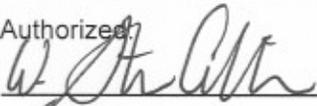
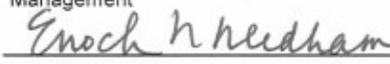
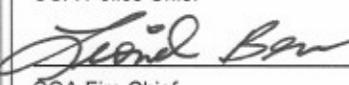
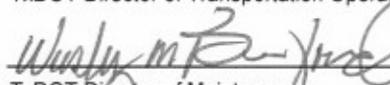
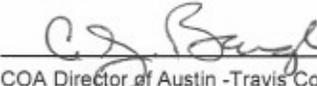
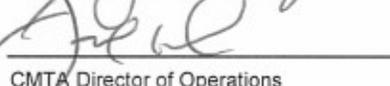


Identifier: SOP-052003-02-012	Revision: B	Effective Date: 11/12/03	Combined Transportation, Emergency & Communications Center
CTECC Document Catalog Number: SOP2003-02012			
Author: Facilities Manager			

CTECC
Standard Operating Procedure

for:

Chemical Storage

Authorized  COA Director, Office of Emergency Management	<u>12-3-03</u> Date	 Travis County Director of Emergency Management	<u>12-3-03</u> Date
 COA Police Chief	<u>12-3-03</u> Date	 TxDOT Director of Transportation Operations	<u>12/3/03</u> Date
 COA Fire Chief	<u>12/3/03</u> Date	 TxDOT Director of Maintenance	<u>12/3/03</u> Date
 COA Director of Austin - Travis County EMS	<u>12/03/03</u> Date	 CMTA Director of Operations	<u>12/3/03</u> Date
 Travis County Sheriff	<u>12/03/03</u> Date		

Revision Log

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
A		3/11/03	Virginia DeBolt	Initial draft of document	All
B		9/10/03	VFD	Changes suggested by review team incorporated	6
B	11/12/03	11/12/03	Operating Board	No revisions approved as is	None

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 an 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

Identifier: **SOP-052003-08-003** Revision: **0** Effective Date: **11/12/03**

CTECC Document Catalog Number: **SOP2003-08003**

Combined Transportation, Emergency
&
Communications Center

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

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
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:

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

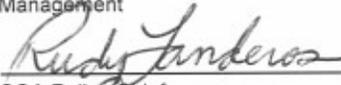
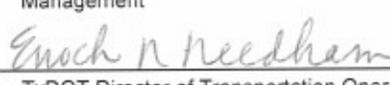
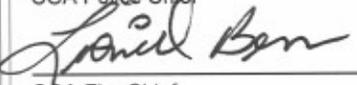
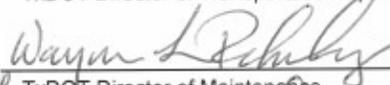
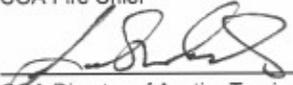
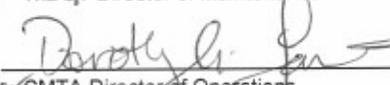
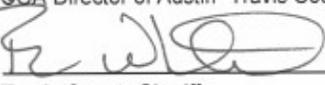
CTECC Authorization: _____ **Date:** _____
General Manager

Identifier: SOP_052003_03_002_Badging	Revision: 0	Effective Date: <i>01/18/06</i> 12/03/03	Combined Transportation, Emergency & Communications Center
CTECC Document Catalog Number: SOP2003-03002			
Author: General Manager			

CTECC
Standard Operating Procedure

for:

Facility Badging, Access and Security

Authorized:			
	<u>1-18-06</u>		<u>1-18-06</u>
COA Director, Office of Emergency Management	Date	Travis County Director of Emergency Management	Date
	<u>1-18-06</u>		<u>1/18/06</u>
COA Police Chief	Date	TxDOT Director of Transportation Operations	Date
	<u>1/18/06</u>		<u>1/18/06</u>
COA Fire Chief	Date	for TxDOT Director of Maintenance	Date
	<u>1-18-06</u>		<u>1/18/06</u>
COA Director of Austin -Travis County EMS	Date	for CMTA Director of Operations	Date
 301	<u>1-18-06</u>		
Travis County Sheriff	Date		

Revision Log

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
0	12/03/03	12/03/03	SRM	Approved by Operating Board	All
Draft 8/24/05			Swearengin	Draft for Team Review	All
Draft 10/7/05			Swearengin	Draft from Committee	All
Draft 10/10/05			Reel	Additions discussed w/Committee	Page 16

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 3rd 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.

