

# Peoria Police Department Policy and Procedure Manual

## Policy 4.38 Facility Protocol and Security



**“Our Community...  
Our Commitment”**

### I. POLICY STATEMENT

It is the policy of the Peoria Police Department to maintain operational efficiency and security while providing efficient service to both the community and employees by means of established Peoria Police Departmental protocols.

### II. PURPOSE

The purpose of this policy is to provide employees with established Peoria Police Departmental standards that regulate security, operations and processes that occur on a daily basis within the Public Safety Administration Building (PSAB).

### III. DEFINITION

Uniformed Employee: For the purposes of this section, a uniformed employee is a sworn employee, Police Services Officer (PSO), or Crime Scene Technician currently wearing the Peoria Police Department uniform rather than civilian attire.

### IV. PROCEDURES

#### A. Security

1. Responsibilities: The Station Officer function is a critical post and shall be staffed 24 hours a day, seven days a week by the Operations Division.

2. Station Officer Responsibilities: The Officer or PSO assigned to the Station Officer function shall be responsible for monitoring the security system activity within the PSAB as well as the City Hall parking structure.

a. The Station Officer serves as a visible security element in order to reassure employees and customers that their persons and property are safe, and to discourage harassment or other illegal activity. PSO's assigned to this function are not intended to serve as an enforcement officer nor to apprehend or arrest individuals engaged in the commission of a criminal act.

b. The Station Officer enforces correction of infractions through verbal warning, expels unruly persons, and, if a PSO, notifies sworn personnel.

c. The Station Officer's duties include, but are not limited to:

(1) Observing the activities of persons entering the PSAB.

(2) Responding to security situations and alarm calls.

(3) Assessing problems and bringing about resolution.

(4) Staffing the security desk to prevent unauthorized access to restricted areas.

(5) Answering routine inquiries and/or directing visitors to appropriate areas.

d. The station officer shall be responsible for:

(1) Report writing.

(2) Performing regular security checks.

(3) Enforcing regulations regarding building access by visitors and employees.

(4) Observing security monitors.

(5) Issuing and tracking visitor badges.

(6) Notifying the on-duty Patrol Services Bureau (PSB) Supervisor of suspicious activity.

(7) Maintaining a key box in the Station Officer work area for after hours access to specialty hard keys.

(8) Maintaining a log to document key transfers, visitor activity, alarm activations, and other security concerns.

3. Shift Change: Corresponding with shift change, or at any time the Station Officer is relieved by another employee, the following shall occur:

a. The Station Officer Key, which allows access to the Station Officer Key box, shall be turned over to the employee assuming the Station Officer role.

b. The departing Station Officer shall brief the incoming employee on the status of visitors in the building, and any other information pertinent to the security of the building.

c. This shift change shall be documented in the Station Officer Log and initialed by both employees.

d. Prior to the departure of the off-going station officer, the on-coming station officer, if feasible, should conduct a walk through of the areas of the building accessible to the public and non-police/fire city employees to ensure there is no loitering and the areas are in good order.

4. Employees' Responsibilities: To ensure the highest standards of safety and security, each Peoria Police Department member shall comply with the provisions of this policy while in the PSAB.

a. Non-uniformed employees, contractors, and volunteers are required to wear their department issued identification with picture showing at all times while in the PSAB.

b. The identification (ID) badge shall be displayed on a lanyard suspended from the employee's neck, or clipped to the neck or chest area of the outer garment. No waist level display of ID cards is authorized.

c. The ID badge will be displayed to the station officer stationed at the Police Information Desk area prior to proceeding to the secure areas of the PSAB, and be worn at all times while in the PSAB.

d. Any non-departmental, City of Peoria employee who is visiting the PSAB will be required to stop at the Police Information Desk and obtain a visitor pass.

e. A Peoria Police Department employee that forgot, lost or does not have Peoria Police Department issued photo identification will be required to stop at the Police Information to obtain facility access.

f. Employees who have lost or had their ID cards stolen must immediately report the loss to their direct supervisors.

g. Employees shall be responsible for the supervision of their guests at all times while the guest is in the PSAB.

