

<b>DOUGLAS COUNTY SHERIFF'S OFFICE</b>		<b>Policy and Procedure</b>
<b>Specific Policies</b>		<b>P&amp;P-B-137</b>
<b>Vehicle Maintenance and Control of Fleet Keys</b>		
Effective Date: 11-18-14 Supersedes: 10-23-12	Approval: Sheriff	Number of Pages: 5
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**I. POLICY**

If you use a county-owned vehicle, you have the responsibility of maintaining it. The key control system was established to ensure accountability, allow an avenue for maintenance issues, and maintain vehicle security. The key management system, KeyTracer, allows the user to check out vehicles daily. Three KeyTracer cabinets are located as follows:

- Sheriff's Office: Patrol Equipment Room – 1<sup>st</sup> floor parking garage
- Highlands Ranch Substation: Debrief Room
- Sheriff's Office: Patrol Briefing Hallway
  - Contains keys to specialty vehicles and equipment garaged or parked on Sheriff's Office property for **EXIGENT AND EMERGENCY USE ONLY**. Access available only by rank of lieutenant or higher.

**II. VEHICLE MAINTENANCE PROCEDURES**

**A. Member Responsibility**

- Keep the vehicle clean. There is an automatic car wash at the fleet facility in Castle Rock and contract professional car wash businesses that will clean fleet cars at a discounted rate. Ask your supervisor for a current list. Fleet provides quantities of windshield wash fluid, engine oil, and some other fluids near the gas pumps. If your car needs any of these fluids, it is your responsibility to add them.

**B. Scheduled Maintenance**

- Maintenance is scheduled and performed at 5,000-mile intervals. The next scheduled maintenance interval is posted on the windshield. The car must be taken out of service and reported for maintenance within 500 miles of the scheduled interval.
- Fleet doesn't work on vehicles on the weekend. If your car is approaching or has surpassed the mileage interval, return the keys to KeyTracer and enter the maintenance fault requested (see procedures below). If the car can be driven through the weekend without exceeding the scheduled maintenance mileage, keep the car in-service until then.
- The member submitting a vehicle for maintenance is responsible for removing all firearms from that vehicle needing service. Firearms can be temporarily stored in the armory but must be returned to the vehicle upon completion of the maintenance. **Failure to remove all firearms from a vehicle will result in no service to that vehicle.**

**C. Unscheduled Maintenance or Repair**

- Occasionally there will be an unexpected vehicle maintenance need. Most vehicle repair requests can be made using KeyTracer and entering the proper fault code. If there is more than one maintenance request, then you should fill out a separate *Vehicle Maintenance Request Form*. These forms can be found next to the Sheriff's Office KeyTracer. If the car has a deficiency that makes it unsafe to drive, do not wait until its scheduled maintenance for repair.
- If you have a flat tire, change it. Put the flat in the trunk. If Fleet is open, you may take it to them and have the tire repaired. Do not take the car out without a spare. However, in the case of Dodge Chargers, there is no spare tire in the trunk. Have Dispatch notify West Side Towing to respond and handle the tire change. (West Side is to be used for the Chargers only.) If you cannot get the tire repaired, take the car out of service. Minor parts replacements (bulbs, blades and the like) can often be done while you wait. If you work when Fleet is open, keep the car in-service and stop by to have them replace the part.
- Deputies are not to strip equipment from another car. If a car needs parts or service, enter a fault code into KeyTracer.

#### D. Contractor Services

Although an outside contractor services radios, light bars, and sirens, write up problems with these types of equipment the same way as for county-serviced maintenance or repairs.

### III. CONTROL OF FLEET KEY PROCEDURES

The key control system requires simple and efficient checks of all keys and vehicles within the fleet. Keys shall be recorded, stored and issued using an electronic key management system that provides for proper accountability and location of all keys within the fleet. Any changes that affect the key inventory shall require an authorization by the assigned respective lieutenant or his designated administrator. All vehicle keys must be labeled.

The respective lieutenant is responsible for the overall operation of the key control program and may identify an employee who will be responsible for the key control program and ensure that they receive the training necessary to manage the program.

#### A. Storage and Security of Facility Keys

All keys will be on a tamper-resistant ring that prevents the removing or adding of any keys. All keys rings will also have a metal chit that shows the unit number of the vehicle.

#### B. Inventory of Keys

All keys will be stored inside secured metal cabinets and each key set is assigned to a specific location within the cabinet. All keys will hang on closed key rings that do not allow keys to be removed. KeyTracer automatically inventories the cabinet when keys are check out or returned. All keys must be checked out and returned through the KeyTracer key management system. Employees checking out a set of keys are responsible for returning the same set of keys. If keys or the fob are lost it will be

reported as soon as possible to the respective lieutenant or captain and a lost or stolen county property report will be filed.