Identifier: SOP-022003-01-005-2	Revision: 1.2	Effective Date: 07/18/07
CTECC Document Catalog Number: SOP2003-01005-2		

**Combined Transportation, Emergency
&
Communications Center**

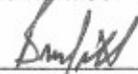
Author: **CTECC General Manager**

**CTECC
Standard Operating Procedures**

for:

General Office: Parking

Authorized:


COA Director, Office of Emergency
Management

7-18-07
Date


Travis County Director of Emergency
Management

7-18-07
Date


COA Police Chief

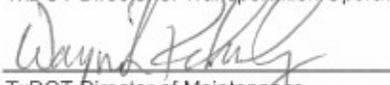
7-18-07
Date


TXDOT Director of Transportation Operations

7-18-07
Date


COA Fire Chief

7/18/07
Date


TXDOT Director of Maintenance

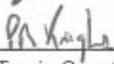
9/19/07
Date


COA Director of Austin -Travis County EMS

9/19/07
Date


for SMTA Director of Operations

07/18/07
Date


Travis County Sheriff

07-18-07
Date

Revision Log

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
Enter revision number (e.g., RA)	Enter the date approved (e.g., 01/01/01)	Enter the effective date (e.g., 07/20/01)	Enter the author's name	Enter a description of changes made	All or number(s) of affected pages
0	11/05/03	11/05/03	SRM	Approved by Operating Board	All
1				Section 7.1.1 and Section 7.3.1	
1.1			TJT	Continuous Review and statement to follow vehicle registration and inspection laws	All
1.2	07/18/07	07/18/07	TJT	Removed "IT Manager" from Author [Cover Page] Added CTECC LE under Responsible Personnel [5.2] Added \$5 Parking Tag Replacement Fee for Lost or Misplaced Parking Tags. Includes reporting immediately to CTECC LE [7.1.4]	1 5 6

SOP FOR PARKING

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.....	6
8.0	Continuous Review Plan.....	7
9.0	Records.....	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, contractors, 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

- 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 designated area that is reserved 24 hours by 7 days, 365 days a year 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 Law Enforcement (LE)
- 5.3 CTECC Agency Personnel (City of Austin, Travis County, TxDOT, Capital Metro, Communications and Technology Management)
- 5.4 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

Note1: 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. CTECC-LE is responsible for initiating the removal of any unauthorized or disabled vehicle that is on the CTECC property.

Note2: CTECC personnel may produce paper copies of this procedure from the controlled-document electronic file located in *Public Folders, CTECC, Approved SOPs*. It is each employee'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.

Note3: Deviations from this SOP must have the prior approval of the CTECC General Manager.

7.1 General Guidelines:

7.1.1 Employees are required to obtain a blue, "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 CTECC LE and CTECC General Manager have been notified in advance.

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

7.1.4 Lost or Misplaced Parking Tags must be reported immediately to the CTECC LE. A \$5 fee must be paid by the employee to replace the Parking Tag.

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. This includes short duration (5-15 minutes). CTECC staff requiring short-term parking (not to exceed 15 minutes) may park in the reserved area between the flag poles and the entrance road.

