

ATTACHMENT 3

CITY OF STOCKTON COMMUNITY SERVICES DEPARTMENT POLICIES AND PROCEDURES

DIVISION 1: ADMINISTRATION		
SECTION 1: MANAGEMENT		
POLICY NO.	DESCRIPTION	EFFECTIVE
1.1-004	Key Issuance Procedure and Accountability	4/24/2000
		REVISED
		3/15/2017

I. PURPOSE

To establish the procedure for issuance of City Community Services Department keys; responsibility for accountability and record keeping of all keys; and reduction in the number of keys issued and the replacement costs.

II. POLICY

1. Every effort will be made to issue keys when absolutely necessary for the operation of a City Community Services Department facility.
2. A member of the support staff is assigned as the Key Controller for the Department and will be the department head's designated representative. In his/her absence, key control will be handled by designated staff.
3. When temporary keys are issued for special use groups or programs it will be necessary for a representative to meet with full time staff prior to use. Opening and closing procedures and operation of the alarm system should be explained.
4. The user will be responsible to pay any fees incurred if the alarm system is not operated correctly and a special response is necessary.
5. When a key is issued to an outside contractor, vendor or consultant, the staff person responsible for the specific project will ensure that the key request form includes all current contact information and the person receiving the key is knowledgeable about the City's procedure prior to issuance. In addition, the City staff person will be responsible to obtain the key after completion of the project and that it is returned and checked back in according to the department procedure.
6. **Under no circumstances** are any City keys to be duplicated unless approved by the Community Services Director or his/her designee.
7. Employees should not loan assigned keys to another person unless authorized to do so by their supervisor for emergency reasons.

III. PROCEDURE

1. REQUESTS

- a. All requests for keys and alarm access must be made in writing by a supervisor and given to the Key Controller. The "Key Request" (Exhibit A) will be processed by the following workday or immediately if urgent.

- b. In order for the key request to be processed, the employee **MUST** appear in the Key Controller's office and sign the key request form in-person. ***NO KEY CARD WILL BE SENT OUT IN THE FIELD FOR SIGNATURE.*** All keys will be processed by the following workday for pickup by the employee.

2. LOST KEY(S)

If a key is lost, immediately report it on a "Lost Key Report" form (Exhibit "A") and turn it in to the Key Controller. Supervisor will notify the Director of Parks and Recreation to determine if lock changes need to be done to prevent acts of theft/vandalism.

3. TERMINATION OF EMPLOYMENT

- a. A full time employee, upon terminating employment, is required to turn in all key(s) to the Key Controller prior to receiving his/her last paycheck.
- b. The supervisor is responsible to have an employee and/or contractor return key(s) prior to his/her last paycheck.

- IV. NON-COMPLIANCE

1. FAILURE TO ABIDE BY THESE ESTABLISHED POLICIES AND PROCEDURES WILL RESULT IN DISCIPLINARY ACTION.

Approved:

Community Services Director

EXHIBIT A – SECTION 1-004

KEY REQUEST		
LAST NAME	FIRST NAME	MIDDLE NAME
To KEY CONTROL DEPARTMENT: I request that the above person be issued a key to open		
<i>Signed</i>	<i>Position</i>	<i>Date</i>
<i>Approved by</i>	<i>Position</i>	<i>Date</i>
BEST KEY CONTROL		G-271

LOST KEY REPORT		
LAST NAME	FIRST NAME	MIDDLE NAME
To KEY CONTROL DEPARTMENT: This is to report the above named person has lost his or her key on		
under the following circumstances:		
and requests that a replacement key be issued.		
<i>Signed</i>	<i>Position</i>	<i>Date</i>
<i>Approved by</i>	<i>Position</i>	<i>Date</i>
BEST KEY CONTROL		G-276