

TO: ALL COUNTY PERSONNEL

FROM: VERDENIA C. BAKER
COUNTY ADMINISTRATOR

PREPARED BY: FACILITIES DEVELOPMENT & OPERATIONS (FDO)

SUBJECT: ACCESS SYSTEMS

PPM #: CW-L-041

ISSUE DATE
January 29, 2025

EFFECTIVE DATE
January 29, 2025

PURPOSE:

To protect County staff and property by providing a secure and safe working environment through the design of secure master keying systems and deployment of electronic Access Systems in County facilities.

UPDATES:

Future updates to this PPM are the responsibility of the Director of FDO.

AUTHORITY:

- PPM# CW-L-007, After-Hour Access to Palm Beach County Facilities with a Human Security Presence, as may be amended.
- PPM# CW-O-022, Fire Safety and Emergency Evacuation Procedures, as may be amended.
- PPM# CW-L-030, Requests for Radios, Public Safety Radio System BDA (Bi-Directional RF Amplifier), Fire Systems, Security Systems, Audio/Visual Systems & Closed Circuit Television Systems, as may be amended.
- PPM# CW-L-033, Physical Security Programs in County Owned and County Leased Buildings, as may be amended.
- PPM# CW-L-044, Criminal History Records Check, as may be amended.
- PPM# CW-O-059, Information Technology Security Policies, as may be amended.
- PPM# CW-R-001, Records Management Program, as may be amended.

DEFINITIONS:

For definitions, see Attachment A.

POLICY:

It is County policy to provide a standard program when an electronic Access System and/or a

proprietary Master Key System is installed in new or existing facilities. The standard program will identify persons authorized to hold Access Cards and/or keys, describe a method for the programming and distribution of Access Cards and/or keys, and provide for notification when a card and/or key holder is terminated, suspended, or otherwise changes status.

Each Department/Constitutional Office is responsible to have on file with the Electronic Services and Security Division (ESS) a list of authorized persons who can sign access card request forms. Each Department/Constitutional Office must update this list yearly at a minimum.

The provisions of this PPM will apply to all Access Systems installed at every County owned or leased facility or property including those Access Systems utilizing state and federal assistance monies, except as otherwise specified by law.

EXEMPTIONS:

The Department of Airports will be responsible for Access Systems installed at the Palm Beach International Airport and all general aviation airports.

ADMINISTRATIVE AUTHORITY OF BUILDING OCCUPANTS:

FDO is responsible for all provisions of this PPM but may assign any responsibilities to a building occupant upon written agreement between FDO/ESS and the building occupant that documents the assigned responsibilities. Any building occupant that has been assigned responsibility pursuant to this Section must at a minimum follow the requirements of this PPM and deviate only when State or Federal law, or regulation requires it and with written prior approval of FDO/ESS. In the case of any assignment, the assignee must develop its own procedures to ensure consistency with the applicable portions of this PPM. For example, responsibility for administration of the card Access System database in buildings solely occupied by the Palm Beach County Sheriff's Office (PBSO) has been assigned to PBSO. Likewise, responsibility for administration of the card Access System database in buildings occupied solely by Water Utilities Department (WUD) has been assigned to WUD.

BACKGROUND:

A. ACCESS SYSTEMS

Access control systems will be used to control access to County facilities as necessary and as approved by FDO. Access control systems will be designed, installed, and maintained by ESS, unless delegated or assigned by FDO/ESS. To the extent feasible, access control systems will be standardized and/or compatible throughout County facilities. Such systems must, at a minimum, secure the perimeter of facilities but must also allow for additional uses by tenants within the facilities. Users within facilities requiring controlled access within their areas must contact ESS for evaluation of needs, project planning and budgeting information. ESS will be responsible for maintaining all installed Access Systems, this includes issuing the Access Cards (unless delegated or assigned). After Access Cards have been provided to all eligible employees, locks on perimeter doors will be changed to restrict access to emergency use only and keys will no longer be issued to individual staff.

B. MASTER KEY SYSTEMS

ESS will develop and maintain the overall key schedule consistent with facility-specific security requirements developed with input from building users. To assure compliance with applicable fire and life safety codes, special security locks, padlocks, keys, master keying systems for buildings or rooms will be permitted only upon approval by ESS. Non-County locks, keys, or hardware will not be used, nor will any Master Key System be changed, without prior written approval by ESS. Key Bitting schedules and Master Key Systems are to be stored by structure number and name. ESS must review and approve all requests for duplication. Requests are to be submitted on a Facilities Work Request Form or an electronic request for service in the eFDO system.