7.3 Unregistered Vehicles.

- 7.3.1 Any vehicle found to be parked in the CTECC employees parking area of the complex without the "CTECC Parking Permit" displayed is subject to immediate removal.
- 7.3.2 All vehicles parking at the CTECC Facility will appropriately display current State Registration and Inspection Stickers.
- 7.3.3 All vehicles parking at the CTECC Facility will be maintained in a working and safe condition.
- 7.4 Disabled vehicles.
 - 7.4.1 Any owner whose vehicle becomes disabled while on the CTECC property, must notify CTECC LE 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 LE will consult with the appropriate agency manager and/or the CTECC General Manager for an 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 LE 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 eight (8) covered parking spots moving from left to right are reserved for the Texas Department of Transportation 24 hours, 7 days a week.
 - 7.6.2 The remaining three (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

This SOP should be reviewed as needed. The CTECC 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 organization or facility use
- Changes in physical layout or construction of parking areas

9.0 RECORDS

None

Identifier: SOP_022003_01_005- 2_Parking_QR	Revision: 1.2 Effective: 07/18/07	Combined Transportation, Emergency & Communications Center
---	--------------------------------------	---

Quick Reference for Parking SOP

SOP Identifier/URL	<ul style="list-style-type: none"> • SOP-022003-01-005-2_Parking • This SOP is posted in <i>Public Folders, CTECC, Approved SOPs</i>.
Quick Facts	This SOP defines mandatory regulations that shall be adhered to by all CTECC Internal Program Employees, Shared-Employees, visitors, contractors, 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.
Process Summary	<p>Note: CTECC is a 24-hour seven (7) day-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. CTECC LE is responsible for initiating the removal of any unauthorized or disabled vehicle that is on the CTECC property.</p> <p>General Guidelines:</p> <ul style="list-style-type: none"> • Employees are required to register with CTECC LE any vehicle that they own or drive that will be parked on the CTECC property. • Employees are not to perform mechanical repairs on the CTECC property unless it is an emergency situation and CTECC LE and/or the CTECC General Manager has been properly notified. • The washing of personal vehicles on CTECC property is strictly prohibited. • A Lost or Misplaced Parking Tag must be reported to CTECC LE immediately. A \$5.00 replacement fee must be paid by the employee. <p>Visitors Parking:</p> <ul style="list-style-type: none"> • 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 • CTECC staff are not to park in Visitors parking spaces. Short-term (not exceeding 15 minutes) parking may be accessed in the area between the flag poles and the entrance road. <p>Unregistered Vehicles.</p> <ul style="list-style-type: none"> • All vehicles are to be registered with CTECC LE. Any vehicle that is found to be unregistered, without a blue "CTECC Parking Permit" displayed, is subject to immediate removal from the CTECC complex. • All vehicles parking at the CTECC Facility will appropriately display current State Registration and Inspection Stickers, as well as in a safe working condition.

Process Summary
(continued)

Disabled vehicles.

- Any owner whose vehicle becomes disabled while on the CTECC property, must notify Security immediately, and advise how and when the vehicle will be removed.
- 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 LE will consult with the appropriate agency manager and the CTECC General Manger for an alternate resolution.

Storage of Vehicles:

- 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 LE must be notified of the expected duration of the trip.
- Storage of personal boats, trailers, or motor homes is strictly prohibited.

Rear Loading Dock

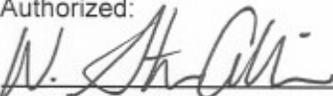
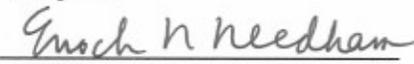
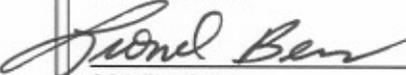
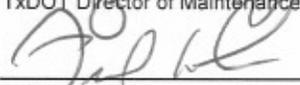
- The first 8 covered parking spots moving from left to right are reserved for the Texas Department of Transportation 24 hours, 7 days a week.
- The remaining 3 spots are for mobile communications or incident command vehicles owned by the agencies. Usage of these spots is subject to recommendation of the CTECC Managers Committee and approval by the CTECC Operating Board.