(1) All visitors will be directed to the Police Information Desk to check in.

(a) No visitor, vendor, or family member shall be permitted to access or remain in secured areas of the facility without an authorized escort.

(b) An authorized escort is any City employee who has keycard access to the area(s) being visited.

(2) Visitors will be required to provide their names, company representing, and name of employee or section being visited. Company identification or driver's license will be required to process the visitor.

(3) The Station Officer will call the employee or department and announce the visitor. The host will arrange to have the visitor met in the lobby and escorted while in the PSAB.

(4) A numbered visitor badge will be provided to the visitor. The visitor will be instructed to stay with their escort and return the visitor badge to the Police Information Desk prior to departing the facility. All visitors in a group will receive a visitor badge.

(5) Any individual, including family members of Peoria Police Department employees, who is not a Peoria Police Department employee or volunteer, shall be considered a guest for the purposes of this section.

(6) Employee hosts shall notify the Police Information Desk (Station Officer) by email or telephone of any visitors they are expecting along with the following information: Name, company/organization, date/time expected, who should be notified when the guest arrives and at what extension.

(7) Employees shall prepare their visitors by advising them of the security procedures and that they are required to check in at the Police Information Desk upon arrival.

(8) Entry to the Communications Bureau is limited to those employees requiring unrestricted access to the area as determined by the Chief of Police. All other individuals must have a specific work related reason to enter Communications.

(a) After being allowed access via the security system, individuals who do not have direct access authorization must sign the Communications Log book.

(b) The entry to the Log book must include the date and time in, specific reason for entry, date and time out, full name printed, serial number and signature.

(c) The Communications Bureau Manager is responsible for the Communications Log book.

## B. Facility Protocol

1. Pneumatic Tube System: The pneumatic tube system provides a means of transporting documents between the Communications Bureau, the Records Section, the Prisoner Processing Area, and the Patrol Services Bureau.

a. The pneumatic tube system is to be used for official purposes only. No documents, photos, or other tangibles of an unofficial nature may be transported within the tubes.

b. Operation of the pneumatic tubes:

(1) Insert documents into carrier and close securely to prevent contents from escaping carrier.

(2) Place carrier in terminal with the red arrow pointed in the direction of travel.

(3) Close the clear plastic slide sleeve gate or door of the terminal.

(4) Press the (RCU) remote control button. This will activate the blower and send the carrier.

(5) The receiving station will experience a red blinking light and buzzer sound. The light and buzzer indicate a carrier is in transit or that the system is in use.

c. Prior to sending a document through the pneumatic system, it is recommended that the sender contact the receiving person or unit to advise that the information is being transmitted.

2. Parking Assignments: The Public Safety Administration Building (PSAB) parking garage has the capacity for 142 City vehicles on the lower deck, and 155 employee vehicles on the upper deck.

a. City vehicle parking on the lower deck has been designated as follows:

(1) RED = Fire Department Staff

(2) BLUE = Peoria Police Department Management Staff

(3) GREEN = Channel 11 Staff

(4) YELLOW = PSB Marked Vehicles

(5) WHITE = CIB and Other Specialty Vehicles

(6) WHITE w/MC = Motorcycle Parking

b. Parking on the upper deck (general employee parking) will not be assigned. Employees may park in any open space with the following exceptions the exception of those marked for specialty vehicles.

c. Employee vehicles shall not be parked on level one except as authorized by the Police or Fire Chief.

