

**ATTACHMENT #1 PACKAGE "B" - CTECC Facility Day Crew Task List IFBBV - KDW0070**

Task #	Task	Description	Day Crew (7am-4pm)	Day Crew (2pm-11pm)	*Total Deduction
1.	Check and replenish all restroom supplies	Toilet paper, paper towels, feminine hygiene products, soap, toilet seat covers in all restrooms (L1, L2, L3)	Twice per shift	Twice per shift	\$114.82
2.	Clean all break rooms, coffee bars, and kitchens. including microwave interiors, cabinet exteriors, empty recycle can holders and trash cans as needed	Clean counter, table, stove top, cabinets, microwaves in all break rooms, coffee bars (located in conference rooms and training rooms) and kitchens. NO DISHES TO BE WASHED; Empty recycle containers and trash cans; Dust vending machines and ATM.	Once per shift	Once per shift	\$114.82
3.	Clean quiet rooms	Dust furniture, empty trash, vacuum as needed.	Twice per shift	Twice per shift	\$43.06
4.	Clean and Sanitize all restrooms.	Clean/Sanitize all toilets, urinals, plumbing fixtures, stalls, sinks, counter tops, Sweep and mop floors in restroom and locker room area. Clean mirrors. Use restroom closed signs and wet floor signs	Twice per shift	Twice per shift	\$172.23
5.	Clean all glass doors, door windows and glass walls	Clean glass on all interior door windows, Ops doors, conference room doors, display cabinets, security office, windows in lobby/waiting area, and glass walls in Sally Port/lobby area	Once per shift	Once per shift	\$57.41
6.	Clean glass rail and glass on the 2nd floor lobby stair well	Shine banister and clean glass	Once per shift	As needed	\$28.71
7.	Clean all drinking fountains	Clean, sanitize, dry shine drinking fountains	Twice per shift	Twice per shift	\$14.35
8.	Empty and clean all cigarette bins and ashtrays	Empty bins in smoking area & near building entrance; replenish sand as needed	Once per shift	Once per shift	\$14.35
9.	Janitorial closets and all storage areas kept clean and clutter free	Organized and no trash or debris to be left in closets	At all times	At all times	\$14.35
10.	Sweep TX DOT parking area	Sweep parking area under TX DOT awning, pick-up any trash, keep trash removed and properly disposed of in dumpster area	N/A	Once per shift	\$28.71
11.	Exterior sweeping	Sweep sidewalks, entrance to building, disabled parking ramp, courtyard, and smoking area. Pick up litter in high traffic areas	Once per shift	Once per shift	\$57.41
12.	Clean the passenger elevators	Clean elevator walls, sweep floors and mop when needed. Shine inside/outside elevator doors, sweep, mop	Once per week-Monday	Once per week-Thursday	\$57.41
13.	Sweep building stairwells and dust handrails	Broom sweep all stairwells. Damp mop lobby staircase Level 2 to Level 3.	Once per shift	Once per shift	\$57.41
14.	Dust all corners, edges, baseboards of building, remove all cobwebs	Clean baseboards and corners in common areas (corridors, break rooms, lobby, work out room, locker rooms, quiet rooms, and restrooms)	Weekly-Tuesday	Weekly- Friday	\$172.23
15.	Dust & clean all modular furniture overhead bins and caps	Dust overhead compartments & ledges of modular furniture, book shelves and filing cabinets; not work surfaces in offices, conference rooms, and training rooms.	Weekly-Saturday	Weekly-Saturday	\$344.46
16.	Dust all light fixtures, mini blinds, window sills and all supply and return air vents	Dust light fixtures, common area picture frames, mini blinds, window sills and air vents in offices and conference rooms. Vents in kitchens	Weekly- Friday	Weekly-Tuesday	\$172.23
17.	Discrepancies or deficiencies found	Report deficiencies found in and around facility to CTECC AE immediately. (Examples: Dirty dishes in sinks, broken paper towel dispensers, feminine hygiene product dispensers, lost keys, lost badges, clogged toilets or sinks, special requests made directly by building occupants, etc.)	At all times	At all times	\$0.00
18.	Sweep data Center	Schedule with Facility Manager-sweep data center with approved broom	Once per week	As needed	\$57.41
19.	Spot Clean (as needed and/or requested)		As Needed	As Needed	\$0.00
20.	Empty trash and recycle bins into large trash and recycle containers	Empty black and blue bins from, Ops floor workstations, conference rooms, and quiet rooms into large container. Replace liners. Empty large containers into outdoor dumpster and bulk recycle container.	Once per shift	Once per shift	\$114.82

**\*Deductions refer to Section 0500 Package "B" Substandard Performance Paragraph No. 17**

INVITATION FOR BID BEST VALUE (IFBBV) KDW0070 PACKAGE B

**ATTACHMENT #2 PACKAGE "B" CTECC Facility Night Crew Task List IFBBV - KDW0070**

Task #	Task	Description	Night Crew (10pm-2am)	*Total Deductions
1.	Check and replenish all restroom supplies	Toilet paper, paper towels, feminine hygiene products, soap, toilet seat covers in all restrooms (L1, L2, L3)	Once per shift	\$114.82
2.	Clean all coffee bars and kitchens including microwave interiors, cabinet exteriors, empty recycle can holders and trash cans as needed	Clean counter, table, stove top, cabinets, microwaves in all break rooms and kitchens. NO DISHES TO BE WASHED	Once per shift	\$114.82
3.	Clean break room areas, dust sill and blinds, empty trash cans as needed	Clean counters, tables, dust window sills, chairs, machines, empty trash in large break room, lobby, waiting area and work out room	Once per shift	\$114.82
4.	Clean and Sanitize all restrooms including all shower areas as needed. Use restroom closed signs and wet floor signs	Clean/Sanitize all toilets, urinals, plumbing fixtures, stalls, sinks, counter tops, <b>shower stalls, and curtains</b> . Sweep and mop floors in restroom, <b>shower and locker room area</b> .	Once per shift	\$172.23
5.	Clean Workout Room	Sweep and mop floors; dust equipment, TV, and window sills; clean mirrors; refill paper towels	Once per shift	\$28.71
6.	Clean all glass doors, door windows and glass walls	Clean glass on all interior door windows, Ops doors, conference room doors, display cabinets, security office, windows in lobby/waiting area, and glass walls in Sally Port/lobby area	Once per shift	\$57.41
7.	Clean bathroom partitions and lockers	Clean and sanitize bathroom partitions. Dust locker tops and doors (lockers located in hallways, breakrooms, and Men's and Women's Locker rooms)	Weekly	\$28.71
8.	Clean banister and glass panels main stair case	Clean and polish banister and glass panels on the second floor lobby stair case	As needed	\$28.71
9.	Clean all drinking fountains	Clean, sanitize, dry shine drinking fountains	Once per shift	\$28.71
10.	Empty and clean all cigarette bins	Empty bins in smoking area, TXDOT parking lot, and near building entrance. Replenish sand as needed	Once per shift	\$14.35
11.	Empty recycle bins from individual offices into large recycle containers	Empty blue bins from offices and Ops into large container	Once per shift	\$114.82
12.	Empty trash bins from individual offices into large trash containers	Empty black bins from offices, Ops floor workstations, conference rooms, and quiet rooms into large container. Replace liners.	Once per shift	\$114.82
13.	Janitorial closets and all storage areas kept clean and clutter free	Organized and no trash or debris to be left in closets	At all times	\$14.35
14.	Exterior sweeping	Sweep sidewalks, entrance to building, handicap ramp, courtyard, and smoking area. Pick up litter in high traffic areas	Once per shift	\$57.41
15.	Clean, dust, damp mop hard surface floors. Use wet floor signs	Sweep and mop all hard surface floors in facility with clean mop water and mop head (including all hallways, common areas, work out room). A disinfectant cleaner will be used for mopping restroom and shower areas.	Once per shift	\$100.47
16.	Clean the passenger elevators	Clean elevator walls, sweep floors and mop when needed. Shine inside/outside elevator doors, sweep, mop	Once per shift	\$28.71
17.	Sweep all stairwells	Sweep building stairwells and dust handrails	As needed	\$57.41
18.	Clean all floor mats	Dust off Nightly and spot clean or vacuum. Mats in lobby, kitchens, break areas, and main entrance	Once per week	\$57.41
19.	Dust all corners, edges, baseboards of building, remove all cobwebs	Clean baseboards and corners in conference rooms, training rooms, EOC, and offices	Once per week	\$172.23
20.	Dust and clean all modular furniture overhead bins and caps	Dust overhead compartments, and ledges of modular furniture (Not work surfaces) on Operations floor	Once per week	\$172.23

