



ADMINISTRATIVE DIRECTIVE

Title: Facility Access/Keys
Issuing Department: Town Manager's Office
Effective Date: June 5, 2018
Approved: Jamsheed Mehta, Town Manager
Type of Action: Revision

1.0 PURPOSE

The purpose of this directive is to provide a documented procedure for the issuance, return, and inventory of all Town of Marana keys, electronic access devices and other access control devices to ensure a secure environment at all Town facilities and properties.

2.0 DEPARTMENTS AFFECTED

All Town of Marana departments and employees

3.0 REFERENCES

- 3.1 Town of Marana Personnel Policies and Procedures, Policy 2-10: Employee Identification Cards
- 3.2 Town of Marana Personnel Policies and Procedures, Policy 8-2: Exit Process

4.0 DEFINITIONS

- 4.1 Access control devices: Devices, including keys and electronic access identification cards that enable an authority to control access to areas and resources in a given facility.
- 4.2 Area/floor master key: A master key that opens all the locks of a particular specified area or floor of a building.
- 4.3 Electronic access devices: Devices, including electronic access identification cards, that provide access to areas and resources in a given facility electronically.
- 4.4 Electronic access identification cards (or cards): a plastic card, similar to a credit card, containing data on an embedded magnetized strip that can electronically unlock a door by communicating through a card reader; the Town's cards also include photo identification of the employee.
- 4.5 Grand or great grand master key: A master key that opens all the locks in a particular building or entire complex.

- 4.6 Key: A small metal instrument specially cut to fit into a lock and move its bolt or any of various devices resembling or functioning as a key; includes vehicle keys and vehicle fuel keys.
- 4.7 Master key: A key that opens all the locks of a set, the individual keys of which are not interchangeable.

5.0 POLICIES AND PROCEDURES

- 5.1 General. All Town-issued keys, electronic access devices and other access control devices are the property of the Town of Marana and must be returned to the Town upon request. The Town may change or revoke an employee's access to Town facilities at any time without prior notice.
- 5.2 Facility Access. The following general guidelines regarding facility access shall apply to all employees; however, to some extent, facility access is individualized for each employee depending on the nature of his/her work. Notwithstanding these general guidelines, Department Heads may give certain employees extended access for a specific reason, such as work on a specific project, when necessary.
 - 5.2.1 All non-exempt and temporary employees will normally be granted general access to their work areas and in their building (e.g. MMC, MOC, Parks and Recreation Administration building, Marana Community Center) from 7:00 a.m. to 6:00 p.m., Monday through Friday. Non-exempt and temporary employees who work in the Municipal Court, the Police Department, and the Parks and Recreation Department will also normally be granted general access to the MMC from 7:00 a.m. to 6:00 p.m., Monday through Friday.
 - 5.2.1.1 Non-exempt and temporary employees may request extended access to their building from 5:00 a.m. to 10:00 p.m., Monday through Friday, to accommodate various work schedules. Extended access will only be granted if approved by the Department Head, based on the work assigned to the employee and the business need for the employee to have extended access.
 - 5.2.2 All exempt employees will normally be granted general access to their work areas and in their building from 5:00 a.m. to 10:00 p.m., Monday through Friday. Exempt employees who work in the Municipal Court, the Police Department, and the Parks and Recreation Department will also normally be granted general access to the MMC from 5:00 a.m. to 10:00 p.m., Monday through Friday.
 - 5.2.3 Employees may request additional access to their building, based on the work assigned to the employee and the business need for the employee to have the additional access, as follows:
 - 5.2.3.1 Saturday and Sunday access from 6:00 a.m. to 6:00 p.m. This weekend access will only be granted if approved by the Department Head.
 - 5.2.3.2 24 hours a day, seven days per week access. 24/7 access will only be granted if approved by the Department Head and will generally be limited to management and other exempt staff.
 - 5.2.4 Police staff whose regular work hours include hours outside normal business hours will be granted 24/7 access as a general rule.

