



PRINCE GEORGE FIRE AND EMS

Section: Administrative

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Section No: 2.03

Date: ~~December 27, 2023~~

Title: Volunteer use of Wireless Device

Authorized By:

I. Purpose:

This policy establishes the responsibilities for all Prince George Fire and Emergency Services members or their designee for the acquisition and use of county-issued or personal wireless devices. All career firefighter and staff will follow Prince George County Policy 120.1 -120.6

II. Scope:

This policy specifically applies to all Prince George Fire and Emergency Services volunteer members regarding the acquisition and use of county-issued or personal wireless devices. While career firefighters and staff are governed by Prince George County Policy 120.1 -120.6, volunteer members are bound by the stipulations laid out in this document. The scope encompasses all wireless devices, including but not limited to mobile phones, smartphones, tablets, and other handheld wireless communication tools, whether issued by Prince George County or personally owned but utilized for official county business.

III. Policy

A. Acquisition of Wireless Devices

1. Purchases of all county-issued wireless devices shall be approved by the County Fire Chief or his/her designee. The IT Department shall set the device and technology standards for the use of cell phones, smartphones, tablets and other mobile data devices.

B. Use of personal wireless devices to access county systems and conduct county business is allowed, within the provisions set forth below.

1. Approval: The Chief of PGFEMS Department must approve in advance the connection of the volunteers personal device to county applications and services (email, phone app, alerting systems, etc.), other than publicly available access methods.



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2. Connection Methods: Only Department of Information Technology (IT Department) approved methods for connecting to county network and systems through wireless devices will be permitted. Only County-owned devices are authorized to connect to wired/wireless networks that have internal server/system access. Personal devices are limited to wireless guest networks. Any attempt to circumvent these methods or introduce new methods will be treated as a disciplinary matter in accordance with §29.1 – 29.8 of the Prince George County Personnel Policy Manual.
3. Charges: There may be additional charges for software and services to allow personal wireless devices access to county systems. These expenses will be borne by the department. This includes, but is not limited to licensing fees, annual support and maintenance charges.
4. Mobile Device: Loss, theft, damage, defacement or compromise of personal device shall be reported to the PGFEMS Chief and IT Department immediately. PGFEMS volunteer members are responsible for obtaining replacement hardware and service without significant down-time in the event of loss, theft or damage.
5. Expense Responsibility: All charges incurred on personal wireless devices are the responsibility of the member. The PGFEMS volunteer member will bear the expense of the insurance and replacement cost of the device.
6. Records Retention: It is the responsibility of the volunteer member to ensure records retention guidelines are adhered to and that public records are protected. Volunteer member of PGFEMS should reference Administrative Policy entitled, “Records Retention,” §210.1 – 210.4.
7. FOIA: Communications, records and data stored, sent or received for the purpose of conducting county business is subject to the Freedom of Information Act (FOIA) and apply to both county-issued and personal wireless devices.
8. Agreements: It is the responsibility of the volunteer member to execute all agreements and commitments. Neither the county, IT Department nor any department shall be liable for any agreements or commitments the volunteer member makes with wireless service providers.



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IV. Miscellaneous Provisions for Use of County-Issued Wireless Devices

- A. Hardware Issues: Loss, theft or damage, defacement or compromise of county-issued device shall be reported to the IT Department immediately. The lost, stolen or damaged device shall be subject to a remote wipe of county data from the device.
- B. Suspension of Service: If a service is not needed temporarily, the Chief of PGFEMS or station Chief can request by email with the IT Department that wireless service be suspended for a period of time. Station Chiefs can request by email with the IT Department the reinstatement of wireless service at any time.
- C. Disconnection of Service: If a service is no longer needed station chiefs shall email the department chief and the IT Department requesting service disconnection. Any fees associated with early disconnection of service are the responsibility of the department.
- D. Returned Equipment: Equipment that is replaced or no longer needed must be returned to the IT Department, including all accessories (charging cables, case, etc.). Replacement of unreturned accessories will be the responsibility of the volunteer member. The IT Department will review and erase data, if possible, or destroy the equipment and forward notice of such actions to the Finance Department.
- E. Maintenance: In the event that maintenance is required, the volunteer member will contact the IT Department for coordination with the contracted vendor.
- F. Personal Use of County Devices: Personal use of County-owned devices is normally prohibited. However, volunteer members provided with a cell phone are permitted occasional use of County-owned devices by members so long as such use furthers department policies supporting employee or volunteer activity and is limited to an insignificant volume, and does not result in additional costs/charges to the County.

V. Mobile Device Procurement, Setup and Usage

- A. Mobile device purchases will be limited to low cost, technologically sufficient devices available through approved vendors.



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- B.** Device upgrades will only be authorized when the current device is no longer able to meet technological requirements, or malfunctioning and unrepairable.
- C.** Mobile devices (phones, tablets, etc.) will be configured using an email address that is owned/managed by the County, and setup by the IT department.
- D.** Data plans should be limited to one data plan per authorized person, unless additional data plans would provide a significant benefit, or cost savings to the County.

VI. Volunteer Member Separation

- A.** Upon separation or suspension, volunteer members must provide their supervisor or the IT department with all pins/passwords required to unlock or reset their assigned County-owned devices.
- B.** County-issued phone numbers will not be transferred to volunteers for personal use under any circumstances.
- C.** County-owned devices will not be available for resale under any circumstances.