INVITATION FOR BID BEST VALUE (IFBBV) KDW0070 PACKAGE B

**ATTACHMENT #2 PACKAGE "B" CTECC Facility Night Crew Task List IFBBV - KDW0070**

Task #	Task	Description	Night Crew (10pm-2am)	*Total Deductions
21.	Dust all light fixtures, mini blinds, window sills and all supply and return air vents	Dust light fixtures, mini blinds, window sills and air vents in kitchens and conference rooms. Dust vents in kitchens.	Once per week	\$86.12
22.	Mop building stairways	Wet mop stairways in building- use safety signage	Once per week	\$57.41
23.	Vacuum entire building-spot clean as necessary	Vacuum offices, conference rooms, Ops floor workstations and offices	Twice per week	\$287.05
24.	Clean carpets (hot water extraction) in all common areas, hallways, meeting rooms, break rooms	Carpets in conference rooms, quiet rooms, Ops floor, EOC	Once per quarter	\$574.10
25.	Clean carpets (hot water extraction) in offices		Once per quarter	\$1,148.20
26.	Clean doors in building	Clean and dust all doors (metal and wooden), door frames, and hardware. Polish kickplates and hardware.	Once per quarter	\$143.53
27.	Discrepancies or deficiencies found	Report deficiencies found in and around facility to CTECC AE immediately. (Examples: Dirty dishes in sinks, broken paper towel dispensers, feminine hygiene product dispensers, lost keys, lost badges, clogged toilets or sinks, special requests made directly by building occupants, etc.)	At all times	\$0.00
28.	Clean Entry Grate	Clean out interior floor grate at main entrance with shop or traditional vacuum. Wet mop grate as necessary.	Once per quarter	\$28.71
29.	Strip and wax floors	Schedule with Facility Manager	Once per quarter	\$688.92
30.	Clean registers and vents	Clean all ceiling registers and vents, including degreasing vents in kitchens and mold removal as necessary in restroom and shower areas	Once per quarter	\$344.46
31.	Clean interior of office windows and sills	Clean interior of all office windows and window sills.	Semi-Annually	\$344.46
32.	Spot Clean (as needed and/or requested)		As needed	\$57.41
33.	Deep cleaning restroom tile	Deep clean restroom floor tile and grout in all restrooms and showers	Monthly	\$459.28

**\*Deductions refer to Section 0500 Package "B" Substandard Performance Paragraph No. 17**

ATTACHMENT #3  
 PACKAGE "B"  
 CTECC FACILITY  
 DAY CREW CHECK LIST  
 IFBBV - KDW0070

**CTECC FACILITY DAY CREW CHECK LIST**

This checklist must be submitted when submitting an invoice that includes this week.

Location		Week Ending: ____/____/____						
Employee Name		Sunday /	Monday /	Tuesday /	Wednesday /	Thursday /	Friday /	Saturday /
	Time In							
	Time Out Break							
	Time In Break							
	Time Out							
	# Hours							
	Initials							
	Time In							
	Time Out Break							
	Time In Break							
	Time Out							
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	# Hours							
	Initials							
	Time In							
	Time Out Break							
	Time In Break							
	Time Out							
	# Hours							
	Initials							
Supervisor Signature								

**NOTE: Supervisor signature indicates verification of hours and tasks in accordance with the contract**

Date(s) Completed    Periodic Daily Requirements (brief outline only; see task list and Section 0500 for complete details):

	• Sweep data center (weekly)
	• Clean Passenger Elevators (Monday and Thursday)
	• Dust all corners, edges, baseboards of building, remove all cobwebs (Tuesday and Friday)
	• Dust & clean all modular furniture overhead bins and caps (Saturday)
	• Dust all light fixtures, mini blinds, window sills and all supply and return air vents (Friday and Tuesday)

ATTACHMENT #4  
 PACKAGE "B"  
 CTECC FACILITY  
 NIGHT CREW CHECK LIST  
 IFBBV - KDW0070

**CTECC FACILITY NIGHT CREW CHECK LIST**

This checklist must be submitted when submitting an invoice that includes this week.

Location		Week Ending: ____ / ____ / ____						
Employee Name		Sunday /	Monday /	Tuesday /	Wednesday /	Thursday /	Friday /	Saturday /
	Time In							
	Time Out Break							
	Time In Break							
	Time Out							
	# Hours							
	Initials							
	Time In							
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	Time In Break							
	Time Out							
	# Hours							
	Initials							
Supervisor Signature								

**NOTE: Supervisor signature indicates verification of hours and tasks in accordance with the contract**

Date(s) Completed    Periodic Daily Requirements (brief outline only; see task list and Section 0500 for complete details)

	• Dust all corners, edges, baseboards of building, remove all cobwebs (weekly)
	• Dust and clean all modular furniture overhead bins and caps (weekly)
	• Dust all light fixtures, mini blinds, window sills and all supply and return air vents (weekly)
	• Wet mop building stairways (weekly)
	• Vacuum entire building (twice per week)
	• Clean carpets (hot water extraction) in all common areas, hallways, meeting rooms, break rooms (quarterly)
	• Clean carpets (hot water extraction) in offices (quarterly)
	• Clean and wipe down all doors in building (quarterly)
	• Clean entry gate (quarterly)
	• Strip and wax floors (quarterly)
	• Clean registers and vents (quarterly)
	• Clean interior of office windows and blinds (Semi-Annually; Twice per year)

**Specification for Supplies - PACKAGE "B"**

All supplies must be of type and/or quality specified by AE. AE reserves the right to modify specifications as may become necessary at no additional cost to AE.

Supply	Description
Paper towels	All paper towels must contain a minimum of 40% post consumer recovered materials. Size must be compatible with existing dispensers.
Bathroom tissue	All bathroom tissue rolls must contain a minimum of 20% post consumer recovered materials. Size must be compatible with existing dispensers. <b>ONLY 2-PLY PRODUCTS ARE ACCEPTABLE.</b>
Plastic bags	Variety of sizes to fit existing containers. Millage is to be sufficient to handle weight of waste expected per container. Minimum two additional bags to be in the bottom of each waste containers at all times.
Hand soap	Liquid, antibacterial, size and type to be compatible with existing dispenser.
Feminine hygiene products	Variety of sizes to fit existing dispensers where applicable.
Toilet Seat Covers	Size must be compatible with existing dispensers.

ATTACHMENT #6

Identifier: <b>SOP-052003-08-003</b>	Revision: <b>0</b>	Effective Date: <b>11/12/03</b>	<b>Combined Transportation, Emergency &amp; Communications Center</b>
CTECC Document Catalog Number: <b>SOP2003-08003</b>			
Author: General Manager			

**CTECC  
Standard Operating Procedure**

for:

# **Criminal History Checks, Fingerprints and CTECC Photo Identification**

Authorized:

\_\_\_\_\_  
COA Director, Office of Emergency  
Management

\_\_\_\_\_  
Date

\_\_\_\_\_  
Travis County Director of Emergency  
Management

\_\_\_\_\_  
Date

\_\_\_\_\_  
COA Police Chief

\_\_\_\_\_  
Date

\_\_\_\_\_  
TxDOT Director of Transportation Operations

\_\_\_\_\_  
Date

\_\_\_\_\_  
COA Fire Chief

\_\_\_\_\_  
Date

\_\_\_\_\_  
TxDOT Director of Maintenance

\_\_\_\_\_  
Date

\_\_\_\_\_  
COA Director of Austin -Travis County EMS

\_\_\_\_\_  
Date

\_\_\_\_\_  
CMTA Director of Operations

\_\_\_\_\_  
Date

\_\_\_\_\_  
Travis County Sheriff

\_\_\_\_\_  
Date

## Revision Log

<b><i>Revision No.</i></b>	<b><i>Operating Board Approval Date</i></b>	<b><i>Effective Date</i></b>	<b><i>Prepared By</i></b>	<b><i>Description of Changes</i></b>	<b><i>Affected Pages</i></b>
0	11/12/03	11/12/03	SRM	Approved by Operating Board	All

# Standard Operating Procedure for Criminal History Checks, Fingerprints and CTECC Photo Identification

## Table of Contents

1.0 PURPOSE.....	4
2.0 SCOPE.....	4
3.0 TRAINING .....	4
4.0 DEFINITIONS.....	4
5.0 RESPONSIBLE PERSONNEL.....	5
6.0 EQUIPMENT.....	5
7.0 PROCEDURE .....	5
8.0 CONTINUOUS REVIEW PLAN.....	6
9.0 REFERENCES.....	6
10.0 RECORDS .....	6
11.0 ATTACHMENTS .....	6

# Criminal History Checks, Fingerprints and CTECC Photo Identification

## 1.0 PURPOSE

This Standard Operating Procedure (SOP) describes the process for obtaining criminal history background checks, fingerprints and CTECC photo identification for employees, outside vendors and support staff at the Combined Transportation, Emergency and Communications Center (CTECC).

Criminal history background checks, fingerprints and CTECC photo identification for employees, outside vendors and support staff at CTECC are necessary to identify people that may have access to sensitive and privileged information at CTECC. Some sensitive and privileged information at CTECC is provided by the State of Texas Department of Public Safety (DPS) through an agreement with the City of Austin. The City of Austin Police Department is responsible for managing access to this information at CTECC. Access to sensitive and privileged information may be obtained directly from CTECC computer systems, or by observing or overhearing someone access sensitive and privileged information at CTECC.

## 2.0 SCOPE

This SOP is a mandatory document and shall be implemented by all CTECC personnel when a new employee, vendor or outside support staff works at the CTECC.

## 3.0 TRAINING

The CTECC General Manager and Agency Managers will ensure that all employees and agency personnel are properly informed of this SOP during employee orientation and by its incorporation into the training plans of user agencies.

## 4.0 DEFINITIONS

**Note:** A glossary of definitions is located on the CTECC internal homepage at <http://www.ctecc.org/>.

- 4.1 CTECC-LE— Law Enforcement personnel under contract to the CTECC facility. These personnel are assigned to provide Physical Security, Access Control, Incident Investigation, and other Law Enforcement duties on CTECC property. Currently, The Travis County Sheriffs Department is contracted to provide the CTECC-LE function.