PROCEDURE:

A. CARD CREATION PROCESS

ESS will accept an appointment to make a new Access or ID Card or re-issue a damaged/lost Access or ID Card when the required request form is completed, applicable Criminal History Records Check is completed, and the requirements of the applicable purchase order, contract and/or ordinance have been met.

The employee/contractor will sign a receipt for the Access or ID Card and be provided a copy. The original receipt will be retained by ESS. By signing the receipt, the cardholder acknowledges having received the Access or ID Card and agrees to surrender the Access or ID Card: 1) at the time when the employee separates from the Department/Constitutional Office under which it was employed, 2) when the programmed work has finished, 3) when it is no longer needed or 4) upon demand by an authorized County representative.

Dedicated background colors for the photographs will be used for specific distinction of Elected Officials, County Commission, Judges/Magistrates, County Administration and Department Directors. Additional dedicated background colors may be used as approved by ESS. The County logo will not be used on Contractor Access or ID Cards.

Only one (1) active Access Card per individual is allowed. Access Cards will be deactivated when reported lost or stolen. Duplicate Access Cards will not be issued. Site specific Access Cards may be issued for facilities that have an onsite physical security presence and when needed to support a project or other security requirements. Access Cards for County facilities may not be loaned or given to persons who are not approved for access to a specific area. An Access Card must be used at all secured doors by the individual who was assigned to the Access Card. Holding-open of a secured door for others or piggybacking through a secured unlocked door is not permitted. For security purposes, if an issued Access Card does not work at a specific location, an authorized person must not allow access to that individual regardless of them possessing a County issued Access Card.

B. ACCESS/ID CARD ISSUING & ESS FORMS

1. Employees

- a. Identification (ID) Cards: ID Cards will be issued to all County employees working in Palm Beach County facilities who have no need to enter access controlled spaces. An employee who needs an ID Card but does not require access into any facility must be digitally photographed by ESS and sign a receipt for the ID Card.
- b. Access Cards: All employees in access controlled buildings are required to have an Access Card. To obtain Access Cards for employees, the Department/Constitutional Office must complete and return an Access Card Request form to ESS for each employee. The request form must specify the access level(s) requested for each employee. Upon receipt of a completed request form, ESS will verify the information, the authorizing signature and that the requested access is consistent with the security protocols for the facility. To change the authorized access areas and/or times for existing employees, a new Access Card Request form must be completed and submitted to ESS. All request forms can be found on the County intranet, if there is a specific form for the department or facility for which access is sought, the site-specific form rather than the general one must be used. Telephone and e-mail requests for new Access Cards will not be accepted. Changes to existing access can be sent via e-mail to FDO-ESS-ACCESS@pbcgov.org and must be sent by an authorized signer within the Department/Constitutional Office.

Should a dispute arise concerning the access granted to a specific Access Card, the user Department/Constitutional Office must explain to ESS, in writing, the need to access the disputed area(s). If the requested access is in an area other than the user Departments/Constitutional Offices space, the affected Departments/Constitutional Office will need to approve access into or through their space. Access requests should be based on the needs of the position, not on convenience. Individuals who require infrequent, after-hours or weekend access, or access for a specific project, can be issued a temporary Access Card. Temporary access may be obtained by submitting the appropriate Access Card Request form with the specific dates, times and areas of access required. Criminal Justice locations require a Facility Access Plan Card Access Request Form. This form must be submitted at least forty-eight (48) hours prior to the required access.

There will be no fee for the initial Access Card or for a stolen card if a police report or case number can be provided, there will be a \$5.00 charge to replace a lost Access Card. Damaged Access Cards are to be returned in order to obtain a replacement card at no cost. Employees must notify their Department/Constitutional Office Head immediately of any lost or stolen card so that a replacement can be requested and the missing card can be deactivated. The Access Card Request form must be used to request a replacement for a lost, stolen, or damaged card. To avoid being challenged by security personnel, employees who have had significant changes in appearance, (e.g. hair color, weight loss or gain, etc.) are encouraged to contact ESS to have a new Access Card overlay made. There will be no charge for this replacement overlay.

