Thurston County Board Briefing

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<tr>
<th>Briefing Date/Time:</th>
<th>June 4, 2015 at 3:30 pm</th>
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| Office/Department & Staff Contact: | Martin Casey, CS Director - 2974  
Julie DeRuwe, CS Facilities Services Manager - 2944 |
| Topic: | Updates to County Key Policy for Building Access |
| Purpose: (check all that apply) |  □ Information only  
✓ Decision needed  
□ Follow up from previous briefing |

Optimal Time Frame for Decision is: (June 30, 2015)

Synopsis/Request/Recommendation: (One or two sentences identifying your primary objective for this session)

Central Services has been working to update the County’s Key Policy to address Building Access and will be seeking the Board’s guidance to move forward with final revisions on the policy for the Board’s adoption.

Background

The County primarily manages hard keys and card keys through existing policies and processes administered by Central Services. However, some exceptions exist, such as the keys which the Commissioner’s Office manages and issues to community groups seeking to use Rooms 280 and 152 of Building 1 after-hours.

In recent years, technology and security considerations have driven certain changes to how building access is managed. The 1994 Key Policy in TCAM last had minor updates in 2011. A 2002 policy in the Personnel Rules governs the use of ID Badges, but the County now has card key security at many sites, with card keys that also serve as ID badges. Establishing a combined hard key and card key policy will clarify and streamline policy guidance, authorization and approval criteria, and the administration of access to County facilities.

This policy updates the TCAM “Key Policy” to set clear direction and criteria on who may request hard keys and card keys, who may receive “Master” hard keys, who may receive “Lockdown” card keys, and the responsibilities of key holders. In consultation with Human Resources Risk Management, certain relevant provisions from the ID Badge Policy have been incorporated.

Documents Attached:

- Current Key Policy (1994, revised 1996 and 2011)
- Building Access Policy Draft (5/20/15)
- Access Policy FAQ Draft (5/20/15)

Summary & Financial Impact:

No financial impact is expected from implementing the updated policy.

Affected Parties:

*E.g. County residents, community organizations, other County offices/departments, etc.*

This policy applies to all employees, contractors/vendors, and volunteers/interns of Thurston County and members of the public who are authorized to obtain a key and/or key card for access to various buildings, offices, and departments. The draft policy and FAQ were shared with County Offices and Departments for review in March, and the resulting feedback was incorporated in to the drafts being presented at this briefing.

Revised February 2015
Options with Pros & Cons:

Below ~ List all viable options. Begin with underlined option title, then add pros and cons, financial impact of each, as well as affected parties (e.g. County residents, community organizations, etc.)

1. **Option Title: Adopt the policy as drafted.**

   Pro: The draft policy is based on the County’s existing Key Policy and largely continues or extends existing practices to safeguard keys and County facilities and personnel. It now reflects recent changes to building security systems and new card key tools. The policy addresses that Key Cards are used as ID Badges. It updates criteria on who may request hard keys and card keys, who may receive “Master” keys, and who may receive “Lockdown” keys. It has been edited to be more “plain-talk.” The policy draft has been vetted with Human Resources Risk Management and with customers.

   Con: The draft policy may not yet fully reflect the Board’s direction.

2. **Option Title: Provide guidance for revisions to the policy.**

   Pro: Certain provisions may still be unclear or inconsistent with the Board’s desired direction.

   Con: None, other than the additional time and staff work to complete the revisions.

3. **Option Title: Take no action.**

   Pro: This would require no further staff work on the policy.

   Con: The County’s Key Policy would remain out-of-date and would not provide clear guidance on important matters such as the management of “Master” keys and “Lockdown” keys or the use of card keys as ID badges. This may result in security vulnerabilities.

Board Direction:

Next Steps/Timeframe:

Based on the Board’s recommendation, describe the next steps required in order to bring this item to conclusion. Include the time frame for each step, and when the Board should expect to see this issue before them again.

If the Board authorizes adoption, Central Services would prepare the policy for final action by the Board in July. Since the policy will not require major changes in current Facilities practices, we could plan for an effective date of August 1. Central Services would work with Human Resources on communications outreach about the new policy and associated protocols.