- 4.2 CTECC Personnel—employees are either “Shared Employees” or “Internal Program Employees” under the Interlocal Agreement. *Internal Program Employees* means those employees employed directly by a Party of the Interlocal Agreement to support one or more Systems at the CTECC Facility, excluding Shared Employees. *Shared Employees* means those employees employed by COA to support one or more Systems at the CTECC Facility and whose salary is funded by contributions from the Parties through the Budget process.

## 5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure.

- 5.1 CTECC Agency Immediate Supervisor
- 5.2 City of Austin Police Department Identification Manager
- 5.3 CTECC General Manager

## 6.0 EQUIPMENT

- 6.1 No CTECC equipment is required for this procedure.

## 7.0 PROCEDURE

**Note:** CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located in the members-only area at <http://www.ctecc.org>. However, it is each person’s responsibility to ensure that they received training and utilize the current version of this procedure. The author may be contacted if text is unclear. The Administrative Assistant in the General Manager’s Office may be contacted if the author cannot be located.

**Note:** Deviations from SOPs are made in accordance with Standard Operating Procedure Development, and documented in accordance with Documentation for CTECC Activities.

- 7.1 Criminal history records for all employees, vendors and contractors will be rechecked at two-year intervals.
- 7.2 New employees will be briefed by their immediate supervisor regarding the requirement for a Personal History Form.

**Note** See Attachment A for a sample of the Applicant Personal History Form

- 7.2.1 Employees will turn in the completed Personal History Form to the appropriate CTECC supervising personnel.

7.2.2 Personal History Form must be completed prior to proceeding to CTECC-LE as described in Section 7.3.1.

7.3 Employees will be briefed by their immediate supervisor regarding the requirement for a criminal background check, fingerprinting and photo identification card.

**Note** See Attachment B for a sample of the Criminal Background Check and Identification Card Authorization Form.

7.3.1 Employees will go to the CTECC-LE booth in the facility lobby in order to be fingerprinted and have a photograph taken for the ID card.

7.3.2 The employee must take the Authorization for Criminal History Background Check and Identification Card form to the CTECC-LE. The form must be signed by the appropriate CTECC supervising personnel.

## **8.0 CONTINUOUS REVIEW PLAN**

This SOP will be reviewed as needed. The CTECC General Manager is responsible for the review. The frequency of the review may be altered by external and internal events that affect the procedure. Sample events that may require review of this SOP include:

- Changes in security requirements
- Changes in state or national laws
- Changes in other CTECC procedures or requirements

## **9.0 REFERENCES**

None

## **10.0 RECORDS**

The administrative support person is responsible for submitting the following records to the General Manager's Office.

10.1 A signed copy of this SOP.

## **11.0 ATTACHMENTS**

Following are the attachments to this SOP:

Attachment A: CTECC Personal History Form

Attachment B: Authorization for Criminal History Background Check, Fingerprints and CTECC Identification Card

# **Attachment A: Combined Transportation, Emergency and Communications Center Personal History Form**

Contact Teresa Reel  
@974-0762  
CTECC

**Combined Transportation, Emergency & Communications Center  
Communications and Technology Management  
Contractor /Personnel History Form**

Date: \_\_\_\_\_ Emp # \_\_\_\_\_ Applicant # \_\_\_\_\_ ID Expiration Date: \_\_\_\_\_

Applicant is an employee or a contractor that will be working for the Combined Transportation, Emergency & Communication Center under the auspices of the CTECC participating agency.

Title/Occupation/Employer \_\_\_\_\_

Name: \_\_\_\_\_  
Last First Middle

Maiden Name: \_\_\_\_\_ Nickname(s): \_\_\_\_\_

Other Names Used: \_\_\_\_\_

Residence Address: \_\_\_\_\_  
Number/Street City/State Zip Code

Phone Number: \_\_\_\_\_

\*\*\*\*\*

\_\_\_\_\_ Social Security Number Driver's License Number State

Other Identification Numbers

Place of birth: \_\_\_\_\_  
City County State

Date of Birth: \_\_\_\_\_ Race: \_\_\_\_\_ Sex: \_\_\_\_\_

Hair Color: \_\_\_\_\_ Eye Color: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Scars/Marks/Tattoos/Amputations: \_\_\_\_\_

\*\*\*\*\*

Through the coordination of the City of Austin Communications and Technology Management Department, I authorize the City of Austin, Police Department Crime Records Section to conduct a police involvement, warrants check, and criminal history background investigation on me for the purpose of making a determination of suitability or eligibility to have escorted and/or unescorted access to the CTECC facility. As a part of this process, I agree to provide my fingerprints and will allow my photograph to be taken. If I am approved, the Combined Transportation, Emergency & Communications Center will issue an identification badge to me. This identification badge will remain the property of the CTECC agency and shall be surrendered upon request.

**Applicant's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

\*\*\*\*\*

**Record Check Performed By:** \_\_\_\_\_ **Emp #:** \_\_\_\_\_

**Results of History Check:** \_\_\_\_\_

**Optional Information**

Emergency Contact Information

Employee's Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Employee Mobile Phone: \_\_\_\_\_

Employee Pager: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor's Mobile Phone: \_\_\_\_\_

Emergency Medical Information: \_\_\_\_\_

# **Attachment B: Authorization for Criminal History Background Check, Fingerprints and CTECC Identification Card**

**AUTHORIZATION FOR  
CRIMINAL HISTORY BACKGROUND CHECK, FINGERPRINTS AND PHOTO  
IDENTIFICATON CARD**

Please conduct a Criminal History Background Check on the Combined Transportation, Emergency & Communications Center (CTECC) employee named below:

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**Employee Name**

**Social Security Number**

The APD Identification Department Manager has authorized criminal history background checks for all CTECC employees from all participating agencies because of their coordination with Public Safety Operations and technical systems. This is to ensure compliance with the agreement between the City of Austin Police Department and the State of Texas Department of Public Safety, pursuant to the facility's DPS/FBI Security Audit for Texas Law Enforcement Telecommunication System (TLETS) access.

**CTECC Agency Authorization:** \_\_\_\_\_ **Date:** \_\_\_\_\_

CTECC Immediate Supervisor

**APD Authorization:** \_\_\_\_\_ **Date:** \_\_\_\_\_

APD Identification Manager

**CTECC Authorization:** \_\_\_\_\_ **Date:** \_\_\_\_\_

General Manager

# SOP for CTECC Parking

## Table of Contents

1.0PURPOSE .....	4
2.0SCOPE .....	4
3.0TRAINING .....	4
4.0DEFINITIONS .....	4
5.0RESPONSIBLE PERSONNEL .....	5
6.0EQUIPMENT .....	5
7.0PROCEDURE .....	5
8.0CONTINUOUS REVIEW PLAN .....	7
9.0RECORDS .....	7

## CTECC Parking

### 1.0 PURPOSE

This Standard Operating Procedure (SOP) describes the rules and regulations for managing the PARKING AREAS for the Combined Transportation, Emergency and Communications Center (CTECC). This SOP was developed following established procedures identified in the *Standard Operating Procedures Development* document.

### 2.0 SCOPE

This SOP defines mandatory regulations that shall be adhered to by all CTECC Internal Program Employees, Shared-Employees, visitors, contactors, authorized vendors, and media personnel while parking at the CTECC facilities. This Parking SOP does not cover any other property owned or leased by any member of the CTECC coalition.

### 3.0 TRAINING

The CTECC General Manager and Agency Managers will ensure that all employees and agency personnel are properly informed of this SOP during employee orientation and by its incorporation into the training plans of user agencies.

### 4.0 DEFINITIONS

**Note:** A glossary of definitions is located on the CTECC internal homepage at <http://www.ctecc.org/>.

- 4.1 Authorized Vendor — any vendor who has cleared security checks and who has controlled access to the CTECC grounds or facilities.
- 4.2 Alternative Fuel Vehicle — a vehicle using alternative fuels such as battery power, propane or other.
- 4.3 Contractor — a service responder who is on temporary assignment at the CTECC facilities, and who has limited access to specific locations.
- 4.4 CTECC-LE — Law Enforcement personnel under contract to the CTECC facility. These personnel are assigned to provide Physical Security, Access Control, Incident Investigation, and other Law Enforcement duties on CTECC property. Currently, The Travis County Sheriffs Department is contracted to provide the CTECC-LE function.

- 4.5 Employee — is any individual that is either a “Shared Employee” or “Internal Program Employee.
- 4.5.1 Internal Program Employee means an employee employed directly by a Party to support one or more Systems at the CTECC Facility, excluding Shared Employees.
- 4.5.2 Shared Employees means those employees employed by COA to support one or more Systems at the CTECC Facility and whose salary is funded by contributions from the Parties through the Budget process.
- 4.6 Fire Lane — A 24-hour designated area that is reserved for emergency fire vehicles that have responded to the facility for an emergency. These designated areas are identified by visible signage or curbs painted in red.
- 4.7 Loading Zone — A space or area that is strictly designated for the loading and unloading of commercial and/or personal vehicles.
- 4.8 Reserved Parking — Parking spaces, either named or numbered, that are designated for specific individuals or vehicles. These include spaces for employees, agency vehicles, visitors, and spaces for the physically challenged.
- 4.9 Visitor — any individual not employed at CTECC, any guest of an employee, or any user agency employee that is not assigned to the CTECC facilities.

