



## 8300 ADMINISTRATIVE SUPPORT FUNCTIONS

### 8310 GENERAL (Revised May 27, 2010)

The Administrative Support Division (ASD) reports to the Administrative Services Bureau. The Division is responsible for managing all department fleet, facilities, and support equipment, including specialized equipment and supplies. In addition, the division commander serves as the department's Capital Projects Manager overseeing projects relating to the acquisition, design, development and remodeling of all police facilities.

#### 8311 Mission

The mission of Administrative Support is to maintain all police facilities (through City of Tucson Department Facilities Design and Management), provide necessary equipment and supplies including uniforms, office supplies, portable radios, mobile telephones, and all police vehicle equipment. The division also coordinates procurement and maintenance of all city vehicles assigned to the police department.

### 8320 FLEET MANAGEMENT

#### 8321 Acquisition of Vehicles

Vehicles are acquired in coordination with City of Tucson General Services, Fleet Services, and the City of Tucson Procurement Department, Purchasing Division. The Administrative Support Division sets the number and type of vehicle purchased. The division conducts ongoing audits of all vehicles, their mileage, maintenance history and condition. In addition, the users are queried as to which vehicles they need to replace. The number and type of vehicles to be purchased is then sent to Procurement, and an open Request for Proposal is generated.

#### 8322 Vehicle Specifications and Equipment

Vehicle and equipment specifications are set through input from the end users, recommendations of Fleet Services and via the open bid process. New equipment is frequently sent to the users for evaluation/recommendation.

#### 8323 Assignment

The number of vehicles assigned to a unit is generally based on the following formula. Field Services Bureau: one marked patrol car for every two officers. Investigative Services Bureau: one unmarked car for every detective. Other assignments: as dictated by the needs of that bureau or assignment. The City Manager's Office sets the total number of vehicles in the fleet. As cars are replaced with new ones, the replaced vehicles are turned into Fleet Services for disposal.



#### 8324 Modifications to Department Vehicles

Members or units shall not make any modifications to department vehicle bodies, systems, electrical/electronic components, or markings without first coordinating with, and receiving written permission from, the Administrative Support Division. For purposes of this section, modifications refers to any addition, removal, modification, replacement or change of the configuration of any equipment, components or markings as originally found in a department vehicle. Only the Administrative Support Division is authorized to permit such modifications or any repairs, whether performed by Fleet Services or outside vendors.

### 8330 FACILITIES MANAGEMENT

#### 8331 Facilities Security

All department personnel bear responsibility for the security of TPD facilities and the safety of those within. All members must make it their goal to become familiar with security requirements and adhere to them.

The Commander of the Administrative Services Bureau (ASB) is responsible for the security program of the department. Commanders of remote facilities shall be responsible for the security of those facilities under the auspices of the ASB Commander.

##### 8331.1 Identification Requirements

Every person in a department facility shall have some type of identification displayed and readily visible. Visitors, after appropriately checking in, will be issued temporary passes. All department personnel shall display the issued department identification card while at any police facility unless attired in an authorized TPD uniform. Members of other city departments or criminal justice agencies may display their issued identification or obtain visitor passes. Anyone not displaying identification or not escorted by a member shall be challenged or reported to sworn personnel for investigation.

##### 8331.2 Facilities Access

Police headquarters and remote public facilities will be open 0800-1700 weekdays, excluding observed city holidays.

- **Headquarters Access**

Department personnel may enter/exit headquarters via any door accessible with issued keys/identification cards, except the south fire escapes. City service and maintenance personnel may enter headquarters and move around the building as necessary to complete their jobs. Non-city service personnel shall enter via the main entrance and check in with headquarters personnel prior to doing any work in the building. Escorts will be provided to restricted areas.



Employees and city staff may access any area in the headquarters compatible with their access levels. Access into restricted areas shall be controlled by the unit commanders of the affected areas.

The general public will be allowed access during normal business hours to non-restricted areas after being admitted by headquarters desk personnel and being provided with appropriate identification. Refusal to abide by these policies, including passing through metal detectors, shall result in not being admitted to the building or removal from the building.

- **Area Access**

The general public has access to all non-restricted areas of public buildings. Maintenance and service personnel have access to all areas in order to perform their job function. Access to restricted areas will occur only during hours when escort is available. Department personnel have access to designated areas by key or keycard as required to perform their job functions. Unit commanders will regulate access to specific areas.

- **Keys**

All key requests shall be processed through the Supply Unit per City *Administrative Directive 4.01-1* that requires certain levels of authorization. Members changing assignments shall immediately surrender any special keys to the Supply Unit or Unit Commander.