If the Board requests revisions, Central Services would prepare the revisions for final review by the Board in July or August.
Why do we need to update the Policy?

- Technology and security considerations have driven certain changes to how building access is managed.
- County policies are out-of-date and inconsistent. A 1994 Key Policy in TCAM was last updated in 2011. A 2002 policy in the Personnel Rules governs the use of ID Badges. The County has since implemented card key security access at many sites. These card keys also serve as ID badges.
- Establishing a combined hard key and card key policy will clarify and streamline policy guidance, authorization and approval criteria, and the administration of access to County facilities.

What’s in the scope of the Policy?

- This policy updates the existing TCAM “Key Policy” to set clear direction and criteria on who may request hard keys and card keys, who may receive “Master” keys, who may receive “Lockdown” keys, and the responsibilities of key holders.
- Certain relevant provisions from the ID Badge Policy (Personnel Rules) have been incorporated in this draft, based on input from HR Risk Management. HR Risk Management will further review the ID Badge Policy to see if it should be revised or sunset.

Which sites have card readers, and what hours are the buildings open?

- Courthouse Buildings 1, 2, 3, 4, and 5; Tilley Buildings A, C, D, and E; Public Health & Social Services (Lilly), the ARC complex, the Coroner, and the Family Justice Center currently have card reader security.
- Buildings with card reader security are typically open from 8:00 am to 5:00 pm Monday through Friday. During these times, a card key is not needed to enter the building.
- A few buildings have different hours based on business needs. For example, the entrance doors on Courthouse Building 1 are set to open from 7:30 am to 5:30 pm Monday through Friday, and those hours of typically extended on Election days for voter access.

What about public access for evening hearings or external meetings?

- The County hosts evening meetings and hearings at several sites, including Courthouse Building 1 and the Public Health & Social Services Building. Examples include meetings of the Planning Commission or Board of Equalization. In addition, the Commissioner’s Office issues keys to community groups to use Meeting Rooms 152 and 280 in Courthouse Building 1.
- In coordination with the customer, Central Services can either adjust the timing on door access systems for the event, or issue a set of “unlock” and “relock” key cards that the meeting organizers can use to override the standard entrance access hours.

How will Lockdown protocols be set?

- Over time, procedures will be established to address building-specific lockdown protocols. Central Services and HR Risk Management will provide support to Offices and Departments in developing and communicating such procedures.

How do I request a Hard Key and/or Card Key?

- Please complete a Key Request Form, found under the TCAM Forms tabs. The form should be signed by the employee’s appointing authority. Once the new policy is adopted, the new combined form will be posted on the intranet. If you have any questions, please email Coles@co.thurston.wa.us.
Building Access Policy

Purpose

This policy provides direction to:

1. Safeguard building security for persons and property,
2. Assure appropriate access to work areas by Thurston County employees, contractors, volunteers/interns, and vendors, and
3. Allow unrestricted access by designated personnel to all areas for security, safety, and emergency response purposes.

Scope

This policy applies to all employees, contractors/vendors, and volunteers/interns of Thurston County and members of the public who are authorized to obtain a key and/or key card for access to various departments/offices and buildings. For purposes of this policy, such persons may be referred to as “key holders.”

The Central Services Facilities Division (Facilities) coordinates and maintains records on all building access activities, except for access granted by the Commissioner’s Office for after-hours use of Rooms 152 and 280 in Building 1 by community groups.

This policy does not apply to protected internal spaces where criminal justice, health-related, personnel, or other similar documents or items may be kept. Each office or department is responsible for its own security and management of such spaces.

General Guidance

Public entrances to county buildings are typically unlocked Monday through Friday, from 8:00 a.m. to 5:00 p.m. Certain buildings have different hours and access procedures based on business needs. Access to public areas outside of these hours requires the use of a key or key card or escort by a key holder.

Access to non-public or restricted areas requires use of a key or key card at all times.

Policy

1. Each Office/Department shall identify Building Access Representative(s) who are authorized to approve issuing keys and key cards to employees, vendors, contractors, volunteers/interns, or members of the public.
   a. Elected Officials or Department Directors shall submit a signed Authorized Signature List Form to Facilities to identify Building Access Representative(s).
b. Changes to the names of the Building Access Representative(s) require the completion/re-submission of a new Authorized Signature List Form to Facilities.