## 5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure.

- 5.1 CTECC General Manager
- 5.2 CTECC Agency Personnel (COA, County, TxDOT, CAPMETRO, ISD)
- 5.3 Visitors, Contractors, Vendors, Media Personnel

## 6.0 EQUIPMENT

**Note:** The CTECC General Manager has the authority to override any parking area or space when necessary.

- 6.1 When an area is to be used for any reason other than its designated purpose, signs, ropes or parking cones will be used to partition off the effected area.
- 6.2 Parking signs, ropes, and parking cones can be obtained from Facilities Management personnel or Law Enforcement personnel.

## 7.0 PROCEDURE

**Note:** CTECC is a 24-hour seven (7) days a week operation. This parking policy remains in effect at all times. Unauthorized vehicles are subject to be towed at the expense of the vehicle's owner.

**Note:** CTECC-LE is responsible for causing the removal of any unauthorized or disabled vehicle that is on the CTECC property.

**Note:** CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located in the members-only area at <http://www.ctecc.org>. However, it is each person's responsibility to ensure that they use the most current version of this procedure. The author may be contacted if text is unclear. The Administrative Assistant in the General Manager's Office may be contacted if the author cannot be located.

**Note:** Deviations from this SOP must have the prior approval of the CTECC General Office Manager.

### 7.1 General Guidelines:

7.1.1 Employees are required to obtain a red, "CTECC Parking Permit" from Security and prominently display it (visible from the front of the vehicle) on any vehicle that will be parked on the CTECC property..

7.1.2 Employees are not to perform mechanical repairs on the CTECC property unless it is an emergency situation and Security has been properly notified.

7.1.3 The washing of personal vehicles on CTECC property is strictly prohibited.

### 7.2 Visitors Parking:

7.2.1 Spaces marked as Visitors Parking are reserved for visitors who have business at the CTECC complex. A visitor is defined as any individual not employed at CTECC, any guest of an employee, or any user agency employee that is not assigned to the CTECC facilities

7.2.2 CTECC staff is not permitted to park in Visitors parking spaces.

### 7.3 Unregistered Vehicles.

7.3.1 Any vehicle found to be parked on the CTECC complex without the "CTECC Parking Permit" is subject to immediate removal.

### 7.4 Disabled vehicles.

7.4.1 Any vehicle that has become disabled while on the CTECC property must notify Security immediately, and advise how and when the vehicle will be removed.

7.4.2 Any disabled vehicle left on the CTECC property more than 48 hours is subject to removal at the expense of the vehicle owner. Prior to removal CTECC – Law Enforcement will consult with the appropriate agency manager for alternate resolution.

7.5 Storage of Vehicles:

7.5.1 Employees on out-of-town trips conducting business must park their vehicles in the back of the parking lot furthest from the door for the convenience of shift employees. CTECC – Law Enforcement must be notified of the expected duration of the trip.

7.5.2 Storage of personal boats, trailers, or motor homes is strictly prohibited.

7.6 Rear Loading Dock

7.6.1 The first 10 covered parking spots moving from left to right are reserved for the Texas Department of Transportation 24 hours a day.

7.6.2 The remaining 3 spots are for mobile communications or incident command vehicles owned by the agencies. Usage of these spots is subject to recommendation of the CTECC Managers Committee and approval by the CTECC Operating Board.

**8.0 CONTINUOUS REVIEW PLAN**

*Sample Continuous Review Plan*

Review Category	Frequency of Review
* Event Driven	As events occur
New Laws	As new laws are released

**9.0 RECORDS**

None



# SOP for Smoking

## Table of Contents

1.0 PURPOSE.....	4
2.0 SCOPE.....	4
3.0 TRAINING .....	4
4.0 DEFINITIONS.....	4
5.0 RESPONSIBLE PERSONNEL.....	5
6.0 EQUIPMENT .....	5
7.0 PROCEDURE .....	5
8.0 CONTINUOUS REVIEW PLAN.....	6
9.0 REFERENCES.....	6
10.0 RECORDS .....	7
11.0 ATTACHMENTS .....	7

## CTECC Smoking

### 1.0 PURPOSE

This Standard Operating Procedure (SOP) describes the rules and regulations for managing the needs of Smoking and Non-smoking employees for the Combined Transportation, Emergency and Communications Center (CTECC).

### 2.0 SCOPE

This SOP defines mandatory smoking regulations that shall be adhered to by all CTECC Internal Program Employees, Shared-Employees, visitors, contactors, authorized vendors, and media personnel at the CTECC facilities.

### 3.0 TRAINING

The CTECC General Manager and Agency Managers will ensure that all employees and agency personnel are properly informed of this SOP during employee orientation and by its incorporation into the training plans of user agencies.

### 4.0 DEFINITIONS

**Note:** A glossary of definitions is located on the CTECC internal homepage at <http://www.ctecc.org/>.

- 4.1 Authorized Vendor — any vendor who has cleared security checks and who has controlled access to the CTECC grounds or facilities.
- 4.2 Contractor — a service responder who is on temporary assignment at the CTECC facilities, and who has limited access to specific locations.
- 4.3 Employee — is any individual that is either a "Shared Employee" or "Internal Program Employee."
  - 4.3.1 Internal Program Employee means an employee employed directly by a Party to support one or more Systems at the CTECC Facility, excluding Shared Employees.
  - 4.3.2 Shared Employees means those employees employed by COA to support one or more Systems at the CTECC Facility and whose salary is funded by contributions from the Parties through the Budget process.
- 4.4 Visitor — any individual not employed at CTECC, any guest of an employee, or any user agency employee that is not assigned to the CTECC facilities.

## 5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure.

- 5.1 CTECC General Manager
- 5.2 CTECC Agency Personnel (COA, County, TxDOT, CAPMETRO)
- 5.3 Visitors, Contractors, Vendors, Media Personnel

## 6.0 EQUIPMENT

None

## 7.0 PROCEDURE

**Note:** CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located in the members-only area at <http://www.ctecc.org>. However, it is each person's responsibility to ensure that they use the most current version of this procedure. The author may be contacted if text is unclear. The Administrative Assistant in the General Manager's Office may be contacted if the author cannot be located.

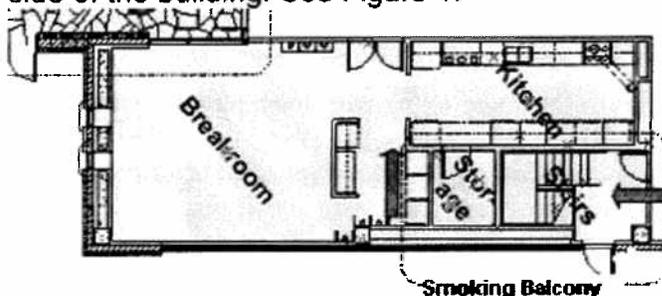
**Note:** Deviations from this SOP must have the prior approval of the CTECC General Office Manager.

### 7.1 General Guidelines

- 7.1.1 Per Austin, Texas Code of Ordinances, Title XII, Chapter 12-5 smoking is only allowed in designated non-public areas.

### 7.2 Employee Smoking Area

- 7.2.1 The employee smoking area is the covered balcony on the southwest side of the building. See Figure 1.



CTECC Smoking Area

Figure 1: CTECC Smoking Area

7.2.1.1 The covered balcony can be reached by walking out the main entrance of CTECC and down the covered walkway to the balcony area.

7.2.2 Employees *must* dispose of all cigarette butts in butt cans placed in this smoking area. Butts being left on the sidewalk or grass next to the smoking area will not be tolerated.

7.2.3 Employees loitering in the parking lot will be allowed to smoke by their vehicles, but butts must be disposed of in the employee's vehicle or appropriate receptacle.

### 7.3 Visitor Smoking

7.3.1 If at all possible, the visited CTECC staff member should escort visitors to the Employee Smoking Area.

7.3.2 Visitors should exit the building through the main entrance and walk to the smoking area down the covered walkway.

### 7.4 Enforcement

7.4.1 Significant time and money has been invested in making CTECC an enjoyable and aesthetic place of business. The upkeep of the property is a high priority to the user agencies.

7.4.2 Employees caught violating these procedures will be referred to their individual agencies managers for disciplinary proceedings.

## 8.0 CONTINUOUS REVIEW PLAN

This SOP should be reviewed as needed. The General Manager is responsible for the review. The frequency of the review is driven by the external and internal changes that affect the procedure.

Changes that may require review of this SOP:

- Changes in City of Austin Smoking Ordinances
- Changes in organization or facility use

## 9.0 REFERENCES

CTECC personnel using this procedure should become familiar with the contents of the following documents located at <http://www.ctecc.org> to properly implement this SOP.

SOP-052003-03-002 Facility Badging, Access and Security.

**10.0 RECORDS**

The administrative support person is responsible for submitting the following records to the CTECC General Manager's Office.

A signed copy of this SOP.

**11.0 ATTACHMENTS**

None

ATTACHMENT #8

## Standard Operating Procedure for Chemical Storage

### Table of Contents

1.0 PURPOSE.....	4
2.0 SCOPE.....	4
3.0 TRAINING.....	4
4.0 DEFINITIONS.....	4
5.0 RESPONSIBLE PERSONNEL.....	5
6.0 EQUIPMENT.....	5
7.0 PROCEDURE.....	5
8.0 CONTINUOUS REVIEW PLAN.....	7
9.0 REFERENCES.....	7
10.0 RECORDS.....	7
11.0 ATTACHMENTS.....	7

# Chemical Storage

## 1.0 PURPOSE

This Standard Operating Procedure (SOP) describes the process for chemical storage at the Combined Transportation, Emergency and Communications Center (CTECC). The chemical storage plan will address specific chemicals and solvents used in facilities maintenance. The chemical storage plan will describe the building locations used for chemical storage, and specify the amounts of chemicals that may be stored. The process for disposing of chemical waste will be described.