- 5.2.5 The following areas shall be considered restricted areas. General access does not include access to these areas.
- 5.2.5.1 Boardroom - 2nd Floor MMC
 - 5.2.5.2 Municipal Court building/facilities (see section 5.2.6 below)
 - 5.2.5.3 Police Department building/facilities (see section 5.2.7 below)
 - 5.2.5.4 HVAC/custodial/electrical/fire control rooms
 - 5.2.5.5 Technology Services server rooms
 - 5.2.5.6 Permits and Records Center - 2nd Floor MMC
 - 5.2.5.7 Records Storage Building
 - 5.2.5.8 Facilities warehouse/office – MMC
 - 5.2.5.9 Fitness Center - 2nd Floor MMC (see section 5.2.8 below)
- 5.2.6 All access to the Municipal Court building/facilities, including access by employees, temporary employees, contractors and volunteers, shall be in accordance with any applicable Arizona Supreme Court administrative orders or directives, and to the extent that any provision of this Administrative Directive conflicts with an Arizona Supreme Court administrative order or directive, the Arizona Supreme Court administrative order or directive shall prevail.
- 5.2.6.1 Court employees will be granted general access to the court building/facilities, provided that such access is in accordance with any applicable Arizona Supreme Court administrative orders or directives.
 - 5.2.6.2 The Town Magistrate may direct that certain areas of the court building/facilities be restricted only to court employees who have a need to access those areas.
- 5.2.7 Police employees will be granted general access to Police Department buildings/facilities, except that the Chief of Police may direct that certain areas of the Police Department (e.g., property and evidence rooms, records storage rooms) be restricted only to police employees who have a need to access those areas.
- 5.2.8 Employees who complete the Fitness Center orientation will be granted access to the Fitness Center.
- 5.3 Issuance of Keys for Facility Access. Because electronic access identification cards are the primary access control devices for most employees in most areas, the Town issues a limited number of keys for facility access. Employees assigned to an individual office will be issued a key for their own office as a general rule.
- 5.3.1 Employees may request a key for a work location that is not equipped with an electronic card reader. Issuance of these keys will only be granted if approved by the employee's Department Head based on the work assigned to the employee and the business need for the employee to have a key to that location.
 - 5.3.2 A limited number of master keys, including floor master and area master keys, will be issued to select Town staff, including the Town Manager, Deputy/Assistant Town Managers, and the Facilities Manager. In addition, Department Heads may request a floor or area master key for their floor or area. A floor or area master key will only

be issued if approved by the Town Manager or designee, based on the business need for the Department Head to have a floor or area master key.

- 5.4 Issuance of Vehicle Keys. The Town may assign Town vehicles to certain employees based upon the business need for the employees to have an assigned work vehicle. Employees assigned a vehicle will be issued a key, keyless entry remote, or a fob for the vehicle.
- 5.5 Procedures to Request Access/Key. The hiring manager for new hires, and the receiving manager for transferred employees or employees taking on a new assignment shall complete a Facility/Fleet Key Request Form (Attachment A) and a Technology Services Inventory & Acknowledgment Form (Attachment B) to request keys and to gain electronic access to Town facilities.
 - 5.5.1 All requests for access and/or keys must be approved by the employee's Department Head pursuant to the principles outlined in this directive.
 - 5.5.2 Upon approval of an electronic access request, the Technology Services Department shall issue electronic access identification cards where appropriate. Upon approval of a key request, the Facilities Manager and Fleet Services Manager or designee shall issue the appropriate key(s).
 - 5.5.3 Technology Services management, Facilities management, and Fleet Services management or their respective designees, shall document access granted and keys and fobs issued on the Facility/Fleet Key Request Form (Attachment A) and the Technology Services Inventory & Acknowledgment Form (Attachment B).
 - 5.5.4 Original forms shall remain with the Facilities Manager and the Technology Services Department, as applicable, and shall be updated as necessary.
- 5.6 Lost or Stolen Access Control Devices. Employees shall report all lost or stolen Town keys or vehicle fobs to their Department Head and the Facilities Manager or Fleet Services Manager, as applicable, and all lost or stolen electronic access identification cards to their Department Head and the Technology Services Department within 24 hours of the discovery of the missing key or card.
 - 5.6.1 When a key is reported lost or stolen, the Facilities Manager or Fleet Services Manager, as applicable, in consultation with the Town Manager or designee shall determine whether any areas need to be re-keyed. The employee may request a replacement key pursuant to the same procedures outlined in section 5.5 above. The employee may be responsible for key replacement and/or lock re-keying costs. Allocation of these costs will be handled on a case-by-case basis in the discretion of the Department Head and is dependent upon the security level of the particular lost key.
 - 5.6.2 When an access card is reported lost or stolen, the Technology Services Department shall immediately deactivate the card. The employee may request a replacement card pursuant to the same procedures outlined in section 5.5 above. Because of the cost of replacement cards, only one replacement card will be issued to an employee free of charge per 12-month period. If more than one replacement card is required in a 12-month period, the Town will require the employee to pay a replacement fee of \$10.00.