2. Building Access Representatives must submit a signed Building Access Authorization Form to Facilities in order for Facilities to issue a key(s) and/or key card for employees, contractors, vendors, and volunteers/interns. Facilities issues a documented set of keys to the Commissioner's Office Building Access Representative for after-hours access to Rooms 152 and 280 in Building 1 by community groups. The Commissioner's Office manages this set of keys.

3. A “master” key provides access to all county owned/leased buildings and offices (except for protected spaces noted in the scope of this policy). The County Manager determines in writing whether to approve requests for master key(s).
   a. In making this determination, the County Manager will consider the recommendation of the Central Services Director.
   b. In making a recommendation, the Central Services Director will consider only employee positions that meet one or more of the following criteria:
      ii) Positions responsible for the overall coordination of emergency response activities in a natural or human-made disaster.
      iii) Positions whose essential functions require frequent open access to all county building systems, infrastructure, and work spaces.

4. The County has a limited number of Building Lockdown cards that can lockdown entire buildings and complexes in an emergency. The County Manager determines in writing whether to approve requests for Building Lockdown cards.
   a. In making this determination, the County Manager will consider the recommendation of the Central Services Director.
   b. In making a recommendation, the Central Services Director will seek input from Risk Management and the appropriate Elected Official or Department Director. The Central Services Director will consider only those employee positions that meet one or more of the following criteria.
      ii) Other positions designated by the Appointing Authority in each office or department and trained as a Lockdown Coordinator.

5. Key holders must turn in their key(s) and/or key card(s) to Facilities directly, or via their supervisor or Appointing Authority, prior to leaving county service, when transferring to another office or department, or when access is no longer required.
6. Offices and Departments may not transfer key(s) and/or key card(s) from one key holder to another. This applies even if a person is replacing someone in the same position.

7. Key holders who are assigned a key card must wear it in a visible location at all times while on duty representing the County, with the exception of Elected Officials, uniformed law enforcement, or those exempted by their Appointing Authority for personal safety and security reasons. Failure to do so may result in denial of access to county facilities.

In the event of disaster plan activation for County facilities, the key card photo identification badge is the primary means of identification.

8. Key holders are responsible to maintain the security of their key and/or key card.
   a. Key holders shall not leave a key and/or key card unattended on a desk or carry it in such a manner as to be susceptible to loss or theft.
   b. Key holders who are assigned a key card must swipe it each time the key holder enters a secure door. Secure doors shall not be propped open.
   c. Key holders who are assigned a key card may not punch holes in it, as this will render the key card inoperable.
   d. Key holders shall not, for any reason, allow their key(s) and/or key card to be used by any individual other than the individual the key(s) and/or key card is issued to.
   e. Any person finding a key or key card should immediately forward it to Facilities. Facilities will contact the person responsible for the key.

9. Key holders must notify their supervisor and Building Access Representative of a lost or stolen key(s) and/or key card within one working day of discovering the loss. The Building Access Representative must notify Facilities and submit a signed Building Access Authorization Form to replace the lost item(s) within one working day of receiving notice of the loss.

10. Facilities will replace broken, worn, or stolen key(s) and/or key card(s), or update a name change on a key card, without charge. Key holders must return the item(s), whole or in pieces, or a copy of the police report listing stolen item(s), to Facilities, prior to receiving a replacement.

11. Facilities will charge key holders who lose or fail to turn in their key(s) and/or key card a fee of $25 per item to cover labor, materials and administrative costs. This amount may be deducted from any compensation or money owed to the employee by the county, including their final paycheck.

12. If Facilities, in consultation with Risk Management, determines that an office or department must be rekeyed due to lost, stolen, or unreturned key(s), the cost of rekeying shall be borne by that office or department.
APPENDIX A

1. Building Access Authorization Form

2. Building Access Authorized Signature List Form
### Building Access Authorization Form
(See back for Instructions)

Photos are taken in Central Services Bldg 1 Lower Level Room 035 3:30-4:30PM Tuesdays
(For departments open 24 hours a day, call 754-4650 for special accommodations.)