Identifier: SOP-052003-08-004	Revision: B	Effective Date: 11/12/03	Combined Transportation, Emergency & Communications Center
CTECC Document Catalog Number: SOP2003-08004			
Author: General Manager			

CTECC
Standard Operating Procedure

for:

Recycling

Authorized:  COA Director, Office of Emergency Management	<u>12-3-03</u> Date	 Travis County Director of Emergency Management	<u>12-3-03</u> Date
 COA Police Chief	<u>12-3-03</u> Date	 TxDOT Director of Transportation Operations	<u>12/3/03</u> Date
 COA Fire Chief	<u>12/3/03</u> Date	 TxDOT Director of Maintenance	<u>12/3/03</u> Date
 COA Director of Austin-Travis County EMS	<u>12/03/03</u> Date	 CMTA Director of Operations	<u>12/3/03</u> Date
 Travis County Sheriff	<u>12/03/03</u> Date		

Revision Log

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
A		4/21/03	Virginia DeBolt	Initial draft of document	All
B		8/28/03	VFD	Changes requested by Facility Maintenance and General Manager incorporated	6, 7
B	11/12/03	11/12/03	Operating Board	No revisions approved as is	None

Standard Operating Procedure for Recycling

Table of Contents

1.0 PURPOSE.....	4
2.0 SCOPE.....	4
3.0 TRAINING	4
4.0 DEFINITIONS.....	4
5.0 RESPONSIBLE PERSONNEL.....	4
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	8

Recycling

1.0 PURPOSE

This Standard Operating Procedure (SOP) describes the process for recycling at the Combined Transportation, Emergency and Communications Center (CTECC).

2.0 SCOPE

This SOP is a mandatory document and shall be implemented by all CTECC Employees when recycling for the CTECC. This SOP describes what materials can be recycled and where to deposit recyclables at CTECC.

Note: Subcontractors performing work for the CTECC shall follow this SOP for recycling or may use their own procedure(s) as long as the substitute meets the requirements prescribed by the CTECC Project Quality Management Plan, and is approved by the CTECC General Manager before the commencement of the designated activities.

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 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.
- 4.2 Recyclable—recyclables collected by the City of Austin from the CTECC facility include office paper and aluminum cans.

5.0 RESPONSIBLE PERSONNEL

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

5.1 General Manager

5.2 CTECC Personnel

6.0 EQUIPMENT

6.1 *Recycling bins*—wheeled carts designated for either aluminum or paper that are located throughout the CTECC facility.

6.2 *Personal deskside recycling basket*—a blue basket for individual deskside paper recyclables.

7.0 PROCEDURE

Note: CTECC personnel may produce paper copies of this procedure printed from the controlled-document electronic file located at CTECC internal homepage 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 What to recycle

Note: Staples, paper clips, rubber bands, plastic tabs, and plastic and wire spirals are OK.

7.1.1 Computer and fax paper

7.1.2 White and colored paper

7.1.3 Newspapers, magazines

7.1.4 Catalogs, brochures, pamphlets

7.1.5 Posters

7.1.6 Flyers and direct mail advertisements

7.1.7 Envelopes (plastic windows and labels OK)

7.1.8 Folders – manila, coated or colored

7.1.9 Soft-covered books with white pages

7.1.10 Manuals with glued bindings

- 7.1.11 Legal, steno and message pads
- 7.1.12 NCR invoices
- 7.1.13 Carbonless Forms
- 7.1.14 Paper ream wrappers
- 7.1.15 Self-adhesive notes and "Post-It" notes
- 7.1.16 Corrugated cardboard
- 7.1.17 Aluminum cans
- 7.2 What **not** to recycle
 - 7.2.1 Food boxes or wrappers
 - 7.2.2 Lunch bags
 - 7.2.3 Paper plates and cups
 - 7.2.4 Styrofoam (egg cartons, cups, peanuts, etc.)
 - 7.2.5 Holiday or other greeting cards, including their envelopes
 - 7.2.6 Brown, red or any dark-colored envelopes and folders
 - 7.2.7 Product samples (such as floppy disks and CDs)
 - 7.2.8 Soiled or food-stained paper or cardboard
 - 7.2.9 Pizza boxes
 - 7.2.10 Wet paper or cardboard
 - 7.2.11 Phone books or wrapping paper
 - 7.2.12 Facial or toilet tissue, napkins or paper towels
 - 7.2.13 Medical supplies
 - 7.2.14 Box board (cereal, shoe boxes, beverage cartons, food boxes, detergent containers, etc.)
- 7.3 Where to put recyclables
 - 7.3.1 Paper can be collected in your personal deskside recycling basket. Custodial staff will empty these baskets periodically.
 - 7.3.2 Paper recycling bins are located throughout the building. Bins are in prominent locations near the copy room, on the operations floor, and in other locations as needed. The bins are blue baskets, tubs or large, wheeled carts that clearly state "Recycle."
 - 7.3.3 Cardboard boxes must be broken down. Cardboard should be carried outside on Wednesday afternoons. The cardboard should be placed behind the green dumpster just off the loading dock. Slide the