### 8331.3 Headquarters Desk Unit

Headquarters desk unit, staffed by ASD personnel, have specific responsibility for monitoring circulation in headquarters. They are assigned to the following functions.

- Monitor all non-assigned people entering headquarters through the main entrance.
- Assure appropriate response to all alarms monitored at the unit.
- Conduct periodic, unscheduled building checks during non-business hours according to unit procedures.
- Monitor assignment and security of keys and keycards maintained at the unit for after-hours use according to unit procedures.
- Maintain other security precautions as dictated by unit procedures.

### 8331.4 Headquarters Parking

In order to provide safe, adequate and controlled parking and vehicle movement at headquarters, specific guidelines shall be followed.

Surface parking outside the garage is available as follows:

- On-street parking is available to all employees and volunteers in accordance with applicable parking statutes. Parking meters, signs or curb painting may restrict spaces.



- Visitor lot spaces are available to visitors of the police department. Spaces in these lots may be restricted by signage. No employee parking is authorized in this lot Monday through Friday 0800 through 1700. On-duty non-sworn members may use this lot from 1700 to 0730 when no other parking is available.
- The area in front of the bay doors of the fleet control area shall be used as needed for activities directly related to temporary fleet maintenance. Delivery vehicles may have occasion to use this area when the Cushing street loading dock is unavailable. Deadlined vehicles shall not be left in front of the bays and will be deadlined at City Fleet Services if at all possible.
- Vehicles in need of evidence processing shall be taken to the Evidence, Property and Identification Center and not stored at headquarters.
- Other parking on the "Back Ramp" is restricted by signage.

The parking garage is a secure area of headquarters that is monitored by video cameras and alarm systems. From 0600 to 1800, Monday through Friday, entry into the parking garage is controlled by security barriers. From 1800 to 0600, entry into the garage will be controlled by garage doors. All vehicles must enter and exit the garage through the north access only. Entrance access will be authorized through use of the department keycard. Exiting vehicles will pass over a pressure switch to allow egress. A hand switch is available for motorcycle egress.

No pedestrian access is allowed through the vehicle entrance or exit at any time.

Access into the parking garage is controlled by roll down metal doors and wooden arm beams that respond to a key card request. The roll up doors will be locked in the open/up position during normal weekday business hours. Any malfunction of the doors or arm, including damage, shall be reported immediately to the Administrative Support Division.

Authorized parking in the headquarters garage is divided into five categories as noted below. Members are required to observe and adhere to any parking space restrictions and may not park any vehicle in pathways or any spot not designed for parking.

- **Specialty Vehicles.** For example, Prisoner Transport Unit (PTU) vans, ID, etc.
- **Disabled Parking.** State and City parking regulations apply to these spaces.
- **Commander Parking.** Spaces are designated for commanders, managers, section heads, etc. These parking spaces are appropriately signed or otherwise marked and are for the exclusive use of these members or designee on a 24-hour basis.
- **Police Vehicle Parking.** Members or personnel from other agencies assigned to police task forces may park official vehicles in any of the spaces designated for "Police Vehicles Only."



- **Motorcycle Parking.** Spaces are designated for police motorcycle parking only. Personal motorcycles may be parked in the garage only at the east end of level P2, if those spaces are not otherwise occupied. Police motorcycle parking takes precedence over personal motorcycle parking.

Except as otherwise noted, personal vehicles are prohibited in the garage from 0730 to 1600 on weekdays. At all other times, members may park in the garage in any available space unless the space is reserved for the exclusive use of specific vehicles or assignments. Any requests for special consideration shall be made through the chain of command and then forwarded to the Administrative Support Division.

Members shall abide by all traffic control signs in and around the garage. Members using the garage shall drive slowly and cautiously for the safety of all members. Any unauthorized use of the garage or violation of safety or security regulations will be reported to the Administrative Support Division Commander who will forward a report to the appropriate chain of command for investigation.

#### 8331.5 Security Systems

The Administrative Support Division shall have administrative control of the electronic security systems (card readers, biometric readers, or code access, security cameras, alarm systems) for all police facilities. Administrative Support shall be immediately notified of any damage to or failure of such system at any time of day or night, or the loss of any access device (key card, electronic key fob, etc.).

All employees are required to observe proper operations regarding use of their access devices. Access devices (keys and key cards) shall not be lent to other members or any non-member. All access devices shall be returned to Administrative Support upon separation of service from the department.

