



# Administrative Manual of Operating Procedures

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| Procedure #:<br><b>14.02</b>  | Procedure Title:<br><b>Employee Access Card and Key Issuance and Return</b> |  | Revision #:<br><b>1.0</b>  |
| Original Issue Date:<br><b>4/20/2023</b>  | Revised Issue Date:<br><b>N/A</b>   | Next Review Date:<br><b>4/20/2025</b>  | Responsible Department:<br><b>DAS - Facilities Management – Operations &amp; Maintenance</b> |
| Statutory References:<br><b>N/A</b>   |   | Ordinance References:<br><b>N/A</b>  |  |
| Appendices:<br><a href="#">Appendix B – 14.02 LMS Training PowerPoint</a><br><a href="#">Appendix C – 14.02 Flowchart</a> |   | Forms:<br><a href="#">Form 14.02 – Authorization for Issuance of Keys &amp; Access Cards</a> |  |

## 1. OBJECTIVE:

The purpose of this procedure is to provide a documented process on Milwaukee County Employee access card and/or physical key issuance and return. This procedure applies to Milwaukee County Employees and Contractors who work in the Courthouse, Safety Building, Criminal Justice Facility, Medical Examiner, Marcia P. Coggs Human Services Center, Children's Adolescent Treatment Center, Vel R. Phillips Youth and Family Justice Center, Facilities Management West, senior centers, and Wil-O-Way centers.

## 2. DEFINITIONS:

A. Facilities Operations & Maintenance Division. Facilities Operations & Maintenance Division provides a full suite of facility services to county-owned properties. These services include corrective and preventative maintenance, property management, tenant services, housekeeping, security services (where not provided by the Milwaukee County Sheriff's Office), refuse and recycling, grounds maintenance and snow removal and many other facility operations tasks. Facilities also provides various maintenance operations and services to senior centers and Wil-O-Way centers.

## 3. OVERVIEW:

- A. County Employees and Contractors are provided with an electronic access card or physical keys for access into authorized areas only based on the employee's role and job duties. Requests to receive an initial access card/keys or requests for access changes must be routed through the Facilities Management Office (G1) in the Courthouse, utilizing the request form. The request form must be completed and signed by the requesting department's authorized department head or their designee.
- i. An employee cannot submit/sign a request form for themselves. If the request is for a department head, an alternative authorized signature will be needed.
  - ii. Contractors will only be given access/keys after presenting their Contractor's ID badge (which is issued by the Sheriff's Office) and driver's license to Facilities Management G-1 office, who will copy the driver's license and set up temporary access within the access card software system.
- B. A record of employees who have been issued keys and/or access cards will be maintained. Upon termination or transfer of an employee, the employee's manager or department head must return all keys and access cards belonging to the employee to Facilities Management, room G-1 of the courthouse, and not transfer them to another employee.
- C. If an access card or key is lost, the employee must pay a \$10.00 charge for replacement of each card and key.

**4. PROCEDURE:**

**A. Section I. Access Card and/or Key Issuance**

- i. When a County Employee or Contractor needs to be issued access to an area, the request form, "[Authorization for Issuance of Keys and Access Cards](#)" must be completed and submitted to the Facilities Management Office by email at [FMDG1OfficeAdmin@milwaukeecountywi.gov](mailto:FMDG1OfficeAdmin@milwaukeecountywi.gov) or by dropping the form off in G-1 of the courthouse.
- ii. Facilities Management will review the form and sign off on the authorization if the form is complete.
- iii. If the request is for card access and the employee has not previously received an access card, Facilities Management will create the card and set the cards access settings within the software system.
- iv. If the request is for physical keys, Facilities Management will submit a service request to the lock shop. The locksmith will complete the work order and will then transfer the requested key(s) to the G-1 office. Facilities Management will record the key information and maintain these records.
- v. The requesting department will then be notified by Facilities Management that the request is complete and that the card/key is ready for pick up in G-1. The requesting department should then notify the employee to go to G-1 for pickup and to sign off and date that they received the card/key on the request form.
- vi. If an employee has already been issued an access card and access to an area needs to be changed, the request form must be resubmitted for the new area. Facilities Management will update the access within the software system for the existing card and notify the requesting department when the system is updated.

**B. Section II. Access Card/Keys Return**

- i. When an employee separation occurs (termination or transfer), the department head or designee must promptly notify Facilities Management to terminate the access for the employee and return all keys/cards to Facilities Management. The department head may notify Facilities Management via email at [FMDG1OfficeAdmin@milwaukeecountywi.gov](mailto:FMDG1OfficeAdmin@milwaukeecountywi.gov), or in person in office G-1 of the courthouse.
- ii. Facilities Management will update the access card software system and disable the employee's access.
- iii. If key(s) were issued and returned, Facilities Management will ensure that the key information (serial number, number of keys, etc.) matches as compared to what was issued out and update the records to reflect that the key(s) were returned to inventory.
- iv. If key(s) were issued but not returned as compared to what was issued out, Facilities Management will update and maintain a record of the key(s) as not returned.

**5. REVISION HISTORY:**

| Rev. # | Summary of Changes | Date of Change | Author |
|--------|--------------------|----------------|--------|
| 1.0    | New procedure      | 2/1/2023       | US     |
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