flattened boxes into the space between the back of the dumpster and the storage building to await collection.

7.3.4 Aluminum recycling bins are located throughout the building. Bins are 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."

7.4 Pickup and removal

7.4.1 Facility Management staff will empty recycling bins and move recyclable materials to the designated storage area near the loading dock to await collection.

7.4.2 City of Austin recycling trucks will collect the recyclables on Thursday mornings.

8.0 CONTINUOUS REVIEW PLAN

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

Continuous Review Plan Considerations

Review Category	Frequency of Review
Recyclables	As recyclable materials are changed
New Laws	As new laws are released
CTECC Administration	Change in another SOP, process or policy

9.0 REFERENCES

The following documents are cited within this procedure.

City of Austin Recycling Guidelines

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

None

Identifier: SOP_022003-01-010-1	Revision: 1	Effective Date: 12/01/06 11/15/06
---	-----------------------	---

**Combined Transportation, Emergency
&
Communications Center**

CTECC Document Catalog Number: **SOP2003-01010-1**

Author: CTECC Manager/CTECC IT Manager

**CTECC
Standard Operating Procedures**

for:

General Office: Smoking

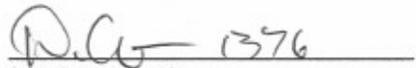
Authorized:


COA Director, Office of Emergency Management

11-15-06
Date


Travis County Director of Emergency Management

11-15-06
Date


COA Police Chief

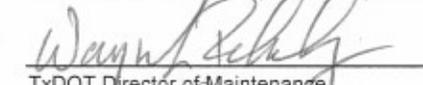
11/15/06
Date


TxDOT Director of Transportation Operations

11-17-06
Date


COA Fire Chief

11/05/06
Date


TxDOT Director of Maintenance

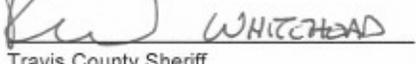
11/15/06
Date


COA Director of Austin-Travis County EMS

11-15-06
Date


CMTA Director of Operations

11/15/06
Date


Travis County Sheriff

11-15-06
Date

Revision Log

<i>Revision No.</i>	<i>Operating Board Approval Date</i>	<i>Effective Date</i>	<i>Prepared By</i>	<i>Description of Changes</i>	<i>Affected Pages</i>
Enter revision number (e.g., RA)	Enter the date approved (e.g., (01/01/01))	Enter the effective date (e.g., 07/20/01)	Enter the author's name	Enter a description of changes made	All or number(s) of affected pages
0	12/03/03	12/03/03	SRM	Approved by Operating Board	All
1		12/01/06	TJT	Revisions due to Continuous Review Revision due to changes in smoking area at CTECC	All

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.....	7
9.0	References.....	7
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

- 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, Travis County, TxDOT, Capital Metro)
- 5.3 Visitors, Contractors, Vendors, Media Personnel

6.0 EQUIPMENT

None

7.0 PROCEDURE

Note: CTECC personnel may produce paper copies of this procedure from the controlled-document electronic file located in *Public Folders, CTECC, Approved SOPs*. However, it is each employee'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 prior approval from the CTECC General Manager.

7.1 General Guidelines

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 below.