The Administrative Support Division shall be immediately contacted if it becomes necessary to disable any access device or alter employee access level to any police facility.

#### 8331.6 Alarm Systems

Certain department facilities may be equipped with alarm systems for fire protection, duress and intrusion. These systems are monitored by a private alarm company who shall immediately contact police communications on the alarm line for any signal activation. All such alarm activations shall be dispatched to field personnel for an immediate police response to the facility in question.

Problems with alarm systems shall be referred to the Administrative Support Division for resolution.



## 8332 Evacuation Plans

Evacuation plans for the main headquarters facility is the responsibility of the Administrative Support Division Commander. Evacuation plans for substations and remote facilities are the responsibility of the commander of the facility. Unit supervisors are responsible for familiarizing new employees, or people newly assigned to the unit, on evacuation protocols. The evacuation plan shall be available to personnel in each unit. The evacuation plans for all department facilities must be reviewed and kept current.

If a fire alarm sounds, or other notice of building evacuation is given, employees shall promptly vacate the work areas in accordance with their area plans.

### 8332.1 Fire or Bomb Threat

Employees who note smoke, fire, smell something burning, or receive a bomb threat are to:

- Notify a supervisor.
- Expeditiously leave the area and close the door. Leave the door unlocked. Follow posted evacuation routes to the SAFE AREA.
- Alert other occupants by activating a fire alarm. If time allows, the Administrative Support Division shall be immediately notified.
- Assist physically impaired people to a safe rescue area.
- Evacuate the building using the nearest fire exit. Do not use elevators.
- As soon as possible, call (9) 9-1-1 and tell the operator you are reporting a fire and include the facility address, fire location, and what is burning, if known.
- Exit and proceed to a safe area in an orderly fashion. Exercise caution for traffic and emergency response vehicles.

Special consideration must be made for the evacuation of visitors and prisoners. The member responsible for the visitor or prisoner is responsible for their safe evacuation. Upon safely evacuating, the member responsible for a prisoner shall arrange for their transport to the closest substation or jail to ensure continued prisoner security.

No one shall re-enter the building until cleared by the fire commander. On-duty uniform personnel dispatched to the scene will maintain security.

### 8332.2 Area Evacuation Coordinators

Area Evacuation Coordinators are the unit supervisors of each major functional unit in a given area or on a given floor. Each evacuation coordinator is responsible for the following:

- Becoming familiar with the floor arrangement and location of personnel in their area. Particular attention must be paid to those personnel with physical limitations.



- Daily inspection of their areas to ensure that fire exits and stairwells are accessible but secure to outside intrusion.
- Arranging for the evacuation of those with disabilities who would have difficulty or could not negotiate stairs.
- Maintaining accurate evacuation signage in place.

In the event of an emergency, the Area Evacuation Coordinator will ensure that all occupants in their area have evacuated or have been relocated to a safe rescue area. They will then proceed to the Safe Area and report to the fire commander or safety director.

### 8332.3 Evacuation of the Physically Impaired

The Tucson Fire Department advises that the correct method of assisting the physically impaired or injured individual that is unable to negotiate stairs is to move them to a safe rescue area and notify (9) 9-1-1 of their location. The Area Evacuation Coordinator may remain but is not required to do so. Virtually any area where the fire cannot be seen or smoke smelled offers relative safety and will serve as a safe rescue area.

In the event of a bombing or catastrophic event that results in structural damage, there may be no safe rescue area. Physically impaired or injured persons will be evacuated if possible. Either place the impaired or injured person on a sturdy chair and two persons carry the chair or physically carry the person.

### 8333 Facilities Maintenance

Requests for repairs or services that affect health, safety or immediate operations at a police facility shall be directed to the Administrative Support Division during normal business hours. In cases of an after-hours need, refer to the Administrative Support contact information in INFO INDEX for assistance.

Routine, non-critical requests for repairs or modifications shall be directed to the Administrative Support Division by telephone or e-mail. Designated staff at some remote facilities are allowed to make direct contact for certain city services; this must be pre-arranged with Logistics, however, so as to monitor and control the progress and billing for these services.

The Administrative Support Division will also oversee contract services with vendors who provide services at department facilities or to the department, such as landscapers, locksmiths, uniform suppliers, general towing, systems furniture, etc.

### 8334 Remodeling and Construction Requests and Projects

Remodeling and construction requests shall be coordinated through the Administrative Support Division and the appropriate chain of command from the requesting division. The requesting party is responsible for identifying funding sources for such projects, including for obtaining work order estimates.



Administrative Support shall coordinate all arrangements with Facilities Management for work orders and estimates at all Department facilities.