- 5.7 Return of Access Control Devices. When an employee's need for a key, fob or electronic access identification card no longer exists due to an office change, a new assignment, a transfer to another department or separation of employment, the employee shall return the applicable key, fob, or card to the employee's Department Head or designee. The Department Head or designee shall return the collected keys, access cards, and fobs to the Technology Services Department, the Facilities Manager or the Fleet Services Manager, as applicable.
- 5.7.1 In the event of an office change, a new assignment or a transfer to another department, the Department Head or designee shall collect all unneeded keys and fobs and return them to the Technology Services Department, the Facilities Manager, or the Fleet Services Manager, as applicable.
- 5.7.2 For reasons of security and data control, the Department Head shall not reassign any key or fob, other than non-facility departmental keys such as keys to file cabinets, from one individual to another without following the procedures outlined in section 5.5 above.
- 5.7.3 The employee shall request any new keys or change in electronic access pursuant to the same procedures outlined in section 5.5 above.
- 5.7.4 The Facilities Manager shall ensure that the return of any keys or fobs and the issuance of any new keys or fobs is documented on the Facility/Fleet Key Request Form (Attachment A) maintained for each employee.
- 5.7.5 The Technology Services Department shall ensure that the return of any access cards and the issuance of any new access cards is documented on the Technology Services Inventory & Acknowledgment Form (Attachment B) maintained for each employee.
- 5.7.6 In the event of a separation of employment, the Department Head or designee shall ensure that all keys, fobs and cards are returned as a part of the employee's final exit clearance and that the return is documented on the Facility/Fleet Key Request Form and/or the Technology Services Inventory & Acknowledgment Form as well as the Employee Exit Checklist.
- 5.8 Access for Temporary Employees, Volunteers and Contractors. Access for temporary employees, volunteers and contractors will be determined on a case-by-case basis depending upon the business need for the person to have access to Town facilities.
- 5.8.1 Temporary employees and volunteers may be provided regular electronic facility access via a card in the building and department the temporary employee or volunteer is working in. Requests for access shall be made and approved in accordance with the procedures outlined in section 5.5 above. The Facility/Fleet Key Request Form and/or the Technology Services Inventory & Acknowledgment Form will be maintained in any temporary employee's personnel file; the department using the services of any volunteer will be responsible for maintaining the form for volunteers.
- 5.8.2 Contractors providing services in the Town's facilities on a regular, ongoing basis, such as recreational program instructors or contractors providing janitorial services, may be provided an electronic access device or keys to those areas where access is deemed appropriate. The keys, cards, and access provided shall be documented on a Facility/Fleet Key Request Form and/or a Technology Services Inventory &

Acknowledgment Form which will be maintained by the Town department administering the contract in question.

5.8.3 The replacement of lost or stolen access control devices assigned to temporary employees, volunteers and contractors shall be handled in accordance with the procedures outlined in section 5.6 above. The return of access control devices assigned to temporary employees, volunteers and contractors shall be handled in accordance with the procedures outlined in section 5.7 above.

5.9 Miscellaneous.

5.9.1 Employees shall not fabricate, duplicate, possess or use keys, fobs, electronic access identification cards or other access control devices without proper authorization in accordance with this directive.

5.9.2 Employees shall not loan keys, fobs, electronic access identification cards or other access control devices to any other individual.

5.9.3 Employees shall not transfer keys, fobs, electronic access identification cards or other access control devices to any individual, unless such transfer is documented on the Facility/Fleet Key Request Form and/or the Technology Services Inventory & Acknowledgment Form and approved by the appropriate management staff.

5.9.4 Only the Facilities Manager or designee is authorized to change locks at Town facilities. The Facilities Manager may change locks at any time to ensure the proper management and security of Town facilities and resources.

5.9.5 The Facilities Manager and the Safety and Emergency Management Coordinator shall ensure that access to Town facilities is in compliance with fire and life safety codes.

6.0 RESPONSIBILITIES

6.1 It is the responsibility of all employees issued Town of Marana keys, fobs, electronic access identification cards or other access control devices to safeguard those keys, fobs, cards and devices at all times. Employees may be responsible for the replacement cost of Town-issued keys, fobs, electronic access devices and other access control devices that have been negligently damaged or lost, as determined in the discretion of the Department Head.