## 2.0 SCOPE

This SOP is a mandatory document and shall be implemented by all CTECC Employees when storing or working with stored chemicals and solvents at the CTECC.

## 3.0 TRAINING

The CTECC General Manager and Agency Managers will ensure that all employees and agency personnel are properly informed of this SOP during employee orientation and by its incorporation into the training plans of user agencies.

## 4.0 DEFINITIONS

**Note:** A glossary of definitions is located on the CTECC members-only area at <http://www.ctecc.org/>.

- 4.1 ***Chemical***—chemicals in use at CTECC will be restricted to cleaning solvents and supplies such as ammonia and bleach and maintenance supplies such as greases, sealants and refrigerants.
- 4.2 ***HAZMAT***—hazardous Materials
- 4.3 ***MSDS***—Material Safety Data Sheets (MSDS) detail step-by-step procedures for handling hazardous materials.
- 4.4 ***Protective cabinet***—a cabinet that can be locked where chemicals will be stored.
- 4.5 ***Solvent***—a usually liquid substance capable of dissolving or dispersing one or more other substances.

## 5.0 RESPONSIBLE PERSONNEL

The following personnel are responsible for activities identified in this procedure.

- 5.1 Facilities Manager
- 5.2 Facilities Maintenance personnel

## 6.0 EQUIPMENT

- 6.1 Protective Cabinets—secured HAZMAT storage with lockable doors
- 6.2 Solvent waste receptacle—a receptacle dedicated to solvents. The receptacle will be clearly labeled “Solvents Only.”

## 7.0 PROCEDURE

**Note:** CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located in the members-only area at <http://www.ctecc.org>. However, it is each person's responsibility to ensure that they received training and utilize the current version of this procedure. The author may be contacted if text is unclear. The Administrative Assistant in the CTECC General Manager's Office may be contacted if the author cannot be located.

**Note:** Deviations from SOPs are made in accordance with Standard Operating Procedure Development, and documented in accordance with Documentation for CTECC Activities.

### Maintenance Chemicals and Solvents

- 7.1 Maintenance chemicals and solvents will be permanently stored at a remote location.
- 7.2 Maintenance chemicals and solvents will be brought on-site on as as-needed basis to perform specific tasks. When the task is complete, remaining supplies will be returned to remote storage.
- 7.3 Should temporary overnight storage of maintenance chemicals be required because specific tasks are not completed, the temporary storage location for chemical and solvents is a locked protective cabinet located in the Recyclables storage room off the loading dock.
- 7.4 Maintenance chemicals may be used in the Utility Building, on the facility grounds or external structures such as parking lots, and inside the CTECC building. Specific chemicals used by Facility Maintenance include, but are not limited to:
  - Coil Cleaner
  - Refrigerant Oil

- Multi-Purpose Grease & Wheel Bearing Lubricant
- Refrigerant: R 134-A Tetrafluoroethane
- Lubricating Grease (Lithium #2 Base) and Gly Silicone Grease
- Paint: LPS Laboratories LPS 3 Heavy Duty Rust Inhibitor and Latex Traffic Coating, Traffic White
- Sealing Compound
- Batteries
- Mono-Ammonium phosphate
- Satin Shield Protective Coating
- Buehler Industrial Biocide/Fungicide
- Epoxy Grout
- Low Sulfuric Diesel, Off Road

#### **Janitorial Chemicals and Solvents**

- 7.5 Janitorial supplies will be stored on-site in sufficient quantities to provide daily cleaning and restocking.
- 7.6 Janitorial chemical supplies that pose no threat to health or safety may be stored in janitorial closets, which are located on each level of the building. Examples of non-hazardous cleaning supplies include window cleaner, liquid hand soap and detergent.
- 7.7 Janitorial supplies that pose a potential threat to health or safety will be stored in locked, protective cabinets located in the Recyclables storage room off the loading dock. Examples of these types of chemicals would include bleach, ammonia and wax-stripping compounds.

#### **Storage and Protective Devices**

- 7.8 Specific information provided at each chemical storage location will include:
- 7.8.1 MSDS for each material in the specific storage area for which an MSDS is available. The MSDS will provide information regarding the step-by-step procedures for handling particular substances.
    - 7.8.1.1 The appropriate MSDS will be in a clearly marked three-ring binder. The sheets in the binder will be in alphabetical order.
    - 7.8.1.2 The MSDS will be in a highly visible location within arm's reach of the protective cabinet.
    - 7.8.1.3 The MSDS notebook will be checked for current and complete information about every material in the storage area every 12 months.

7.9 Protective storage cabinets will have doors that can be locked.

7.10 Chemical wastes will be deposited in solvent waste receptacles.

## **8.0 CONTINUOUS REVIEW PLAN**

This SOP will be reviewed as needed. The Facilities Manager is responsible for the review. Sample events which might require a review of this procedure include:

- A change in the type of chemicals stored or used at CTECC
- Changes in other SOPs or processes

## **9.0 REFERENCES**

CTECC personnel using this procedure should become familiar with the contents of the following documents located in the members-only area at <http://www.ctecc.org/> to properly implement this SOP.

SOP052003-02-013 Chemical or Solvent Spills

## **10.0 RECORDS**

The administrative support person is responsible for submitting the following records to the CTECC General Manager's Office.

10.1 A signed copy of this SOP.

## **11.0 ATTACHMENTS**

None



ATTACHMENT #10

Identifier: SOP-052003-08-004-QR.doc	Revision: A Effective Date:	<b>Combined Transportation, Emergency &amp; Communications Center</b>
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## Quick Reference for Recycling

<b>SOP Identifier/URL</b>	<ul style="list-style-type: none"> <li>• SOP-052003-08-004 Recycling</li> <li>• <a href="http://www.ctecc.org">http://www.ctecc.org</a> Click Members, then SOPs, then CTECC Administration, then Recycling</li> </ul>
<b>Quick Facts</b>	<ul style="list-style-type: none"> <li>• Only paper, corrugated cardboard and aluminum will be recycled at CTECC.</li> </ul>
<b>Process Summary</b>	<ul style="list-style-type: none"> <li>• Paper             <ul style="list-style-type: none"> <li>○ Paper recycling bins are located in prominent locations near the copy room, on the operations floor, and in other locations. Paper can be collected in your personal desktide recycling basket. Recycling bins and baskets will be emptied periodically by the Custodial staff.</li> </ul> </li> <li>• Cardboard             <ul style="list-style-type: none"> <li>○ Cardboard boxes must be broken down and flattened.</li> <li>○ On Wednesday afternoons, cardboard must be carried outside and placed behind the green dumpster near the end of the loading dock to await collection.</li> </ul> </li> <li>• Aluminum             <ul style="list-style-type: none"> <li>○ Aluminum recycling bins are located throughout the building in prominent locations in or near the break rooms, on the operations floor, and in other locations as needed. The bins are large, wheeled carts that clearly state “Recycle: Aluminum Cans Only.”</li> </ul> </li> <li>• Facility Maintenance staff will empty recycling bins and move recyclable materials (not including cardboard) to the designated storage area near the loading dock to await collection.</li> <li>• City of Austin recycling trucks will collect the recyclables on a regular schedule.</li> </ul>

## Facility Badging Access and Security

### Table of Contents

1.0 PURPOSE .....	4
2.0 SCOPE .....	4
3.0 TRAINING.....	4
4.0 DEFINITIONS .....	4
5.0 RESPONSIBLE PERSONNEL .....	5
6.0 EQUIPMENT .....	5
7.0 PROCEDURE.....	5
8.0 CONTINUOUS REVIEW PLAN .....	17
9.0 REFERENCES .....	17
10.0 RECORDS .....	17
11.0 ATTACHMENTS.....	17

## **Facility Badging, Access and Security**

### **1.0 PURPOSE**

This Standard Operating Procedure (SOP) describes Facility Badging, Access, and Security at the Combined Transportation, Emergency and Communications Center (CTECC). This SOP was developed following established procedures identified in the Standard Operating Procedures Development document.

### **2.0 SCOPE**

This SOP is a mandatory document and shall be implemented by all CTECC Employees and other persons on CTECC property.

All CTECC Agencies, their employees, and other persons on CTECC property are required to follow this procedure. Agencies may develop additional policies and procedures that are more restrictive for internal use by their organization.

### **3.0 TRAINING**

The CTECC General Manager and Agency Managers will ensure and document that all employees and agency personnel are properly informed of this SOP during employee orientation. This document shall be incorporated into the training plans of user agencies.

As permanent CTECC Identification Cards and/ or Proximity Access Cards are issued, a list of CTECC SOPs and summary of the Facility Badging Access & Security, Parking, and Smoking SOPs will be given to the recipient by CTECC LE. CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located at <http://www.ctecc.org> or CTECC Public Folder in Approved SOPs folder. However, it is each person's responsibility to read and understand the current version of this procedure. The author may be contacted if text is unclear. The CTECC General Manager's Office may be contacted if the author cannot be located.