**8335 Systems Furniture**

Various types and configurations of systems furniture are located in office areas throughout the department. Systems furniture shall not be disassembled or reconfigured without the oversight and authorization of the Administrative Support Division. This is because of ADA and OSHA concerns, as well as the need for certain specialty assistance (such as from an electrician) when these systems are disassembled. Additionally, the department and its vendor maintains an inventory of system elements so that unneeded pieces can be used in other areas of the agency.

Units in need of such design work shall coordinate their requests with Logistics. In some instances, the requesting units will also need to identify the appropriate funding source for design and labor charges from the city's furniture vendor.

**8336 Smoking Policy**

Smoking is prohibited in all city facilities and vehicles at all times. Smoking may be allowed adjacent to facilities in compliance with state law, unless otherwise posted. The Administrative Support Division shall be responsible for monitoring and ensuring compliance with this policy.

**8337 Americans with Disabilities (ADA) Act Compliance**

The Administrative Support Division Commander is designated as the department's liaison on ADA and access issues for employees and the public. Administrative Support shall work with other appropriate city departments and contractors to ensure that all police facilities are in compliance with the law regarding accessibility.

Questions, concerns, complaints or requests for any building modifications to address ADA concerns, whether from employees or public users of department facilities, should be referred to the Administrative Support Division.

**8337.1 TDD Equipment**

In accordance with requirements of the ADA, the department shall have available TDD (Telecommunications Device for the Deaf; formerly known as a TTY) communications devices at the substations for use by prisoners who are allowed to make telephone calls. Commanders at the field substations are responsible for ensuring that the devices are used properly and that their staffs are suitably trained. Administrative Support should be contacted for any questions or problems with the devices.

**8340 EQUIPMENT**

**8341 Acquisition and Specifications**



New equipment is acquired through the standard City of Tucson procurement process. This is an open, competitive bid process. Specifications are either industry standards, set by the requestor/end user (with chain of command review and approval), or when applicable set by statute, code or other city policy. Anything outside of these standards is sent to the departments Legal Advisors for review.

#### 8342 **Equipment Replacement Needs**

The department no longer prepares an annual, formalized replacement plan. Divisions are responsible for identifying their replacement needs and submitting information and requests through their chains of command. Requests for systems furniture, vehicles and copiers will be coordinated through the Administrative Support Division, although in some instances the requesting division will be responsible for identifying the funding source for purchases.

#### 8343 **Inventory Control**

Inventory control is the responsibility of all members of the department. Formal inventory control is housed in the Budget Section of the Administrative Services Bureau. On an annual basis, Division Commanders are sent a listing of all equipment worth over \$1,000 and must verify the location of that equipment (using city or department applied tracking numbers). The operational readiness of all department equipment is the responsibility of the member(s) assigned the equipment. Supervisors will monitor compliance.

### 8350 **SUPPLY**

#### 8351 **General**

The Supply Unit is responsible for all regular office supplies, uniforms, and items issued to individual employees. Unit members are supervised within the Administrative Support Division as assigned by the Division Commander.

#### 8352 **Uniforms and Equipment**

Uniforms and equipment are issued through the Supply Unit. The Uniform Committee, chaired by the Deputy Chief of Police, sets the specific uniform/equipment items that are authorized for issue, and their specifications. The Supply Unit maintains a list of authorized items.

Members needing new or replacement uniform items must bring a *Uniform Request Form*, signed by their supervisor to the Supply Unit in order to obtain a chit. In some cases, items to be replaced must first be turned in prior to the issuance of new or replacement items. Supply may either issue a chit for a new item or issue items from their stock at the station (including used items). Supply will not issue items to members that are in excess of the authorized limits or that are not authorized to the particular member.

The uniform suppliers are designated through a competitive bid process. Members must use this supplier unless they have specific authorization from the Administrative Support Division.



**8353 Accounting**

The Administrative Support Division is responsible for maintaining the budget for the accounts that deal with Supply. The Budget Section provides a monthly accounting of expenditures. The Administrative Support Commander will periodically inform end users of budget status as necessary.

Other divisions or sections in the department are not authorized to charge items (such as P-card purchases) to any Administrative Support account (such as general supplies or uniforms) without specific permission.

**8360 CONTRACT MANAGEMENT**

The Administrative Support Division retains overall responsibility for the management of various contracts. These include: Pima County Jail Board (incarceration of misdemeanants); Compass Healthcare alcohol detoxification services (so officers can transport intoxicated individuals to a treatment facility); Kiva Physicians (allowing injured prisoners priority at one local hospital emergency room); the towing contract (general towing only – towing services for mandatory impounds are handled through the Traffic Division); and cellular telephones, pagers, translation and interpretation services (for the deaf). These contracts are all awarded through the City of Tucson competitive open bid process.