## 3. Facility Keys and Proximity Readers

a. The issuance of keys (both hard keys and Commission/ID keycards) will be the responsibility of the Property and Evidence Section. Any modifications or additions to the proximity readers (card key access) will be coordinated through the Technical Services Bureau and approved by a Lieutenant/Manager responsible for the area in which access is being requested.

b. Each employee will receive two (2) Commission/ID cards that will also serve as primary access cards for proximity readers located throughout the facility and parking garage.

c. The Chief of Police (or Fire Chief for Fire Department employees) shall determine levels of access for each employee group (ie, Patrol, CIB, Records, etc.). Police employees requiring access to locations not identified in his/her employee group shall require authorization from the Chief of Police through their chain of command.

d. Requests for keycard access history requires authorization of a Lieutenant/ Bureau Manager or higher.

e. A master key will be maintained in Communications in the event of an emergency. The on-duty supervisor will retrieve the master key and have the individual complete the log for the master key.

(1) The master key may only be signed out by a member of supervisor/sergeant rank or higher or person who has access to the master key.

(2) If a supervisor delegates this to another member the supervisor must provide verbal permission to the on-duty Communications Supervisor.

(3) The retrieval of the master key must be directly related to a work function that can not be delayed by waiting for other access into the area.

#### 4. Conference Room Scheduling

a. The Peoria Police Department has a number of conference rooms that may be scheduled by employees for Peoria Police Department related business:

(1) Staff Services Conference

(2) Sage Room

(3) CIB Conference Room

(4) Patrol Services Conference Room

b. Scheduling of all conference rooms shall be administered through the Executive Assistant of the Administration Division.

c. City conference rooms (Cinnabar North, Cinnabar South, and the Palo Verde Room) may also be scheduled for meetings, training, etc., by setting an appointment through the city's computer network.

#### 5. Records and Property Requests

a. Employees requiring a copy of a police report for official purposes shall forward an email to records along with the IR number and the date the copy is needed.

b. Copies of reports for unofficial or personal reasons shall be accomplished by completing a Public Records Request form and payment of applicable fees.

c. Requests by case agents to retrieve or view items of evidence for court purposes, etc., shall be made at least 48 hours in advance by emailing property with the IR number along with the date and time the item will be picked-up or viewed. If advance notice is not provided, the Property

and Evidence Section cannot guarantee that an employee will be immediately available to retrieve the item(s) needed.

#### 6. Mail Pick-Up/Dissemination

a. Mail delivered to the Peoria Police Department shall be received at the Police Information Desk in the lobby. Upon receipt, the station officer shall contact Administration clerical support to advise of the delivery. Administrative personnel will be responsible for sorting and disseminating all mail.

b. The facility shall have two (2) locations to serve as paperwork and outgoing mail distribution points; Staff Services and the Patrol Services mailbox area.

(1) Administrative personnel shall retrieve paperwork/mail from both of these points Monday-Friday during the morning (a.m.) hours and disseminate accordingly. During the afternoon hours, Technical Services Bureau personnel shall be responsible for this assignment.

(2) All outgoing mail shall be left at the Police Information Desk for pick-up by mailroom personnel.

#### 7. Facility Tours

a. Facility tours of a routine nature (schools, citizen groups, etc.) shall be scheduled and conducted by the Public Education Specialists or Police Services Officers assigned to the Community Services Section.

b. Tours involving elected officials, other law enforcement departments, city or county managers/administrators, etc., shall be scheduled through the Executive Assistant assigned to the Administration Division.

#### 8. Hanging of Artwork, Certificates, Plaques, etc.

a. Pictures, certificates, plaques, etc., may be hung in private offices at the discretion of the occupant if the size and weight of the item can be supported with picture hooks or small nails. Items requiring screw anchors or bolts are not authorized.

b. All items displayed must be in good taste and appropriately framed, if applicable.

c. Shelving may not be attached to the wall without prior authorization of the Division Chief.

d. Heavy objects that require installation must be coordinated with the Facilities Maintenance Division.

9. Telephone Paging System: To access the PSAB overhead paging system, lift the handset on the telephone ,dial 39, wait for the tone, then enter the following:

- a. 00 for all call
- b. 01 for Technical Service Bureau
- c. 02 for Prisoner Processing and Sallyport
- d. 03 for Gym
- e. 04 for Records & Lobby
- f. 06 for Criminal Investigations Bureau
- g. \*07 for all call with out fire

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