation needs or other non-business activities except as outlined in this policy, as determined by the Town Manager, or when an employee has been authorized to have an on call vehicle as defined in Section VII of this policy.

B. **Alcoholic Beverages and Illegal Substances.** Alcoholic beverages or any illegal drugs are not permitted in Town vehicles at any time. Public safety personnel may transport alcoholic beverages or drugs that have been lawfully confiscated in accordance with departmental policies and operating procedures.

C. **Weapons.** Weapons are not permitted in any Town owned vehicle unless the weapon is issued by the Town to public safety and/or code enforcement personnel in accordance with their work duties and standard departmental operating procedures. "Weapon" means any firearm, including a BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife with a blade less than four inches long), including a switchblade or other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon.

D. **Smoking.** Smoking is not permitted in any Town owned vehicle under any circumstances.

E. **Transportation of Non-Town Employees.** Employees shall not transport individuals whom are not employees of the Town in any Town owned vehicle unless the individual being transported is participating in bona fide Town business. Examples of non-employees permitted to be transported in Town owned vehicles include but are not limited to: consultants working with the Town; intergovernmental representatives working with the Town; participants in Town sponsored programs such as the senior services volunteer transportation program; board and advisory committee members; Mansfield elected officials; applicants for employment participating in the recruitment process. Only under exigent circumstances and upon the approval of their supervisor may employees transport non-town employees that are not participating in bona fide Town business.

F. **Fueling Personal Vehicles.** Under no circumstances should an employee fuel their own private vehicle at the municipal pumps (located at the Town garage), even if the car is being used for municipal purposes.

## VI. Responsibilities of Employees

A. **Maintenance of Town Vehicles.** The interiors of the vehicles should be kept as clean as possible. Trash should be removed from Town vehicles after employees have finished using them. Employees should report any mechanical problems that they become

aware of to Public Works at 860-429-3676 and bring the vehicle in for preventive maintenance (PM) checks as required. Doors should be locked, windows closed, and the gas tank filled at municipal pumps when vehicles are returned. While operating Town vehicles employees shall not abuse the vehicles; vehicles shall be returned in good operating order. Employees shall not install after-market materials in Town vehicles unless it has been authorized by the Town's lead mechanic and installed by the Town's mechanics staff.

B. **Reporting Traffic or Parking Violations.** All traffic and parking violations for which a vehicle operator is cited while operating a Town vehicle must be reported immediately to the employee's supervisor. Payment of traffic and parking violations is the responsibility of the vehicle operator.

C. **Reporting Accidents.** All accidents involving a Town vehicle or motorized equipment must be immediately reported to the appropriate police agency, the vehicle operator's supervisor, and to the Town Manager's Office. All accidents shall be reported regardless of the value or level of damage incurred and whether or not the driver of the Town owned vehicle or motorized equipment is at fault in the accident. Town Manager's Office staff, or their designee, shall be responsible for reporting accidents to the Town's insurance carrier when applicable.

D. **Reporting Revocation or Suspension of Driver's License.** Should an employee lose or have their driver's license suspended, it must be immediately reported to the employee's supervisor. If a driver's license is required for the performance of an employee's essential job functions, the employee is subject to discipline up to and including termination from Town employment.

## VII. Assignment of Town Owned Vehicles

A. **On Call Assigned Vehicles.** On call assigned vehicles are defined as Town owned vehicles designated for the use of an individual employee in the normal performance of his/her duties including the commute from home to work and vice versa. These vehicles should be utilized on the following basis: commuting to and from work; trips for meals during working hours; evening meetings; emergency calls; and out-of town travel while on bona fide Town business.

Employees with on call assigned vehicles are: Director of Building and Housing Inspection; Director of Public Works; Superintendent of Public Works; Facilities Management Director; Fire Chief; Deputy Fire Chief/Fire Marshal/Emergency Management Director; and Town Manager. In his/her sole discretion, the Town Manager may revoke an employee's ability to have an on call assigned vehicle.

B. **Assigned Vehicles.** Assigned vehicles are defined as Town owned vehicles designated for the use of an individual employee in the normal performance of his/her duties but not generally authorized for take-home use. Assigned vehicles should ordinarily be parked overnight on Town property. When the destination of a morning trip is in the direction of home vs. the office, it may make sense to take the car home and leave from home. If a meeting runs the full day, it may make sense to leave the car at home that night and return it to the office the next day in time for the next user's scheduled need. If late in the day visits

or meetings are closer to home than the office, it may make sense to leave the car home and bring it back the next morning. If there is an evening appointment or meeting on a day you have already driven your car to and from the office, the second trip should be considered work-related travel so using the Town car to go home and return to the evening business appointment may be appropriate.

Employees with assigned vehicles may include but are not limited to: Code Enforcement personnel; Engineering personnel; Human Services personnel; Finance personnel. A comprehensive list of assigned vehicles is maintained by the Public Works Department.

C. **Unassigned Vehicles (Pool Cars).** Unassigned vehicles are defined as Town owned vehicles not designated for the use of any one individual employee, but rather made available for general use by Town employees on bona fide Town business. Pool cars should be checked out from the Public Works Office in the Audrey P. Beck Building or with the respective department that has "ownership" of an assigned pool car such as Parks and Recreation, Finance, and Human Services. Pool cars will continue to be available on a first come, first served "reservation" basis. Sign-out sheets should be completed as required. These cars should not be taken home except in unusual circumstances, e.g., a long-distance trip or an evening meeting out of town when an assigned car is not available.

#### V. Use of Personal Vehicles for Town Business

For routine business travel, and subject to department head discretion, employees should use a Town owned vehicle (e.g. motor pool vehicle or other vehicle from the Town fleet) when one is available. In the event that a Town owned vehicle is unavailable, an employee may be eligible for mileage reimbursement for use of their personal vehicle so long as the use is in compliance with the Town's mileage reimbursement policy dated March 17, 2008, which may be amended from time to time. For business travel to conferences and other overnight destinations, employees are encouraged to use their own personal vehicle, and to submit a claim for mileage reimbursement.

The Town's insurance does not cover the use of personal vehicles while an employee(s) conducts business on behalf of the Town. Employees driving their personally owned cars do so at their own risk. In other words, if an employee(s) is driving a personal vehicle while conducting Town business, they are not covered by the Town's insurance if they get into an accident or incur damage to their vehicle.