#### C. Issuance of Keys

Every employee of the Sheriff's Office is issued a proximity card and OSN upon employment. Each proximity card and OSN is specific to each employee. Employees authorized to check out keys will use their proximity card and OSN in order to check out keys from the Sheriff's Office or the Highlands Ranch Substation. In order to check-in/out keys the following procedure will need to take place:

1. At the appropriate facility go to the KeyTracer card reader and number pad.
2. Employees will swipe their proximity card over the card reader. (Card reader is to the right of the key pad)
3. The system will prompt you for a "PIN number." (The PIN number is your 4 digit OSN. For those who have a "C" as part of your OSN you will use the number 2 as the "C" and your PIN number will be 5 digits instead of four.)
4. You will be prompted to "Take out keys" or "Return keys". Use the arrow keys to choose your selection and press the green button.
5. A list of authorized keys will appear. Use the arrow keys to arrow down to the set of keys you would like to take and press the green button.
6. To return keys follow steps 1 through 4. When prompted to return keys place the black key fob against the key pad, the place where the blue arrows are pointing to. A green check mark will appear just below the numbered pad indicating the key has been returned.

#### D. Reporting Vehicle Maintenance/Equipment Issues

1. KeyTracer allows "Fault Codes" to be entered into the system to report issues.
2. Employees will use the fault system to report vehicle maintenance needs and equipment issues. This can be done at either the Sheriff's Office location or the Highlands Ranch Substation.
3. To report an issue, the officer will return the keys to KeyTracer. After being prompted to place the black key fob against the key pad, the screen displays an enter fault code screen.
4. A list of fault codes is listed on the wall next to the KeyTracer system. Either enter "0" and/or press the green button to return a vehicle without need for repair.
5. The Officer will select the appropriate fault code and enter it into the system. Then follow the directions for returning key fobs. If a critical code over 500 is entered, then the keys will be locked in the system until repairs are made.
6. KeyTracer notifies the fleet manager via email of the maintenance or equipment issue. Further explanation of complex issues can be relayed by filling out a vehicle maintenance form found next to the Sheriff's Office KeyTracer. When repairs are complete, the fleet manager will notify the requesting employee via email that the vehicle is ready.
7. The fleet manager will resolve the issues using appropriate channels.

Below is the list of fault code choices in the KeyTracer system. Any critical fault number over 500 will lock your key in the KeyTracer system due to an unsafe vehicle. They can then only be removed by a fleet mechanic for service.

## **NON-CRITICAL FAULTS**

**499-OIL CHANGE  
498-MDT NOT WORKING  
497-CRACKED WINDSHIELD  
496-FRONT END ALIGNMENT  
495-WINDOWS DON'T WORK  
494-HEATER NOT WORKING  
493-AIR CONDITIONING NOT WORKING  
492-HEADLIGHT(S) OUT  
491-BRAKELIGHT (S) OUT  
490-EMERGENCY LIGHTS  
489-POLICE RADIO  
488-SIREN  
487-SPOTLIGHT (S)  
486-HORN  
485-WINDSHIELD WIPERS  
484-GPS PROBLEMS  
483-RADAR PROBLEMS  
482-GAS CARD  
481-WASH CARD  
480-LOST KEY/FOB  
479-ACCIDENT DAMAGE  
478-TIRE MONITOR DASHLIGHT  
477-BRAKES NEED SERVICE  
476-FLUID LEAK  
475-TRANSMISSION  
474-DEAD BATTERY  
473-BATTERY DASHLIGHT WARNING  
472-UNK, ENGINE NOISE  
471-MAP LIGHT  
470-MDT DOCK  
469-SHOTGUN RACK  
468-VANDALISM  
467-STOPSTICK PROBLEM  
466-E-470 TRANSPONDER  
465-FIRE EXTINGUISHER  
464-CPR MASK NEEDED  
463-BLANKET NEEDED  
462-ROLLER TAPE NEEDED  
461-SHOVEL  
460-ROAD FLARES  
459-DOWNED OFFICER FIRST AID KIT  
458-DEPUTY HUGS BEAR  
457-SNOWBRUSH**

## **CRITICAL FAULTS**

**501-ENGINE OVERHEATING  
502-CHECK ENGINE LIGHT  
503-FLAT TIRE  
504-WRENCH DASHLIGHT WARNING  
505-BRAKE DASHLIGHT WARINING  
506-ABS DASHLIGHT WARNING  
507-TEMPERATURE WARNING LIGHT  
508-AIRBAG WARNING LIGHT**

### **E. Proximity Access Cards**

- 1. Every employee of the Sheriff's Office will be issued an employee proximity card that will allow the employee access to areas that are controlled by electronic**

proximity access card readers. The proximity card will also grant access to the KeyTracer key management system, allowing the employee to check in/out vehicle keys.

2. The proximity cards are programmed to grant access to areas of the detention facility or Justice Center that the employee has clearance for. Lost or damaged proximity cards can be deactivated at any time for the safety and security of the facility. Clearance levels on any employee's proximity card may be changed at any time to accommodate the employee's or facility's needs.
3. If a proximity card needs to be replaced the employee will contact Technology Services or the personnel coordinator for replacement. The employee will also need to contact the respective lieutenant or designee to have the new proximity card number entered into the KeyTracer system. Lost proximity cards must be immediately reported to the employee's supervisor. All lost proximity cards will be deactivated immediately to preserve the safety and security of the facility.
4. Compliance with policy concerning lost or damaged county property is required. Loss of proximity cards through employee negligence may result on disciplinary action.

By Order of the Sheriff