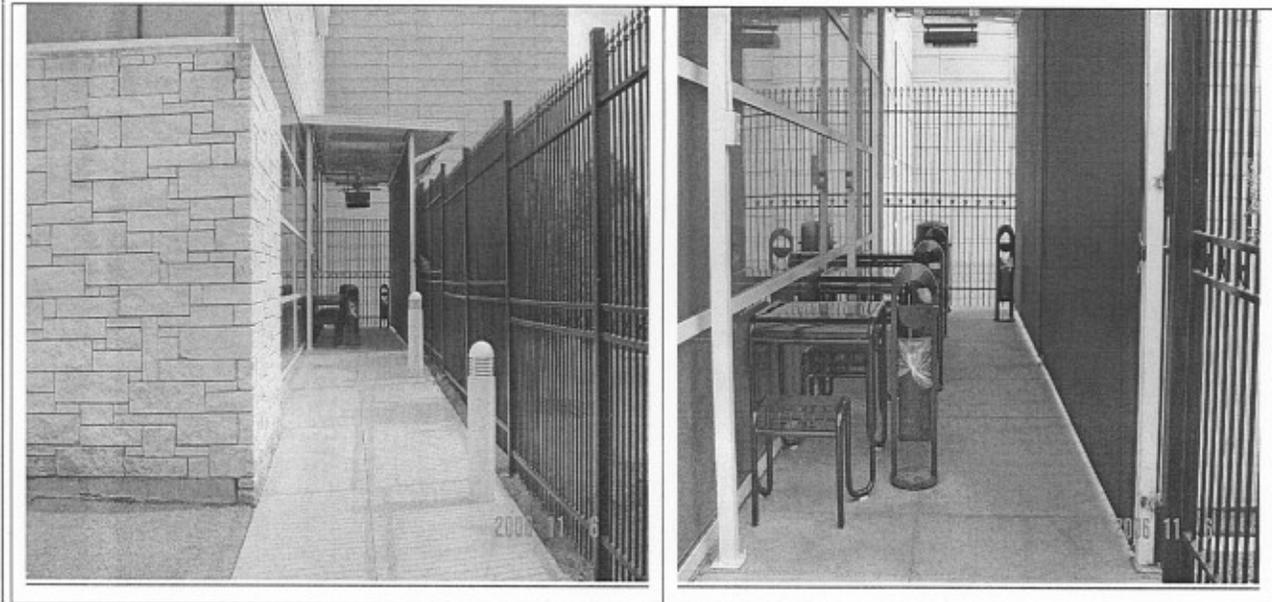


Figure: CTECC Smoking Area

- 7.2.1.1 The covered balcony can be reached by exiting the CTECC Facility from either the south or north patio door in the corridor heading to the large break room on the second floor. Exit from the patio area to the left through the open archway and make a left to enter the area marked by the "Smoking in Designated Area Only." Sign(s).
- 7.2.1.2 Smoking is only allowed in the area behind the white "smoking" line.
- 7.2.1.3 All smoking must be done in the designated area. Follow posted signs.
- 7.2.2 Employees *must* dispose of all cigarette and/or cigar butts in butt cans placed in this smoking area. Cigarette and/or cigar butts being left on the sidewalk or grass next to the smoking area will not be tolerated.
- 7.2.3 Employees may smoke in their vehicles and/or sitting astride their motorcycles. Smoking is not allowed after exiting the building, when walking through the parking lot or while standing beside vehicles/motorcycles.
- 7.3 Visitor Smoking
 - 7.3.1 If at all possible, the CTECC staff member should escort visitors to the Employee Smoking Area. Arrangements may be made in advance

between CTECC staff member(s) expecting large contingents of visitors with CTECC LE and/or the CTECC General Manager's Office.

7.3.2 Visitors should exit the building from either the south or north patio door in the corridor heading to the large break room on the second floor. Exit from the patio area to the left through the open archway and make a left to enter the area marked by the "Smoking in Designated Area Only." Sign(s).

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 CTECC 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 in *Public Folders, CTECC, Approved SOPs*. 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