Title of Proposed Procedures: KEY CONTROL AND ACCESS PROCEDURES

Applies to (check all that apply):
Faculty ___ Staff ___ Students ___

Division/Department: ___ College ___

Topic/Issue:
Guidelines and procedures for the issuance and control of keys and electronic card reader access for College buildings, equipment and vehicles; to offer a secured campus with minimum inconvenience to the College community with the responsibility for access holders, and to provide ongoing accountability for all keys and access devices.

Definition:

Student A learner who is enrolled at BCCC in an academic program; also includes Work Study students and paid Interns

Faculty (employee) A person employed full-time or part-time to teach at BCCC

Staff (employee) Administrative or skilled service employee of BCCC

Key or Swipe Card Access control device used to gain access to College facilities and/or equipment, including identification cards that are programmed to grant access into College facilities
Background to Issue/Rationale for Procedure:

The purpose of this procedure is to support BCCC’s Key Control and Access Policy, and to provide guidelines for issuing access to College facilities and equipment.

State/Federal Regulatory Requirements (cite if applicable):
(For procedures, cite appropriate approved College Policy addressed)
N/A

Proposed Procedural Language:

A. General Guidelines

1. It is the responsibility of each person who is issued a key or access control device to assist in maintaining security in the area of access. The safety and security of students, faculty, staff and property take priority over the convenience of the key holder.

2. Keys are issued only to persons authorized and associated with Baltimore City Community College (BCCC), and to authorized contractors for a specific contract period.

3. All locks used to secure BCCC property shall be approved by the College Locksmith, and must be keyed to the College lock system. Keys will be identified and provided only by BCCC Locksmith.

4. Department Cost Center (PCA) Managers are also responsible for the proper use of keys within their department. Costs associated with key misuse, loss, or non-return by the key holder, will become the responsibility of the department.

C. Authorization Levels:

1. **Faculty & Staff:** Keys shall be issued to faculty and staff only to the extent necessary for them to perform their duties. Keys are issued solely for use by the faculty and staff assigned. All key(s) must be returned to the Facilities Helpdesk when the user separates from the College or duties no longer necessitate use of such keys.

   **No keys or access control device shall be retained by faculty or staff and passed on to another employee.**

2. **Students:** Keys shall be issued and assigned to students only to the extent necessary for them to perform Internship or Work Study duties. Keys that are issued to students must be signed for and picked up by the
requesting department head or designee. Key request for students shall be processed on a Semester basis only, during the second week of the semester. Such keys must be turned in to the Facilities Helpdesk by 4:00 p.m. on the last day of the Semester. Any cost associated with non-return keys shall become the responsibility of the requesting department.

3. **Contractors:** Keys shall be issued and assigned to contractors only to the extent necessary for them to perform specific projects on Campus. Contractor keys shall be issued by Facilities Helpdesk for the duration of projects, and returned by the contractor upon completion of such project. Contractors who fail to return College keys may not receive final payment of invoice until key issues are reconciled.

<table>
<thead>
<tr>
<th>Key or Access Type</th>
<th>Eligibility</th>
<th>Authorizer</th>
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</thead>
<tbody>
<tr>
<td><strong>Grand Master</strong></td>
<td>1. College Locksmith</td>
<td>1. VP Business, Finance &amp; Administration</td>
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<tr>
<td>(Access to all Facilities)</td>
<td>2. Public Safety Office</td>
<td>2. VP Business, Finance &amp; Administration</td>
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<td></td>
<td>3. President (when requested)</td>
<td>3. (N/A)</td>
</tr>
<tr>
<td><strong>Building Master</strong></td>
<td>1. Building or Site VP</td>
<td>1. President</td>
</tr>
<tr>
<td>(Access to all locks within a building)</td>
<td>2. Executive Director, Facilities</td>
<td>2. VP Business, Finance &amp; Administration</td>
</tr>
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<td></td>
<td>3. Site or Program Director</td>
<td>3. Appropriate VP</td>
</tr>
<tr>
<td><strong>Sub-Master</strong></td>
<td>1. Dean, Director</td>
<td>1. Appropriate VP</td>
</tr>
<tr>
<td>(Access to a group of locks within a building)</td>
<td>2. Department Chair</td>
<td>2. Division Dean</td>
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<td></td>
<td>3. Program Coordinator</td>
<td>3. Department Chair</td>
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<td><strong>Single Door</strong></td>
<td>Employees and students, as needed to perform their duties</td>
<td>Department Head</td>
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<tr>
<td><strong>Building Entrance</strong></td>
<td>Police Department</td>
<td>VP Business, Finance &amp; Administration, Chief of Police</td>
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**Key Request Process:**

1. **Key Request Form** is available on the College’s Facilities Department network Public Drive, or by calling Facilities Helpdesk Office. Complete the form with requested information and signatures, and then submit it to the Facilities Helpdesk for processing.