The Administrative Support Division shall be responsible for ensuring that contract service employees are screened prior to being allowed to work at or in any department facility or construction site. This includes vendors providing services such as computer, copier and FAX repair, equipment and furniture installers, contract cleaners, or routine deliveries to our facilities. A list of persons authorized access will be maintained by the Headquarters Desk.

**8370 HEADQUARTERS SECURITY**

**8371 General**

Security and manning of the Headquarters front desk shall be the responsibility of the Administrative Support Division Commander. ASD shall develop procedures to handle the public, deliveries, mail, access, etc.

**8372 Headquarters Security**

**8372.1 General**

ASD shall staff the headquarters front desk with uniformed personnel during all public business hours. These officers are responsible for general security, monitoring and controlling access to the facility, issuing visitor passes, and accepting all incoming mail and deliveries. Other duties shall be assigned as appropriate by the ASD Commander.

**8372.2 Walk-ins**



The station security officers are responsible for citizens who come to the window who want to make a report. If the report is reference a theft, and there is no suspect information, then a *Mail-In Form* can be used. Stolen weapons and cellular phones with serial numbers are not to be reported on mail-ins. All other reports are to be done on a standard *Multi-Purpose Report*. Citizens reporting additional information to an existing case will have a *Supplementary Report* done.

### 8372.3 Monitoring Systems

- Cameras are set up around key access areas of the main station. A monitor set up at the front desk allows the officer to view a number of entrances at a time. An alarm activates when a pedestrian walks through the barrier arms at the north garage entrance. The monitor will show an alarm by going to one picture. If a vehicle hits one of the barrier arms the file can be reviewed if done within a 30-day period.
- Fire: Fire alarms are located throughout the building, with a master annunciator panel (alarm zone indicator) at the front desk and in a secure mechanical room. Once the alarm sounds employees in the building shall evacuate following established procedures.
- Elevators: The alarm in the elevators goes to the Fire Department. TFD will respond to assist in getting the person out.
- Evidence Refrigerator: Freezer and Sex Crimes Refrigerator: These alarms are set to go off if the temperature inside the devices changes.

### 8372.4 Station Security

Building and parking garage checks shall be done periodically.

Keys to various areas of headquarters and vehicles are kept in a lock box at the front desk. A key list is posted on the lock box. Several sensitive area keys are kept in the safe in the Sergeant's office. The key box is to be kept locked at all times. Each Headquarters Security Officer has a key to unlock the box. It is the responsibility of the Headquarters Security officer to make sure whoever is checking out a key that it is properly logged in and out. At the beginning of each shift the incoming sergeant or officer shall ascertain that all keys are accounted for.

### 8372.5 Visitors

Visitor admission to police department facilities will be accomplished with courtesy while adhering to careful procedures to maintain station security.

All visitors must pass through the metal detector and are subject to search for weapons or contraband.



All visitors shall be screened to determine destination and validity of the visit. Specific units will be called to confirm appointments or obtain permission to send them to that section. Visitors picking up police reports in records and visitors getting fingerprinted shall be sent to the appropriate area without a phone call to confirm, as they do not have to have an appointment.

Each visitor must wear a visitor's pass while in the building. This is obtained by exchanging a form of I.D. for the pass

If the visitor is a maintenance person or other contractor, than a city employee with valid I.D. they must produce I.D. and be verified through the requesting office. It is appropriate to inspect the interiors of briefcases and tool kits. A temporary contractor's pass can be issued in exchange for an I.D.

Visitors shall not be allowed visual access to the desk computers.

### 8373 **Miscellaneous Information**

#### 8373.1 **SORT Fliers**

The SORT Unit will distribute flyers with information about sexual offenders who are being released from prison, or have moved. The orange flyer goes into the community notification book located at the desk. The white flyer goes onto a clipboard that is in the break area. The white flyer is not for public viewing.

#### 8373.2 **Cash Receipts**

Officers working the headquarters desk shall be responsible for assisting with the pickup of locked moneybags during normal business hours by the contract armored car service.

#### 8373.3 **Court-Ordered Surrender of Firearms**

When an individual is served with a court order to surrender their weapons due to a domestic violence incident, they will be instructed to bring them to the police department. Headquarters desk officers will receive the firearms into Safekeeping.