

Waltham Police Department
CHAPTER 10
EMAIL AND VOICEMAIL COMMUNICATION

General Order #: GO-03 12/26/2024

Effective Date: 12/2024, 07/2025

PURPOSE:

Recognizing today's high tech, fast paced world, we use many types of communication to do our jobs efficiently. Departmental email and voicemail are of utmost importance in corresponding about many duties and responsibilities. This order will provide direction for all Officers to check their messages daily and respond when necessary, or when asked to by a supervisor.

PROCEDURE:

1. All Officers will be responsible for checking departmental correspondences through voicemail, Microsoft Outlook email, or bulletins on PowerDMS at least once during their regularly scheduled tour of duty or on overtime (OT).
2. Correspondences from supervisors, peers, City entities, outside Law Enforcement Agencies, and citizens, shall be read thoroughly or listened to fully. Officers shall respond if needed, or requested by a supervisor.
3. In the case of supervisor to subordinate communication; directives may be given, and shall be considered a form of departmental order.
4. If a "read or received receipt" is sent with an email message; Officers shall acknowledge such.
5. If an officer has questions or concerns about the details of an email directive, and their direct supervisor is not available, an immediate reply correspondence message shall be made to the sender. (i.e. Do not wait until you see the sender.)
6. An Officer's failure to adhere to this order may cause undue delay in department goals and objectives, and discipline may be applied.

Please refer to the City of Waltham Employee Network Use Policy General Policies and Procedures below for further guidance.

1. PURPOSE:

1.1 To outline the proper use of City's computer network including, but not limited to, use of the Internet.

2. POLICY:

2.1 Waltham's data network access to the Internet is provided for City business purposes only.

2.2 City Private, City Most Private and City Sensitive Information, including technical business proprietary data may not be communicated via an Internet connection without additional security protective mechanisms being implemented as approved by the MIS Department and the appropriate clearances and approvals being obtained from the City Solicitor.

2.3 Transmission of government classified information via the Internet is strictly prohibited. Contact the City Solicitor for more information.

2.4 All files downloaded from the Internet must be scanned using a City approved virus scanning program prior to executing on a City of Waltham computer. It is recommended that source code be retrieved and reviewed as opposed to binary formats.

2.5 Attempts to gain unauthorized access to any computer or communications system on the Internet are prohibited.

2.6 Any suspected compromise of a City's computer or communications resource or information via an Internet connection shall be immediately reported to the MIS Department.

3. APPLICABILITY:

3.1 This policy applies to all municipal employees using Waltham's computer network.

4. EMPLOYEES' RESPONSIBILITIES:

4.1 Department managers and supervisors are responsible for promoting and monitoring compliance with this policy.

- 4.2 Acceptable Use – The use of the City’s computer network must be related to City business. All laws pertaining to copyrighted material and material protected by trade secret must be obeyed.
- 4.3 Privileges –The use of the computer network is a privilege, not a right. Inappropriate use will result in cancellation of this privilege and disciplinary action by the City.
- 4.4 Network Etiquette – Users are expected to abide by the generally accepted rules of network etiquette including, but not limited to, the following:
- a. Do not use profane, vulgar or other inappropriate language.
 - b. Do not reveal personal information about yourself or your coworkers.
 - c. Use electronic mail (email) with the knowledge that it is not private.
 - d. All electronic data transfers promoting, aiding, furthering or otherwise in support of illegal activities are prohibited.
 - e. Do not use the network in any way that would disrupt other users.
 - f. Remember that the information you create, transmit and receive on the City’s computer network may be public record and could be disclosed in response to a public records request.
- 4.4 Disclaimer – Access to information via the computer network can mean access to materials that are not useful and may even be offensive. It is impossible to control access to all such materials and users may unintentionally confront them. However, it is the City’s position that the value of the useful information generally available via the City’s computer network outweighs the inconvenience that users may occasionally experience as a result of unintentionally accessing or being exposed to material that has little value and may be offensive. The City of Waltham makes no warranties of any kind for its computer network service. Neither the City of Waltham, nor the MIS Department will be liable for damages resulting from the use or misuse of the City’s computer network services.
- 4.5 Vandalism – Vandalism will result in cancellation of privileges. Vandalism is defined as any attempt to intentionally and maliciously alter or destroy computer equipment and/or data or to intentionally and adversely interfere with the on-line services provided by the computer network.

5. **DEFINITIONS:**

- 5.1 Internet – A public global network of networks connecting commercial, government, and educational organizations.
- 5.2 World Wide Web (WWW) – A hypertext-based system for finding and accessing Internet Resources.

- 5.3 City Private – Contact your City Solicitor for more information.
- 5.4 City Most Private – Contact your City Solicitor for more information.
- 5.5 City Sensitive Information – Contact the City Solicitor for more information.