**Request for:**
- [ ] Key(s)
- [ ] Key Card
- [ ] Both

<table>
<thead>
<tr>
<th>□ Initial Issue</th>
<th>□ Name Change</th>
<th>□ Damaged</th>
<th>□ Renewal</th>
<th>□ Lost/Stolen</th>
<th>□ Other</th>
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<tr>
<td>Employee’s Legal Name</td>
<td>Preferred First Name (Front of ID):</td>
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<tr>
<td>Last</td>
<td>First</td>
<td>MI</td>
<td>Expiration Date, if known:</td>
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<td>Department or Office/Company:</td>
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<td>(6 months volunteer/temp; 2 years/extra help; 5 years/regular full time)</td>
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<tr>
<td>Employee ID Number/Last 4 digits SSN:</td>
<td>Employee’s Hire Date:</td>
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<td>Supervisor’s Name:</td>
<td>Ext.:</td>
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- [ ] Elected Official
- [ ] Regular Full Time
- [ ] Regular Part Time
- [ ] Extra Help
- [ ] Temporary
- [ ] Volunteer
- [ ] Vendor/Contractor

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<th>Building/Room/Key Number, Dept. Group, Door Group</th>
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The above-named individual, is authorized issuance of Thurston County key(s) and/or key card. As the Building Access Representative, **I understand that I have the responsibility to ensure return of the key(s) and/or key card to the Central Services Department upon termination of service of the above-named.**

---

**Building Access Representative**

Date

I have read and understand the Thurston County Building Access Policy. I understand that the key(s) and/or key card remains the property of Thurston County and I will surrender it upon termination of employment or upon request from Elected Official or Department Head. In addition, I understand that use of my photograph will be for official purposes by Thurston County and the photograph will not be released for any other use unless required by law.

---

**Employee, Volunteer or Vendor/Contractor**

Date
Thurston County Central Services Facilities Division

BUILDING ACCESS AUTHORIZED SIGNATURE LIST FORM

For Key and Key Card Issuance

Office/Department ____________________________________________________________

The following people are authorized to sign the Building Access Authorization Form for the Facilities Division to issue keys and key cards to employees in my Office or department.

<table>
<thead>
<tr>
<th>Authorized Representative Name (Please Print)</th>
<th>Signature</th>
<th>Title</th>
<th>Division or Section (if applicable)</th>
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Table of Contents

KEY POLICY

Purpose ......................................................................................................................... 1

Key Issuance ............................................................................................................. 1

Returning Key ........................................................................................................... 2

Lost Key ..................................................................................................................... 3

Rekeying .................................................................................................................... 3

Appendix A .................................................................................................................. 4

1. Key Request Form ................................................................................................. 5

2. Authorized Signature List ...................................................................................... 6

3. Key Record ............................................................................................................ 7
Key Policy

1. **Purpose**

   It is the policy of the county to issue keys to employees and certain other persons in order to access county property. Keys will be issued when requested on a Facilities Service Request Form (see Appendix A) by an authorized person in your office or department.

2. **Key Issuance**

   An employee must follow any internal office or departmental approval procedures prior to requesting issuance of a key.

   **Office or Department Contacts**

   a) Facilities User Representative

      Each office or department has a Facilities User Representative who serves as the office or department's primary contact with the Facilities Division of the Central Services Department. This person shall be the contact for key related processes.

   b) Persons Authorized to Approve Key Issuance

      Each office or department shall submit to the Facilities Division an Authorized Signature List (see Appendix A) which lists persons who are authorized to approve the issuance of keys for employees of that office or department. The list must be approved by the elected official or department head. Any changes will require a new Authorized Signature List.

   **Facilities Service Request Form**

   The request for a key is made by completing a Facilities Service Request Form (see Appendix A) and forwarding it to the Facilities Division. The authorized person in your area will perform this task, ensuring that the following information is included:

   - Employee’s first and last name;
   - Last four digits of employee’s social security number;
   - A list of buildings/offices for which the employee needs a key;
   - Signature of the person authorized to approve the issuance of keys for the office/department.

   **Pick-up**

   The Facilities Division will call the employee or the contact person when the key is ready to be picked up. Keys are normally issued once each week.