### **4.0 DEFINITIONS**

4.1 CTECC Employee: A person who is employed by CTECC or one of its Partner Agencies to perform work at the facility.

- 4.2 **Partner Agency Employee:** A person who works for a CTECC Partner Agency, is not normally assigned to CTECC, but may need to conduct business at CTECC.
- 4.3 **CTECC Contractor or Vendor:** A person who is retained by CTECC or one of its Agency Partners to regularly or irregularly perform work at the facility.
- 4.4 **Delivery Personnel:** A person who is called upon to deliver items, on a regular or irregular basis, to the facility.
- 4.5 **EOC Responder:** A person who represents an agency that is represented in the Emergency Operations Center. In addition to CTECC Partner Agencies, these agencies include public and private organizations that are not CTECC Agency Partners.
- 4.6 **Volunteer/Intern:** Persons who regularly or irregularly volunteer assist CTECC Agency Partners in the facility.
- 4.7 **Media Representative:** Representatives of the print or broadcast media who may be called upon to cover a story at CTECC.
- 4.8 **Tour/Visitor:** A person, who is not in the above categories and has a meeting, training, is participating in a tour, or is a guest of an employee.
- 4.9 **CTECC-LE:** Law Enforcement personnel under contract to the CTECC facility. These personnel are assigned to provide Physical Security, Access Control, Incident Investigation, and other Law Enforcement duties on CTECC property. Currently, the Travis County Sheriffs Department is contracted to provide the CTECC-LE function.

## **5.0 RESPONSIBLE PERSONNEL**

The following personnel are responsible for activities identified in this procedure.

- 5.1 All persons who enter CTECC property.

## **6.0 EQUIPMENT**

None.

## **7.0 PROCEDURE**

### **7.1 Access**

- CTECC is a controlled, limited access facility.
- No person may enter the grounds without a need to do so. It is the goal of this policy to maintain CTECC Security without unduly impeding the work of persons in the building.

- All persons and their possessions are subject to screening by CTECC-LE.
- All deliveries of goods and supplies have a reduced expectation of privacy and are subject to search to maintain the integrity of the CTECC facility.
- No person other than a certified Peace Officer may carry a firearm in the CTECC Facility. State issued concealed handgun permits are not an exception to this policy. Violators are subject to arrest and prosecution.

## 7.2 Security Zones

- CTECC is comprised of 3 floors. Each floor has common use areas (hallways, common rooms and break areas), agency offices/work areas, and specialized areas (loading dock, technical equipment areas, 9-1-1 operations floor, Emergency Operations Center).
- Access to these areas is controlled in two ways:
  - CTECC Identification card
  - Door access by Proximity Access Card and/or keys to specific areas
- Physical Security Zones for individual access are identified by color on each Identification card and are as follows:
  - Technical and Server Areas (Green or Blue)
  - Operations Floor (Yellow)
  - Emergency Operations Center (Red)
  - Loading Dock (Orange)

- Unescorted Access to specific Physical Security Zones:

Key: Y= Access; N =No Access; D= Access Depends on Responsibilities; C= Checkout Access/ID Cards

Type	Permanent Access/ID Cards	Announce arrival before entry	Third Level* (Upper)	Second Level * (Entry)	First Level * (Lower)	EOC (Red)	9-1-1 Ops (Yellow)	Tech/ Server (Blue or Green)	Loading Dock (Orange)
CTECC Employee	Yes	No	Y	Y	D	D	D	D	D
Partner Agency Employee	Depending on Responsibility	Not with Permanent ID	Y	Y	D	D	D	D	D
CTECC Contractor or Vendor	C, Unless special arrangements are made	Not with Permanent ID	Y	Y	D	D	D	D	D
Delivery Personnel	No	Yes	N	N	N	N	N	N	N
EOC Responder	C, Unless special arrangements are made	Not with Permanent ID, unless in secure activation	Y	Y	N	Y	N	N	N
Volunteer/ Intern	C, Unless special arrangements are made	Not with Permanent ID	Y	Y	D	D	D	D	D
Media	No	Yes, unless prior approval to go to media area	Y	N	N	N	N	N	N
Tour/ Visitor	No	Yes	Y	N	N	N	N	N	N

\*This access includes hallways and any other "common use" areas that may be located on that level.

### 7.3 Identification Cards

- CTECC Identification Cards or Visitor Passes must be displayed at all times while in CTECC.
- Identification Cards must be worn above the waist and must face forward with the front side displayed in its entirety. Pictures and other information may not be obscured.
- Each permanent and checkout CTECC Identification card will indicate the authorized area(s) for each person.
- Unless specifically approved by CTECC-LE, any person who is in an area not permitted by their Identification card must be under direct escort of someone who is authorized to be in that area.
- All CTECC employees should challenge and/or immediately report to CTECC-LE any person who does not display a CTECC Identification Card in the building or is in an unauthorized area.
- Only Identification Cards of Commissioned Peace Officers may include a "badge" in the Agency logo. This will reduce the possibility of a civilian employee being mistaken for a law enforcement officer on or off CTECC property.
- The following may not be required to have CTECC identification cards or Temporary Visitor Passes:
  - Escorted persons on group tours.
  - Persons attending meetings/ training/ seminars on the upper level when the EOC is not activated.
  - Persons attending meetings/ training/ seminars in the training room.

### 7.4 Proximity Access Cards

- Additional facility security will be provided through the use of Proximity Access Cards. These cards will provide access to specific doors and gates within the facility.
- Each agency manager/supervisor will be responsible to approve door access privileges for areas under their control. Below is the list of doors controlled by proximity cards and the Agency(s) responsible to approve issuance of cards with this access.

Access Point	Description	Approval Agency(s) (Any listed agency may approve unless otherwise noted)	Notes:
1	Main Entrance (Front Gate)	Any CTECC Agency	Following other SOP requirements
2	EOC Operations Center	OEM	
3	Operations Floor	APD, AFD, EMS, TCSO, TXDOT, Capital Metro, Facility Administration	
4	Tech Area	Facility Administration	
5	TxDOT Tech Area	TxDOT	
6	Telecom Rooms	Facility Administration	
7	Readers in individual Agency space	Respective Agency	
8	Stair wells, Elevators, Patio Doors	Each Agency	Following other SOP requirements

- Doors to office areas will be controlled and secured by the responsible agency.
  - Doors to the lower level of the building, technical areas and the Operations Floor will be secured and controlled by access cards at all times.
  - OEM will control doors to the Emergency Operations Center. They will be secured at all times other than during general meetings and training in the EOC.

#### 7.5 Categories of Identification and Access:

- Permanently Issued Identification and Proximity Access Cards
  - These cards are retained by the employee while they are assigned to work at the CTECC facility.
  - These cards are provided to:

- CTECC Employees.
- Certain other persons with permission of the CTECC General Manager as shown in the chart in Section 7.2.
- Checkout Identification and Proximity Access Cards.
  - Checkout cards are provided to persons who are not permanently based at CTECC.
  - These cards must be checked-out during each visit to CTECC and returned to CTECC-LE at the end of each shift/visit to the CTECC facility.
  - These cards may be person-specific or may be “generic” cards issued for persons from a Partner Agency or Contractor.
  - CTECC-LE shall require the person checking out the card to leave their permanent photo identification at the CTECC Security Booth during the time while the card is checked out.
  - Checkout cards are provided to:
    - CTECC Contractors or vendors
    - Partner Agency Employees
    - EOC Responders
    - Media Representatives (For easy identification only. No unescorted access to secure areas. No background check required).
- Temporary Visitor Passes
  - Visitors are required to present photo identification to CTECC-LE and will be issued a Temporary Visitor Pass.
  - Visitor passes must be worn above the waist and must face forward with the front side displayed in its entirety. Information may not be obscured.
  - The following may not be required to have a Temporary Visitor Pass;
    - Escorted persons on group tours
    - Persons attending meetings/ training/ seminars on the upper level when the EOC is not activated
    - Persons attending meetings/ training/ seminars in the training room.

**7.6 Administration of Identification Card and Proximity Access Card System:**

- CTECC-LE will issue all CTECC Identification Cards and Proximity Access Cards. All records will be maintained in the CTECC database.
- All requests to issue Identification Cards and Proximity Access Cards will be made on the prescribed form and signed by the requesting agency.
- Requests for Identification Cards and Proximity Access Cards shall include approval by the responsible agency for the area(s) to be accessed.
- All requests for Identification Cards and Proximity Access Cards must be approved by the CTECC General Manager or designee.
- Background checks and fingerprints are required for all persons with Permanently Issued or Checkout Identification Cards and/or Proximity Access Cards. Refer to SOP-052003-08-003 Criminal History Checks, Fingerprints and CTECC Photo Identification for complete information regarding these requirements. Exceptions to this requirement must be approved by the CTECC General Manager or designee.
- Monthly reports will be provided to Agencies of any Proximity Access Cards not used in the previous month.
  - Unused access cards will be deactivated 14 days after the report is generated.
  - To prevent unused cards from being deactivated, Agencies must provide a written explanation of why the access card should remain active.
  - Access history on any proximity card of an employee transferred or terminated will be maintained for 90 days after deactivation unless requested otherwise.
- Forgotten, Misplaced, or Lost Identification Cards and Proximity Access Cards:
  - Any person who misplaces, or loses his/her Identification Card and/or Proximity Access Card shall immediately notify his/her supervisor and CTECC-LE.
  - Any person who has been issued a Permanent Identification Card or Proximity Access Card and does not have it when reporting to CTECC shall immediately notify CTECC-LE.
  - CTECC-LE may issue a temporary Checkout Identification Card and Proximity Access Card for use during that day/shift. The employee will be required to leave his/her driver's license or similar ID with CTECC-LE until such time as the temporary

proximity card is returned.