2. Contractors/Vendors/Temporary Employees

County identification for contractors/vendors/temporary employees performing work for any

County Department/Constitutional Office will be issued after the Criminal History Records Check is completed. The requesting Department/Constitutional Office is required to submit names using the card access tracking system (CTS) via eFDO for CHRC processing. The Access or ID Card will be issued with or without physical access rights depending on what was received on the Access Card request form submitted by the requesting Department/Constitutional Office. Access request forms can be found on the FDO forms page of the County's intranet. All Access Cards will be delivered to the Project Manager for issuance to the Contractor/Subcontractor. All Contractors are required to wear County issued Access Cards when working in a County building. In County buildings where there is a physical security presence, contractors/vendors are required to check in with security when entering and check out with security when leaving, this does not apply to temporary employees. If the building does not have a physical security presence, the vendor must check in with the County Department/Constitutional Office for which they are working upon entering and exiting the facility. Access into any facility requires full compliance with other security policies that exist for the County or for individual entities occupying the facility.

3. **ESS Forms and Electronic Requests:** User Departments and Constitutional Offices can use the following ESS forms to request security changes/enhancements and after hour access to Criminal Justice Locations to perform project work. The following forms are available on the FDO "forms" page of the County intranet site and/or available in the eFDO system:
 - a. Access Card Request: ESS forms used to request an ID or Access Card for a County employee or contractor. Departments and/or facility locations may have specific card access forms designed for those specific needs.
 - b. Access Card / ID Card Surrender Form: ESS form used to surrender Access Cards or ID Cards when monitoring requirements are no longer required.
 - c. Authorized Signer Form: ESS form used to identify individuals who have authority to make changes to access levels and approve Access Card requests.
 - d. Contractor/Subcontractor Form: This form is to be completed in eFDO by the contractor or subcontractor and approved by the Project Manager prior to submitting in eFDO.
 - e. Electronic ESS Work Order/Request for Service: Electronic submission using eFDO liaison request for service to request all maintenance services or project requests.
 - f. ESS Work Order/Request for Service: ESS form used to request security or electronic maintenance services or requestor can email FDO-ESS-Support@pbcgov.org.
 - g. Project Facility Access Plan (FAP) Form: ESS form used to identify requirements to be met for access into Criminal Justice Locations to support maintenance and project work. Completed forms must be sent to FDO-ESS-Security@pbcgov.org.
 - h. Project Facility Access Plan (FAP) – Card Access Request Form: This form is used when temporary card access is needed to support a project. Completed forms must be sent to FDO-ESS-Security@pbcgov.org.
 - i. Project Information Form: Form completed in eFDO by a Project Manager. It identifies the project information including each contractor needing access to a building, while performing authorized work at that location.
 - j. Request for Criminal History Record Check: ESS form used to request a background check for contractors/vendors.
 - k. Request for Project Assignment: FDO form used to request any work that alters, adds or modifies any existing space or system.

C. PARKING GARAGE CARDS & TRANSPONDERS

Garage parking access cards and transponders are issued through Parking Operations at the Judicial Center Parking Garage and require an initial deposit of \$10.00. The \$10.00 deposit will be refunded upon return of the parking access card or transponder. Returns may be mailed, but the refund must be claimed in person within ten (10) days of leaving County employment. No refund will be issued for damaged cards or transponders. A new \$10.00 deposit will be required to replace a lost card/transponder. Parking cards and transponders are not transferable and users are required to keep current vehicle information on file with Parking Operations.

D. REPORTING CARDHOLDER STATUS

Departments/Constitutional Offices must notify ESS immediately by email, fax or phone of any change in a Cardholder's status including: transfer, extended leave of absence, suspension and termination. Each Office must add ESS to any routine employment status notification process the user Department/Constitutional Office currently uses. Upon termination of any Cardholder, the user Department/Constitutional Office must confiscate the card, email FDO-ACCESS-Support to disable the card, and return it to ESS/Access Section.

Upon request, ESS will report to each user Department/Constitutional Office the employees who have Access Cards and the corresponding card numbers. The list will be organized by access levels.