   The employee being issued the key must pick up and sign the Key Record (see Appendix A) for the key at the Information Desk in Building 1.
Buildings or Offices

An employee may receive a key for their office, department or building. If there is a need for access to an office, department or building other than the employee’s immediate work environment, written permission must be given and kept on file in the Facilities Division.

Master Keys

In addition to all other requirements, the issuance of a master key for all county buildings and offices must be approved in writing by the County Manager.

Key List

The contact person in each office or department may request a printout of keys issued for their office or department by completing a Facilities Service Request Form (see Appendix A).

3. Returning Keys

- Employees are required to turn in their keys prior to leaving county employment, when transferring to another office or department or when they no longer require access to the keyed area.

- It is the responsibility of the employee to return their keys to the Facilities Division at the Information Desk in Building 1. Under special circumstances, an employee may return keys to their elected official or department director who shall immediately forward those keys the Facilities Division.

- The Facilities Division shall provide the employee and elected official or department director a copy of the Key Record (see Appendix A) showing that the key was returned.

Transferring

A key may not be transferred from one person to another. The key must be returned to the Facilities Division and reissued. This applies even if a person is replacing someone in the same position.

Liability

Failure to return a key when required will result in the employee being liable to the county in the amount of $15.00 to cover labor, materials and administrative costs. This amount may be deducted from any compensation or money owed to the employee by the county including their final paycheck. If the key is returned after payment of the $15.00, the $15.00 will be refunded. This fee applies to each key.
4. **Lost Keys**

   - An employee who loses a key will be subject to the same liability as described in Section 3, Returning Keys.
   
   - Any person finding a key should immediately forward it to the Facilities Division. The Facilities Division will contact the person responsible for the key.
   
   - Non-employees who have a need for access to county property (such as a meter reader) are subject to these procedures the same as employees including liability for failing to return or losing a key.

5. **Rekeying**

   If an office or department must be rekeyed because of lost or unreturned keys, the cost of rekeying shall be borne by the office or department responsible for the lost or unreturned key(s).
APPENDIX A

1. Key Request Form
2. Authorized Signature List
3. Key Record
KEY REQUEST FORM

Request description: (One request per form) Call 754-3800 if you have questions regarding this form. Send the completed form to the Information Desk in Building One.

The individual the key(s) are to be issued to: _______________________

I.D. #: ___________-________-________
(Last 4 digits of SSN or Employee ID #)

List the requested keys below: (What rooms or buildings will the key(s) open?)

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<thead>
<tr>
<th>KEY</th>
<th>Building/Room Number or Key ID#</th>
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Office/Department Key Request Authorization

Your Name: ______________________ Phone: ______________

Date: __________

Department: ______________ Approval: __________________

Do Not Write Below This Line

Location of Work: _____________________________________

Chargeable to: ______________ Bill Yes: ______ No: ______

Maintenance & Operations Comments:
Thurston County
Facilities Division, Central Services Department

AUTHORIZED SIGNATURE LIST

For Key Issuance

Office/Department _______________________________________________________________

The following people are authorized to sign Key Request Forms for the Facilities Division to issue keys to employees in my office or department.

________________________________________________________
Signature and title of Elected Official or Department Head

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<th>Name (Type or Print)</th>
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THURSTON COUNTY
Facilities Division

KEY RECORD

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<th>EMPLOYEE INITIAL</th>
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COMMENTS:

☐ EMPLOYEES
I, the undersigned, hereby acknowledge that I have been issued the keys listed above by Thurston County. By my signature I acknowledge receipt of the policy adopted by the Board of County Commissioners which details my responsibilities and liabilities as a holder of said keys, including a liability of $15 for each key which is lost or not returned when required.

☐ NON-COUNTY EMPLOYEES
I, the undersigned, hereby acknowledge that I have been issued the keys listed above by Thurston County. By my signature I acknowledge responsibility to keep the keys in my possession, or under my control, and return them at the point it becomes unnecessary for me to any longer hold said keys. I acknowledge potential liability of $15 for each key which is lost or not returned when required.

Date ____________________________

Signature __________________________

Issue Date: April 15, 1994
Last Four Digits of Social Security #: ________________

Witness ________________________________