2. **Key Issuance Process:** Key request process includes the following steps:
a. Requester must submit a fully completed key request form, including all required signatures, to Facilities Helpdesk
b. Facilities’ staff shall review requester’s access authority level, and review key database to see if requester had previously been issued a key or access to the facility
c. Key request form is then forwarded to the College’s Police Department for security clearance, and approval or disapproval.
d. Key request form is returned to Facilities Helpdesk; approved requests are processed, key cut and requester is contacted by email and/or telephone to pick-up key. Notification shall also be made to unapproved requesters.
e. All keys must be picked up **WITHIN 2 WEEKS** of initial email and/or telephone call
f. Unclaimed keys shall be destroyed after 2 weeks, and requesting department shall be charged (see “Charges” section)
g. When unclaimed keys are destroyed, requester must resubmit a new Key Request Form for processing.

3. **Key Request Affecting Two or More Departments:** The appropriate Vice President(s), Dean(s), Director(s), and/or Department Chair(s) of all facilities involved are required to sign the key request form

4. **Separate Keys:** individual keys shall be issued rather than a master key, whenever possible, to preserve security measures

5. **Transferring Keys:** Keys shall not be transferred from one individual to another

E. **Key Management**

1. **Replacement Keys:** The process for replacing lost or stolen keys are the same as new key request; however, requesters must indicate “Replacement Key” on the form, and attach an Incident Report form completed and signed by the College Police Department. Key replacement costs are noted in the “Charges” section of this document.

2. **Damaged or Worn Keys:** will be replaced at no charge, requester must provide old keys with Key Request Form, and keys must show no evidence of intentional abuse.

3. **Unauthorized Locks** - All locks used to secure college property shall be approved by the College Locksmith and keyed to the College Master Key System. Any unauthorized lock (for which a key or combination is not on file in the lock shop) may be cut off to gain access to State property with no reimbursement to the owner. Costs to remove any unauthorized lock shall be the responsibility of the employee who installed the locks.
Replacement costs may vary, depending on the level of security compromised and in accordance with the "Charges" section of this document.

4. **Unauthorized Keys** – The use of unauthorized keys or use of unassigned keys is prohibited; such keys will be confiscated and treated as lost keys and re-keying charges may be assessed.

5. **Key Duplication** - All keys issued by BCCC are marked appropriately. Duplicate keys which are unauthorized and are turned in or confiscated will be treated as lost keys and all re-keying charges may be assessed.

6. **Key Audit** – In an attempt to verify key records, periodic random checks and audits of keys may be conducted by the College’s Police Department when deemed necessary, either on a departmental or individual basis. Key audits will verify that all keys assigned to an individual department are still available. Department audits will verify all individuals who have been issued keys by the department head. The procedures for lost keys and charges shall apply.

7. **Charges:**

   a. The standard charge to replace a key is **$5.00**. The standard charge to re-key a lock when damaged due to the use of unauthorized key or device is **$35.00** per lock, with one new key provided. If it is necessary to re-key a number of locks, the charge will be the total of all expenditures required to complete the re-keying. The charge will not exceed the amount computed by multiplying the number of locks re-keyed times **$35.00** per lock. In cases where locks have been vandalized, the charge will be a total of all expenditures required to restore and replace the damaged materials.

   b. **Nonpayment of Charges**: BCCC is required by the State of Maryland to submit all delinquent accounts to Central Collections. Should this become necessary, reasonable collection costs will be added to the amount due, to be paid by the debtor.

F. **Lost Keys**

1. Lost keys should be reported immediately to Campus Police (Public Safety) and to the department originally assigned such keys.

2. The Campus Police Department should complete an Incident Report for the lost keys, and forward the report along with the keys (if available) to Facilities Helpdesk. After identifying the key, the College Locksmith shall notify the appropriate department.
3. Missing keys will not be reissued unless an Incident Report is completed by Campus Police, and new key request form is submitted for processing.

Proposed Implementation Date: Upon Board Approval

Approved by the Board of Trustees: May 26, 2009

Public Safety Department

Originator/Division: Facilities Planning and Operations