Upon request, ESS will send a new Authorized Signature Form to be completed by the user Department/Constitutional Office Head and returned to ESS. Only the names/signatures on this form will be accepted by ESS to authorize Access Card Request forms. A Department/Constitutional Office may add to the authorized signature list by submitting an additional form at any time. To remove a name from the authorized signature list, the user Department/Constitutional Office must initiate a new form removing the user who is no longer authorized.

Individuals must report loss or theft of cards to their Department/Constitutional Office Head as soon as possible. The Department/Constitutional Office must immediately report lost or stolen cards to ESS.

E. ACCESS AUDIT

Authorized Signer Forms will be sent to each Department/Constitutional Office Head on an annual basis. The Department/Constitutional Office Head, or designee, will be responsible for confirming the Authorized Signer Form is up-to-date or for making changes to authorized signers.

At least biennially, or at the request of the Department/Constitutional Office, ESS will perform Cardholder audits by reviewing access records with Department/Constitutional Office Heads, or designees.

1. Access audits result in the following actions to be taken by ESS:
 - a. Generating reports to include names, access group, time zone and doors assigned to each access group. Provide reports to Department/Constitutional Office Heads for verification.
 - b. Making any changes as noted by Department/Constitutional Office Head.
 - c. Reviewing access level templates for access groups.
 - d. Keeping record of all audits by department and date.
2. Access audits result in the following actions to be taken by Department/Constitutional Office Heads:
 - a. Verifying the names, access group, time zone and doors assigned to each access group are accurate.
 - b. Reporting any required changes to ESS.

F. DISPLAYING ACCESS CARDS/ID CARDS

Access Cards and ID Cards shall be visibly displayed above or around the waist. Employees shall wear their Access/ID Cards at all times while in a County facility to provide an added layer of security for the security staff and co-workers who will be able to identify whether or not an individual belongs in their work area. Wearing Access Cards or ID Cards also benefits the public as it allows them to be sure that they are interacting with the correct individuals/staff.

G. MASTER KEY PROCESS

ESS will create, store, and maintain all Master Keying Systems. ESS will approve Requests for Services for duplication of keys, creation of new systems, and coordinate with various County AHJs. FMD will maintain secure hardware throughout County facilities, maintain security of key boxes for County facilities, duplicate and issue approved keys, maintain records of keys issued by structure, and provide Department/Constitutional Office Heads with Key Receipt Logs for audit purposes.

ESS will initiate biennial inventory of keys assigned to each department with FMD. FMD will work with the Department/Constitutional Office to complete the required biennial inventory by providing the Department/Constitutional Office the Key Receipts Logs. If departmental inventories do not reconcile, FMD will inform the Department/Constitutional Office Head of the possibility of a security breach and ESS will determine whether the facility/spaces in question require a rekey at the Department/Constitutional Office expense.

Department/Constitutional Office Heads will approve Key Holders for the facilities they occupy. A Request for Service will be completed when hardware service is required, when keys are requested or when a key audit is requested by the Department/Constitutional Office. Every key issued must be assigned to an individual and multiple keys will not be assigned to any individual without a written operating plan for key use submitted to and approved by ESS.

Keys to County facilities may not be loaned or given to persons who are not approved for access to a specific area. Departments of employees who lend, give, or duplicate keys to County facilities

will be charged for the re-keying of locks and the re-issuing of keys. In addition, the employee may be subject to disciplinary action.

H. KEY ISSUANCE

1. Request Process.

Department/Constitutional Office requests for keys must be submitted with the signature of the authorizing Department Head or designee to FMD by one of the following methods:

- Emailed requests addressed to FMD Region of facility location for which key is being requested and whom it will be assigned to.
- Completion of Facilities Work Request Form in eFDO by Department/Constitutional Office authorized requestor submitted to the FMD Region of facility location for which key is being requested and whom it will be assigned to.

The request must include the facility address, room number, Key Holder name and quantity requested.

2. Approval/Denial Process

FMD will review each request to determine if the request is feasible. If feasible, FMD will forward the request to ESS for security approval. If approved, ESS will sign the request form and return to the FMD Region to execute the request. If ESS denies the request, a written response to the requestor detailing reasons for denial will be sent. The normal processing period is, at a minimum, 72 hours after receipt of a request before a key can be duplicated and delivered; however, this timeframe may fluctuate based on pending service requests.

