

DOUGLAS COUNTY SHERIFF'S OFFICE		Policy and Procedure
Specific Policies		P&P-B-137
Vehicle Maintenance and Control of Fleet Keys		
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References:	Reevaluation Date: Annually	Standards:

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 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 – 1st 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 commander or higher.

II. VEHICLE MAINTENANCE PROCEDURES

A. Member Responsibility

- Keep the vehicle clean inside and out. There is an automatic car wash at the fleet facility in Castle Rock and Parker. We also have contract professional car wash business that will clean fleet vehicles, please contact the Fleet manager for more information at a discounted rate. 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.
- Service appointments are scheduled by the DCSO Fleet manager. The schedule is sent to the designated Supervisors every two weeks, and they are responsible for coordinating and assigning individuals to get the vehicle in for its scheduled service.
- 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. If the vehicle has a deficiency that makes unsafe to drive or has warning lights displayed, do not

wait until its scheduled maintenance repair. The vehicle may be dropped off at the shops.

- If you have a flat tire, please change it (or contact Fleet for assistance in getting a tow). 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. If you cannot get the tire repaired, take the vehicle 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, please contact Fleet.

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 commander or his designated administrator. All vehicle keys must be labeled.

The respective commander 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 commander or chief 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 to check out keys from the Sheriff's Office or the Highlands Ranch Substation. 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 keypad)

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 keypad, 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. 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 commander 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