6.2 The Facilities Manager shall ensure that a record of all keys issued is maintained and regularly updated and that a full audit of all Town access control devices issued is completed on an annual basis.

6.3 The Technology Services Department shall ensure that a record of all electronic access identification cards issued is maintained and regularly updated.

7.0 ATTACHMENTS

7.1 Attachment A - Town of Marana Facility/Fleet Key Request Form

7.2 Attachment B - Town of Marana Technology Services Inventory & Acknowledgment Form

Attachment A

**TOWN OF MARANA
FACILITY / FLEET KEY REQUEST FORM**

Employee/Contractor Name: _____ Employee ID: _____

Department: _____ Employee/Contractor Position: _____

Date/Update Date/Comments: _____

Reason for Request: New Hire New Assignment Transfer Lost/Stolen Device Other:

Requested Access/Key(s):

Item	Date Issued/Initials*	Date Returned/Initials*	Manager Signature/Date for Returns
Key Number			
**Master Key Number			
Vehicle key			

**** Requires Department Head/Town Manager Approval**

Department Head approval: _____ Date: _____

Employee/Contractor Acknowledgement:

I acknowledge that I have read, understand and will be held responsible for adhering to Town of Marana Administrative Directive: Facility Access/Keys. I further acknowledge that I have received the above-noted keys/access devices and that the information contained in the box above is a complete and accurate list of all keys/access devices currently in my possession.

Employee/Contractor Signature: _____ Date: _____

Attachment B

Technology Services Inventory & Acknowledgment Form

Employee/Contractor Name: _____ Employee ID: _____

Department: _____ Employee/Contractor Position: _____

Date/Update Date/Comments: _____

Reason for Request: New Hire New Assignment Transfer Lost/Stolen Device Remote Network Access
 Remote E-mail Access

Personal Phone Number (if requesting Stipend): _____

Item	Date Issued/Initials	Date Returned/Initials	Manager Signature/Date of Returns
Electronic Access ID Card			
Smart or Cell Phone (indicate which)			
Laptop PC			
Tablet			
Stipend (indicate for Smart or Cell Phone)			
Remote Network Access			
Remote E-Mail Access			
Other			

I acknowledge that I have read and understand the Town of Marana Personnel Policies, Procedures and Administrative Directives located on the Town Intranet to include: Policy 5-4: Use of communications systems and equipment; Mobile Communication Equipment AD; Network Access & Security AD; Electronic Mail (Email) Retention & Storage AD; and Facility Access/Keys AD.

I further acknowledge that I have received the above-noted access devices/equipment and that the information contained in the box above is a complete and accurate list of all access devices/equipment currently in my possession.

I further acknowledge that I must return all Town-owned devices/equipment in my possession to my supervisor upon termination of my employment with the Town. I understand that I will be required to replace any missing devices/equipment at my own expense. I understand that if I fail to replace any missing device/equipment, the Town may deduct the value of the unreturned items from my pay. **I authorize the Town of Marana to withhold the value of the unreturned devices/equipment from my final paycheck.** I understand that if the amount from my final paycheck is not sufficient to cover the cost of repayment to the Town, I will be required to reimburse the Town for the amount due at the time of termination.

If I have been granted remote network or e-mail access, I understand that I am not entitled to payment of the stipend established by the Mobile Communication Equipment AD merely because I am granted remote access through my personal mobile device. I understand that the Town will only pay the stipend pursuant to the policies and procedures described in the Mobile Communication Equipment AD. If I am a non-exempt (overtime eligible) employee, I understand that I am not permitted to access the Town network or e-mail systems for work purposes at any time other than their regularly scheduled hours of work without prior approval of my supervisor.

Employee/Contractor Acknowledgment:

Employee/Contractor Signature: _____ Date: _____

Department Head Approval: _____ Date: _____

REVISION HISTORY

<i>REV</i>	<i>DESCRIPTION OF CHANGE</i>	<i>DATE</i>
OR	Original Release	10/3/11
REV	Revision	4/22/14
REV	Revision	6/5/18

Caution: A copy of this Administrative Directive is an uncontrolled document. It is your responsibility to ensure you are using the current version. The electronic version is the only acceptable and controlled Administrative Directive.