Approved keys for duplication will result in the following actions by FMD:

- a. Duplicating an approved key.
- b. Generating a Key Receipt to be signed by Key Holder.
- c. Updating of hardware database to show new quantity and Key Holder name with list of approved keys for specified Key Holder.
- d. Delivering of key to Key Holder with subsequent capture of signature on receipt form.
- e. Facilities Work Request Forms for keys will be retained by the FMD Region in accordance with PPM CW-R-001, Records Management. ESS will retain the same for auditing purposes.

I. REPORTING KEY HOLDER STATUS

Departments/Constitutional Offices must notify FMD immediately by email, fax or phone of any change in a Key Holder's status including: transfer, extended leave of absence, suspension and termination. Each Office must add ESS and FMD to any routine employment status notification process the user Department/Constitutional Office currently uses. Upon termination of any Key Holder, the Department/Constitutional Office must confiscate any keys and return them to FMD.

Individuals must report loss or theft of keys to their Department/Constitutional Office Head as

soon as possible. The Department/Constitutional Office must immediately report lost or stolen keys to ESS or FMD. Any cost related to re-keying due to a lost key is the responsibility of the Department/Constitutional Office.

J. KEY RETURN

Keys that are no longer needed by the Department/Constitutional Office must be returned to FMD. Additionally, keys must be returned upon the employee's termination.

K. KEY AUDIT


Department/Constitutional Office Heads are responsible for performing Key holder audits by reconciling FMD records with Key Holders under their employment.

1. Key audits result in the following actions to be taken by Department/Constitutional Office Heads:
 - a. Receiving Key Receipts for individual Key Holders generated by FMD.
 - b. Key Inventory on an individual basis comparing Key Holder's keys with Key Receipts provided.
 - c. Reporting any discrepancy to FMD upon completion of audit.

In addition to providing the reports on a biennial basis for audit purposes, FMD will provide a Key Receipt Log to the appropriate Department Head when a new facility comes online and a new Master Keying System is installed so the Department Heads can manage their key control policies when changes in employee status occur.

L. SERVICING HARDWARE

FMD staff or FMD contracted vendors are responsible for servicing hardware and maintaining key control on a standardized basis for all facilities.


VERDENIA C. BAKER
COUNTY ADMINISTRATOR

Supersession History

PPM# CW-L-041, effective 08/13/2014
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PPM# CW-L-041, effective 04/20/2020
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ATTACHMENT A DEFINITIONS

Access Card: A uniquely encoded card that is programmed to grant access through the secured doors controlled by the electronic Access System.

AHJ: Authority Having Jurisdiction; person charged with interpretation of applicable life safety codes.

Access Systems: Secure master keying systems and/or electronic Access Systems (card access and/or biometric reading).

Biometric Reader: An electronic device used to determine a person's identity by detecting and matching the person's physical features, such as fingerprints or the eyes, to a database.

Cardholder: Authorized person approved for County Access/ID Card or authorized user of a Biometric Reader.

Criminal History Record Check (“CHRC”): A fingerprint-based state and national criminal history record check.

Criminal Justice Locations: All courthouses, detention facilities, Palm Beach Sheriff’s Office (PBSO) and buildings occupied solely by PBSO, Public Defender and State Attorney locations throughout the County.

eFDO: Electronic work order system used by FDO and its customers which allows requests for service to be submitted electronically.

Facilities Work Request Form: A FMD form used to request any type of maintenance service or project request.

FMD: The Facilities Management Division of the Facilities Development and Operations Department.

ID Card: A photo identification (ID) card issued by ESS Access Section that identifies a person’s full name and company for whom they work.

Key Terminology Definitions:

1. Key Bitting: A numeric code that gives the actual cut combination of a key (commonly referred to as “bitting”).
2. Key Holder: person approved to carry key(s).
3. Key Holder Log or Key Receipt Log: summary of all key receipts for all key holders assigned to a specific building.

4. Key Inventory: computer generated detail of building hardware, change keys and key holders.
5. Key Receipt: signed by key holder showing proof of receipt for generated key(s).
6. Master Key System: any keying arrangement which has two or more levels of keying.

Termination: The voluntary or involuntary separation of the employee from employment, and includes the employee's resignation or retirement, the employee's dismissal, or the employee's death.