- If there is any question about the employment status of the person requesting a checkout or replacement cards, CTECC-LE will contact an Agency Supervisor to confirm that the person be granted permission to enter the building.
- If it appears that a Proximity Access Card is misplaced, CTECC-LE will temporarily deactivate the card.
- If the person cannot locate a misplaced Proximity Access Card within 3 work shifts, CTECC-LE will permanently deactivate the card and the employee will be charged for a replacement.
- If the Identification Card or Proximity Access Card is lost or destroyed, CTECC-LE will replace it. The employee or employee's agency will be charged \$10 for a replacement Proximity Access Card and \$5 for a replacement Identification Card.
- Fees will be paid to CTECC.
- There will be no charge to replace cards that are non-functional due to normal wear and tear, or for other exceptions as approved by the CTECC General Manager or Designee.
- CTECC-LE will provide a notification and/or report of employees who do not have their Identification Card or Proximity Access Card to their Agency Manager and to the CTECC General Manager.
- Return of CTECC Identification Cards and Proximity Access Cards:
  - Upon conclusion of a person's employment or assignment to CTECC, the agency originally requesting the CTECC Identification Card or Proximity Access Card is required to retrieve the card(s) and return them to CTECC-LE.
  - Each CTECC Partner Agency will notify CTECC-LE immediately when an employee is terminated and at other times when access privileges need to be cancelled or modified.
  - CTECC-LE will immediately deactivate the proximity card for any person who is no longer employed or assigned to CTECC.
  - CTECC-LE will maintain a list of all persons with CTECC Identification Cards but are no longer employed by a CTECC agency or assigned to CTECC.
  - Cards that are not returned will be charged to the user or the user's agency.

### 7.7 Group Tours

- Generally, individuals in large tours (school groups, scouts, etc.) that are accessing only the Media /Tour area will not be issued a Temporary Visitor Pass. The group name, responsible party, and the number of participants will be logged by CTECC-LE. The group must be escorted at all times while in the facility.
- Tour group leaders will be the accountable for the group and its behavior.
- Tours of more than 5 members who want to view the Operations Floor or EOC from 3<sup>rd</sup> Floor Viewing Area must be placed on the CTECC Tour Calendar.
- To facilitate parking and other CTECC logistics, tours, meetings and events of 25 or more persons must be coordinated with the CTECC General Manager 2 weeks prior to the date of the tour. The General Manager or designee may waive the 2 week notification requirement if there are adequate resources available to support the event.
- Tours will be limited to a number of persons that can be reasonably accommodated in the facility. Adequate numbers of adults from the touring organization must accompany all youth tours and shall be responsible for discipline of those on the tour. CTECC Management, in conjunction with the CTECC Agencies, will develop guidelines for the maximum number of persons in each tour group and the appropriate ratio of adults to youth.
- Agencies scheduling tours must provide staff to escort groups.

### 7.8 Viewing of Sensitive Areas:

- Due to sensitive operations, viewing of the Operations Floor, the EOC, and other parts of the facility may be temporarily limited at any time. Viewing or access of these areas by tours and guests must follow the notification procedure outlined in the media SOP.
- Tours involving the CTECC Data Center must be pre-coordinated with the CTECC General Manager or IT Manager.

### 7.9 EOC Activation: The Emergency Operations Center will operate in two modes, "normal" and "secure." Upon the initiation of activation, the Office of Emergency Management will notify CTECC-LE of the situation, the type of activation and provide any special instructions.

- Normal Activation:
  - EOC responders and other CTECC staff with an EOC endorsement on their permanent CTECC Identification Card will

be allowed to go to the EOC.

- EOC responders who do not have permanent CTECC Identification cards will sign in and will have access to the EOC based on instructions from OEM. Each person will receive a temporary CTECC Identification Card.
- Unless CTECC-LE is otherwise advised by OEM, Media will sign-in, will be issued a Checkout Media Identification Card, and will be allowed to go to the Media Area of the upper level of the facility.
- Secure Activation:
  - No one other than OEM staff will be permitted to go to the EOC area without clearance by CTECC-LE at the building entrance.
  - OEM will provide CTECC-LE with a list of "approved" persons who will have access to the facility for the activation. This list may be written or verbally given by an authorized individual. Personnel may be described by name, agency, position or title.
  - Media will not be allowed to go to the upper level of the facility without approval from OEM.
  - During a "secure" activation, all personnel in the EOC will wear a special CTECC ID endorsement sticker. OEM will provide these stickers to CTECC-LE.
- Mail:
  - Routine mail and other packages will be delivered off-site as outlined in other CTECC procedures.
  - All mail deliveries from the off-site location will be made to CTECC-LE at the main entrance to the building.
- Courier Deliveries:
  - CTECC Agencies are strongly encouraged to use the mail delivery system for Courier Delivery, as described in other CTECC procedures.
  - Only time-sensitive materials with known shippers should be delivered directly to CTECC.
  - Unless otherwise directed, all such material will be delivered to the main entrance and will be held by CTECC-LE until accepted by the Responsible Agency.

- **Meal Deliveries:**
  - All meal deliveries will be made to the main entrance of CTECC.
  - The individual requesting the delivery is responsible to pre-notify CTECC-LE of the delivery.
  - CTECC-LE will not allow delivery persons access to the facility or CTECC grounds without approval from the Responsible Agency or individual.
  - The Responsible Agency or individual will receive all food deliveries in the CTECC lobby. Delivery personnel will not be allowed in CTECC secured areas without a direct escort from the Responsible Agency.
  
- **Large Shipments and Deliveries:**
  - Large shipments and deliveries will be made at the CTECC loading dock.
  - Agencies expecting deliveries shall pre-notify CTECC-LE.
  - CTECC-LE will not allow any shipper to access the CTECC grounds or the Loading Dock area without prior approval of the Responsible CTECC Agency.
  - Agencies who anticipate a time-certain delivery may pre-schedule the delivery and post it on the appropriate CTECC calendar. These pre-scheduled shipments will have priority use of the loading dock.
  - Unscheduled deliveries may be made at the loading dock.
    - CTECC Law Enforcement shall be notified immediately.
    - Scheduled deliveries will have priority.
    - Unscheduled delivery use of the loading dock will be on a first-come, first-served basis.
    - Unscheduled deliveries should take less than 20 minutes, unless special arrangements are made with CTECC Management.
    - Unscheduled deliveries require verification by Agency or Management based on the employee name and Agency on the shipment information.
  - Unless special arrangements have been made with CTECC-LE or CTECC Management to provide escort, the Responsible Agency must meet the delivery person at the loading dock.

- Credentialing capabilities do not exist at the loading dock. Thus, if delivery personnel need access to parts of the facility other than the loading dock:
  - Delivery personnel must be under direct escort by the Responsible Agency or CTECC-LE from the time they enter until the time they leave the facility.
- Delivery vehicles will be required to shut-off their engines while at the loading dock.
- Unless handling large quantities of materials, personal vehicles will not routinely use the loading dock.
- Vending and Other Routine Services:
  - CTECC Management or the Responsible Agency will pre-notify CTECC-LE of routine service companies and schedules (e.g. Vending Machine personnel).
    - Personnel who have a completed background check and have been cleared for CTECC credentials may be issued a checkout ID card and proximity card.
    - All other service personnel must sign-in and wear a CTECC Visitor's ID. They must be escorted whenever they are in a secure portion of the CTECC facility.
  - Refuse Collection:
    - CTECC-LE staff should meet refuse collection personnel and vehicles when they access the refuse area near the loading dock. FMS staff will provide support for this escort if CTECC-LE is not available.
    - CTECC-LE will also maintain physical or video of surveillance these persons and their equipment.

7.16 Heightened Security:

During periods of heightened security CTECC-LE and/or the CTECC General Manager may institute other steps to secure CTECC and CTECC grounds. Generally, enhanced security will be based on recommendation of the Joint Terrorism Task force, EOC (if activated), or other responsible law enforcement request. This increased security may include items such as:

- Additional limitations on access to sensitive parts of the facility.
- Additional restrictions on visitor access.
- Additional restrictions on unescorted access.
- Additional restrictions on firearms.
- Confirmation of the ID of persons entering the grounds and/or the building.
- Additional screening of vehicles, packages, personnel and their belongings.

CTECC-LE may test Heightened Security procedures from time to time after discussion with General Manager and notification to CTECC supervisors via CTECC supervisor group email.

If procedure changes for heightened security duration are for more than 48 hours the General Manager shall issue a Standing Order per SOP-042003-00-002: Standing Orders.

**8.0 CONTINUOUS REVIEW PLAN**

SOPs should be reviewed regularly. The frequency of the review is driven by the external and internal changes that affect the procedure.

*Sample Continuous Review Plan*

Review Category	Frequency of Review
* Event Driven	As events occur
New Laws	As new laws are released

\* The event driven changes affecting this SOP include:

None at this time.

## 9.0 REFERENCES

CTECC personnel using this procedure should become familiar with the contents of the following documents located in the members-only area at <http://www.ctecc.org> to properly implement this SOP.

