

910.2 SUBJECT: KEY AND LOCK MANAGEMENT

:1 OBJECTIVE:

Provide a uniform and a documented procedure for the inventory, management, issuance and return of all keys for all City buildings.

:2 AUTHORITY:

This procedure amended by City Council April 19, 2004, Item A1.

:3 DIRECTION:

Facilities Management Division Manager serves at the pleasure of the Mayor, and receives direction through the General Administration Department Director

:4 METHOD OF OPERATION:

RESPONSIBILITIES:

Facilities Management Division

Facilities Management Division is responsible for the production, duplication and replacement of building keys only. Vehicle keys are duplicated by Fleet Management Division and are the responsibility of Fleet Management Division solely. The duplication of City of Orlando keys by any other person or department is prohibited. Facilities Management Locksmith Services will duplicate City of Orlando keys only upon a properly prepared Key Request Form signed by the appropriate approving official. In addition, the Facilities Management will maintain a current listing of all keys issued, maintain applicable code-access systems and establish door and key hardware standards for City of Orlando buildings.

Facilities Management personnel will only give access to a building/room, to an individual if they personally recognize the individual and know he/she normally works in that area, or upon authorization by the department head. Possession of a master level key is not to be construed as permission to unlimited access.

Department and Divisions:

Department, Division and Bureau Heads (Officials) are responsible for the control of keys issued to their personnel. Requests for keys must be submitted on a Key Request Form to Facilities Management. The Key Request Form must be signed by the appropriate approving official and approved by the Facilities Management Manager or his designee. If a key requested is to an area assigned to another Department or Division Head, that individual must also sign the Key Request Form. The Key Request Form must identify the type of key requested, building name and room number or area to which the key permits access and the name and title of the person to whom it is to be issued.

All combination locks installed shall have a key bypass.

Approving officials are responsible for the following:

- A. Designate those individuals whose duties require keys.
- B. Issue keys to employees, have each individual sign for the keys issued to them and maintain a

- current list of personnel to who they have issued keys.
- C. Maintain security of keys until issued. Keys are to be obtained from employees when they terminate employment, transfer to another department or building or the need for the key no longer exists. The final payroll check is contingent upon all keys are returned. Facilities Management Division must be notified when the key is returned by completing a Key Transfer Form. The key may be reassigned by notifying Facilities Management. Otherwise, the key is to be returned to Facilities Management with a completed Key Transfer Form.
 - D. Submit to the Facilities Management Division Manager by October 1 each year a report of keys issued and those being held by the Division Manager.
 - E. Report in writing to Facilities Management Division Manager all incidents of lost keys. Each report should contain the following information:
 - a. Name of official who issued the key.
 - b. Name of individual to whom the key was issued.
 - c. Name of key issued (e.g. AB32, 01AV15 #4)
 - d. Room, building or area to which the key provided access.
 - e. Date loss discovered and circumstances concerning the loss.

Individuals to who keys are issued:

The following regulations apply to all individuals to whom City of Orlando keys are issued:

- A. City of Orlando keys will not be removed from work area without authorization of the official who approved the key to be issued. Staff and other personnel may be authorized to maintain City of Orlando keys in their possession at all times.
- B. Personnel to whom keys are issued are responsible for their physical security. The loss of a City of Orlando key must be reported immediately to the proper approving official.
- C. The duplication of any City of Orlando key by anyone other than a Facilities Management Locksmith is prohibited.

Contractor and Concessionaire:

When access to City of Orlando facilities is required in connection with a commercially contracted project, the Facilities Management Division Manager will coordinate the contractor's or concessionaire's requirements with the appropriate Department or Division Head and where the work is to be performed. After proper coordination and prior to the issuance of keys, the appropriate Department, Division or Bureau Head will ensure that the contractor or concessionaire is thoroughly familiar with their responsibilities. Upon completion of their need for City of Orlando keys, the appropriate Department, Division, or Bureau Head will insure that keys are returned to Facilities Management Locksmith at the appropriate time.

:5 FORMS:
Work Request; Key Request; Key Transfer Authorization

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure adopted by City Council August 26, 1985, Item 9 (A-13); amended April 19, 1993; amended September 11, 2000, Item 7X; amended April 19, 2004, Item A1.

:8 EFFECTIVE DATE:
 This procedure effective April 19, 2004.