

KEY CONTROL POLICY – EXTERNAL CUSTOMERS

Purpose:

The City of Manitowoc's key control policy for external customers is established for the purpose of promoting a secure environment and for maintaining a comprehensive system to efficiently manage the dissemination of keys to recreational users of or maintenance providers for City facilities. Individuals may be authorized to receive keys to access their rental area or conduct their work while limiting access where appropriate so as not to compromise security. It is necessary to maintain key control to uphold the integrity of building security. This policy describes the procedures by which control, dissemination, use, possession, and collection of keys to City facilities will be managed.

General Procedures:

- 1) The Department of Public Infrastructure is responsible for maintaining the City's key control system as a whole; however, the following departments are responsible for authorizing the dissemination of physical keys for their respective buildings:
 - a) Police Department Safety Building & P.D. areas at the Fleetwood Shop
Contact Person: Police Chief or his/her designee
 - b) Fire Department Fire Stations
Contact Person: Deputy Fire Chief or his/her designee
 - c) Dept. of Public Infrastructure City Hall, DPI, Parks, Transit, Senior Center, Recreation, Buildings & Grounds, Cemetery, Rahr West Art Museum, Bridges
Contact Person: Buildings & Grounds Manager or his/her designee
 - d) Waste Water Waste Water Treatment Facility
Contact Person: Assistant Superintendent or Superintendent
 - e) Manitowoc Public Library Library
Contact Person: Facilities Manager or his/her designee

The City's key card system will be managed by the following individuals: Deputy Police Chief, Buildings & Grounds Manager, Human Resource Director, and Human Resource Generalist.
- 2) Keys to City of Manitowoc facilities are City property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys to City of Manitowoc facilities is a violation of this policy, and external customers (renters, contractors, etc.) found in violation of the policy will have their keys confiscated, be removed from City property, and be subject to any and all charges to re-key facilities.
- 3) Those seeking a key to a City building must complete a Key Request Form, a sample of which is included at the end of this policy. The form shall indicate which keys were signed out and when and where they should be returned. A copy of the signed form shall be given to individuals checking out keys.
- 4) It is the responsibility of each Department Head to adequately maintain control over the distribution of department keys. Department heads and managers are expected to comply with the key control policy and to designate an employee to issue and retrieve keys upon completion of use.
 - a) For key use by external customers other than facility rentals, a Department Head or Manager shall authorize their use, and a photocopy of the requestor's ID shall be taken. For external customers other than facility renters and contractors hired by the City of Manitowoc, a

photocopy of a credit card shall also be taken. Keys should be returned to the issuing department or in an outdoor key drop box, if available.

- b) A group of keys may be signed out by an external organization for distribution; however, every effort should be made to limit the number of keys issued. For example, recreation groups should provide a list of people authorized to get keys at the beginning of the applicable sporting season. The individual signing out multiple keys will be held responsible and accountable for all keys.
- 5) A review shall be completed every 15 years to determine if re-pinning of facility locks is needed.

Inventory:

- 1) Keys for distribution should be stored in a locked cabinet or container. The Department Head or Manager shall determine who will be issued keys for the cabinet or container where keys are stored.
- 2) Outside of the Key Request Forms and a list of all doors showing which key opens each door, departments issuing keys may determine the type of records to be kept. Inventory records must be readily available for auditing purposes or to determine who has access to specific buildings, etc.

Lost, Stolen or Worn Keys:

- 1) Worn or damaged keys should be turned in to the issuing department. Lost, stolen, or worn physical keys or Access I.D. badges should be reported immediately to the appropriate Department Head/Manager.
- 2) A Key Request Form must be completed for a replacement key and submitted with the appropriate department.
- 3) If a key is worn out through normal wear, no charge will be incurred, but if a key is damaged through negligent use, lost or stolen, then the individual will be charged a minimum fee of \$150 per facility for re-keying costs. Charges could be higher based on actual costs. Contractors hired by the City of Manitowoc shall be invoiced for any charges for lost or stolen keys. Charges for external customers (other than facility renters or contractors hired by the City) will be added to the credit card on file.

Key & Building Security:

- 1) The individual to whom keys are issued is personally responsible for the use of those keys until returned to the appropriate City of Manitowoc department.
- 2) Building doors or windows shall not be propped or otherwise held open or left unlocked during hours when the facility is normally closed.
- 3) If for some reason you cannot lock or unlock a door with your key, contact the department that issued the key during regular business hours or the Police Department Joint Dispatch Center at (920) 683-4470 afterhours. The Dispatch Center will contact on-call personnel for the department.
- 4) Key holders shall not unlock buildings or rooms for others. **Report suspicious persons to the Police Department via the Joint Dispatch Center immediately at (920) 683-4470.**