- SOP-052003-03-003 Media Access and Procedures
- SOP-052003-08-003 Criminal History Checks, Fingerprints and CTECC Photo Identification

## 10.0 RECORDS

The Administrative Support person is responsible for submitting the following records to the General Manager's Office.

- A signed copy of the Facility Badging and Access SOP.

## 11.0 ATTACHMENTS

There are no attachments to this SOP. Agencies are responsible to develop and maintain internal procedures in concert with this document.

## **Criminal Background Investigations (CBI) CTECC Process**

### **CTECC General Manager point of contact:**

- Provides employee with a consent form.
- Schedules an appointment for employee to be fingerprinted by the CTECC Law Enforcement Office staffed by the Travis County Sheriff's Office at CTECC.
  - Two fingerprint cards are prepared.
- Forwards the fingerprint cards to APD point of contact.
- Receives the final CBI outcome APD.
- Notifies the hiring agency point of contact of CBI outcome (granted or denied only).
- Provides a new consent form to all employees for a re-check every 3 years.
  - Provides APD information to do a CBI without a fingerprint.

### **APD TAC/CTECC point of contact:**

- Sends one fingerprint card the manager of APD Identification Unit.
- Receives an email from APD ID with a "Clear" OR "Not Clear" for each person.
- Sends one fingerprint card to DPS.
- Receives an answer from DPS with a "Clear" OR "Not Clear" for each person.
- In some cases APD may request the specific criminal history from DPS.
- Runs the re-checks through TCIC/NCIC/CCH.

### **APD Identification Unit point of contact:**

- Runs the fingerprint card through the APD Fingerprint Database.
- Runs a check through the CJIS Database (not fingerprint based).
- May also be running a check through the Police Records Management System.
- Uses the TX DPS standards as outlined for "New TCIC/TLETS Access Policy – Applicant's or Employee's Criminal History Record Information" to evaluate criminal history.
- Uses the "Policy Statement – Texas CJIS Systems Access" as a guide to evaluate criminal history.
- Sends an email to APD TAC/CTECC point of contact with a "Clear" OR "Not Clear" for each person.

### **DPS point of contact:**

- Runs the fingerprint card through the DPS database.
- Uses the TX DPS standards as outlined for "New TCIC/TLETS Access Policy – Applicant's or Employee's Criminal History Record Information" to evaluate criminal history.
- Sends an email to APD TAC/CTECC with a "Clear" OR "Not Clear" for each person.

# **Policy Statement – Texas CJIS Systems Access**

## **Revised April 2008**

### **BACKGROUND**

The Department of Public Safety (DPS), as the CJIS Systems Agency (CSA) for the state of Texas, applies the rules contained within the *CJIS Security Policy* to grant access to the Texas Law Enforcement Telecommunications System (TLETS) and associated systems which include the Texas Crime Information Center (TCIC) and the Texas Computerized Criminal History (CCH) file and others. The FBI *CJIS Security Policy* provides a procedure for conducting national fingerprint-based record checks on all personnel granted access to FBI Criminal Justice Information Systems. These record checks shall be conducted within 30 days upon initial employment or assignment. If a felony conviction exists, the hiring authority shall deny systems access. The national policy states that if a criminal record of any other kind exists, systems access shall be denied until the CSO (CJIS Systems Officer) or his official designee reviews the matter to determine if systems access is appropriate. If the person appears to be a fugitive or appears to have an arrest history without conviction for a felony or serious misdemeanor, the CSO or his official designee shall review the matter to determine if systems access is appropriate. If the CSO or his designee makes a determination that FBI CJIS system access by the applicant “would not be in the public interest,” access will be denied. Currently, the CSO for the state of Texas is David Gavin, Assistant Chief of Administration, Crime Records Service, Texas Department of Public Safety.

In Texas, these decisions by the CSO have been delegated to the local law enforcement agency administrators. The DPS is not required to review every applicant. Local agency administrators may authorize or deny access to FBI and DPS systems as designated in this policy statement. When a local criminal justice agency reviews an individual’s criminal history record information, please note the DPS considers a deferred adjudication as a conviction for screening purposes. Any questions regarding the application of this policy should be referred to the Manager, Crime Information Bureau at the DPS (512) 424-2734.

### **POLICY: TERMINAL/NETWORK ACCESS**

Individuals granted terminal access or access to any equipment that stores, processes, or transmits Texas or National CJIS Systems data are required to pass a national fingerprint-based background check. This includes contractors covered by a security addendum, as well as city, county, and other governmental IT staff under a management control agreement with the criminal justice agency. The DPS considers all TCIC/NCIC record information and CCH/III information as criminal justice data. Information derived from the Driver License system or the Vehicle Registration system via TLETS may contain personal and private information protected by federal or state statute but not by the FBI Security policy.

To establish a practical process for screening in Texas that is consistent with the CJIS Security Policy requirements, DPS applies the community supervision history and conviction history standards contained in the Minimum Standards for Initial Licensure and Suspension of License of the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) to persons requesting access to the Texas and national CJIS systems.

**For persons who are peace officers:**

The Department will allow access to FBI and DPS systems to a person with a valid, active peace officer license from TCLEOSE. This means regardless of any criminal history background, the Department will grant access to a peace officer as long as the TCLEOSE license remains valid and active.

**For persons who are not peace officers:**

The Department will make a determination based upon the TCLEOSE Minimum Standards for Initial Licensure and Suspension of License to determine eligibility for systems access. The complete TCLEOSE licensing requirements may be found in Title 37, Texas Administrative Code, Chapters 217 and 223. The chart enclosed represents the TCLEOSE rules utilized by the Department for access to the CJIS systems.

The local agency administrator (i.e. Chief, Sheriff, or their equivalent) may request a waiver to allow access to FBI and DPS systems. To qualify for a waiver, an individual must have been convicted or placed on community supervision for a Class B misdemeanor at least five (5) years prior to the application. The agency head must articulate in writing that mitigating circumstances existed with the case and must attest to the value of the individual to the criminal justice community. The request shall also include a statement that the public interest would be served by reducing the denial period. These requests shall be addressed to the Director of DPS and mailed to the following address:

Texas Department of Public Safety  
Crime Records Service – MSC 0233  
Attn: Manager, Crime Information Bureau  
P.O. Box 4143  
Austin, Texas 78765-4143

Future amendments to the TCLEOSE Minimum Standards for Initial Licensure and Suspension of License will be examined by the Department to determine whether they remain an appropriate measure of an individual's access to FBI and DPS systems.

**POLICY: HARD-COPY ACCESS ONLY**

To make the Texas CJIS Systems fingerprint-based criminal history background check requirements consistent with the national standards as expressed in the CJIS Security Policy, it is no longer necessary to process a national fingerprint-based background check for those criminal justice agency employees with access to only "hard-copy" criminal justice data. All other rules regarding dissemination, security and privacy relating to Texas or National CJIS Systems data are applicable to these hard-copy access employees and agencies are authorized to perform fingerprint-based criminal history background checks, if they elect to do so.

This policy change does not apply to the following individuals and each are still required to pass a national fingerprint based background check: employees with terminal access or access to any equipment that stores, processes, or transmits criminal justice data; all contractor employees covered by a security addendum; city, county, and other governmental IT staff under a management control agreement; and employees authorized to request transactions to be performed and receive the hard-copy results since this is tantamount to terminal/network access.

(Example: An analyst who requests a criminal history background check from dispatch and receives the response for review would be required to undergo the finger-print based background check.

A corresponding change is reflected in the background check requirements for non-criminal justice agencies with statutory access to the Texas and national criminal history record information for purposes such as licensing, employment, and volunteers.

If you have any questions regarding the "hard-copy" access policy change, please contact the Manager, Crime Information Bureau at 512 424-2734.

**TEXAS CJIS SYSTEMS ACCESS POLICY**

**APPLICANT'S OR EMPLOYEE'S  
CRIMINAL HISTORY RECORD INFORMATION**

<b><u>ORIGINAL APPLICATION FOR ACCESS:</u></b>	<b><u>PERSON WHO ALREADY HAS ACCESS</u></b>
<b>FELONY CONVICTION</b> Permanent Disqualifier	Permanent Revocation of Access
<b>FELONY DEFERRED ADJUDICATION</b> Permanent Disqualifier	Suspension of Access for 20 years
<b>CLASS A MISD. CONVICTION</b> Permanent Disqualifier	Suspension of Access for 10 years
<b>CLASS A MISD. DEFERRED ADJUDICATION</b> Permanent Disqualifier	Suspension of Access for term of deferral
<b>CLASS B MISD. CONVICTION</b> Disqualifier for 10 years For Class B Conviction that occurred between 5 and 10 years ago, agency head may appeal to DPS for a waiver if there are mitigating circumstances.	Suspension of Access for 10 years <i>For Class B Conviction that was completed between 5 and 10 years ago, agency head may appeal to DPS for a waiver if there are mitigating circumstances.</i>
<b>CLASS B MISD. DEFERRED ADJUDICATION</b> Disqualifier for 10 years For Class B deferred adjudication that was completed between 5 and 10 years ago, agency head may appeal to DPS for a waiver if there are mitigating circumstances.	Suspension of Access for term of deferral
<b>INDICTMENT FOR ANY CRIMINAL OFFENSE</b> Disqualifier until disposition	<i>Suspension of Access until disposition</i>
<b>FAMILY VIOLENCE CONVICTION</b> Permanent disqualifier	<i>Permanent Revocation of Access</i>