

# VCU POLICE DEPARTMENT

## THE VCU POLICE ACCESS CONTROL SYSTEM



# **FACTS ABOUT THE VCU POLICE ACCESS CONTROL SYSTEM**

## **What is an Access Control System?**

Access Control is a crime prevention method whereby occupants of a building are directed to only use specified entrances and exits at any given time. Access Control Systems can electronically lock and unlock buildings remotely, generate and monitor alarms, and allow authorized individuals to enter buildings after-hours using an ID card instead of a key.

Virginia Commonwealth University is contracted with a Commonwealth of Virginia's Department of Criminal Justice Services licensed security systems installer. VCU Facilities Management coordinates with the vendor and VCU Police to install Integrated Access Control System (IACS) devices for designated VCU facilities. An IACS installation may consist of electronic locking devices, Closed Circuit Television (CCTV), door alarms, glass-break alarms, card readers, panic buttons, and motion detectors.

## **Why would I want to consider it for my department / building?**

Installing the latest security technology will provide layered security measures for students, faculty, staff and visitors while in a VCU facility. The security systems installed meet the safety standards set by the VCU Police Department's Crime Prevention Section.

## **What are some other benefits of this system?**

- Only persons who have been issued a VCU Card and have been granted permission by a Building manager can gain access to your areas at the times you designate.
- It replaces keys with a documented computer based key card system.
- When a card is lost or stolen, it is replaced and removed from the system. This means there are no keys floating around and no locks to be changed.
- You will know who uses your building and when. You can request records as needed of persons that use the site.
- The system is designed to guide people in a planned direction in and out of your building. This will reduce the access of your building by strangers or non-authorized personnel.
- The system will electronically lock and unlock your building/area at times that you specify.

- If a crime does occur after hours in your facility, the VCU Police Investigation team will have information regarding persons who were in the building at the time of the incident. There are more potential witnesses to a situation, thus a higher probability of solvability.

### **What will it cost me?**

The cost will vary depending upon the type and number of devices installed. VCU Facilities Management and the VCU Police will conduct a survey of the building to determine your security needs and will coordinate with the vendor to obtain cost estimates. Costs may include:

- IACS equipment and labor.
- Cost of any 110 electrical outlets, fire panel connections and fiber lines needed.
- Any door changes that may be needed to facilitate proper installation or necessary signs.
- Removal of any previous system.

### **Whom do I contact for a survey and estimate?**

James Bowman of VCU Facilities Management Division, or Sgt. Nicole V. Dailey of VCU Police Security Services can assist you with beginning the process.

James Bowman, Facilities Management, [jbowman@vcu.edu](mailto:jbowman@vcu.edu), (804) 641-5659.  
Sgt. Nicole V. Dailey, VCUPD Security Services, [nvdailey@vcu.edu](mailto:nvdailey@vcu.edu), (804) 828-6226.

# **ROLE OF THE BUILDING MANAGER**

The Building Manager plays a critical role in the success of an Access Control System. He or she determines when their building will be secured and who can gain access after hours. Building Managers and their Departmental Vice Presidents are strongly encouraged to read the [University's Access Control Policy](#) thoroughly.

If you are designated as a Building Manager in a building that has an Access Control System, you will work with VCUPD Security Services and / or VCU Facilities Management to establish Card Access and Locking Schedules.

## **CARD ACCESS**

### **1. Card Access Clearances**

Card access clearances are a combination of a group of card readers and a time range when access is allowed.

- Decide whether access should be allowed to all card readers, or create groups of readers.
- Decide whether access should be allowed 24-hours a day every day, or choose time ranges.
- Divide your staff / students into groups who require access to common readers during the same time ranges. For example, you might have an ALL group – staff needing access to all readers, 24 hours a day; and you might also have a LIMITED group – staff allowed access to perimeter doors only from 8am to 5pm, Monday through Friday.

### **2. Card Access Lists**

You will need to provide the following information for individuals who require access to your building.

- Name
- 16-digit card number (front of card)
- Proximity number (back of card)
- Indication of access needed (buildings, readers, time ranges)

### 3. Authorizations and Submission

On the Monroe Park Campus, the department may designate persons who will authorize after-hours card access. Requests may be submitted directly to VCUPD Security Services, via fax (828-1199) or email to Susan M. Kelley ([smkelley@vcu.edu](mailto:smkelley@vcu.edu)). In Susan's absence, requests may be handled by Tameeka Baugh ([tsbaugh@vcu.edu](mailto:tsbaugh@vcu.edu)).

- For any Medical Campus Academic building, requests must be authorized by a Dean or Department Chairman, and then submitted to the Office of the Vice President of Health Sciences (VPHS). When the request has been approved, VPHS will forward it to VCUPD for activation.

Vice President for Health Sciences- Box 980549, fax 828-8003. E-Mail is also accepted.

- Any request that includes access to an animal facility will also require authorization from the Department of Animal Resources.

Department of Animal Resources- Sanger Hall B1-052, Box 980630, fax 828-2705.

- Requests for access to VCU Health System hospital facilities should be submitted to the VCUHS Security Office.

VCU Health System Security- AD Williams B-503, Box 980320 fax 828-4299.

For your convenience, VCUPD Security Services can provide forms for requesting building access for individuals or for groups. However, you are not required to use a form.

Updates to card access, such as card number changes, do not require re-authorization. You can email changes directly to Susan Kelley or contact VCUHS Security.

Deactivation does NOT occur automatically. You will need to notify Susan Kelley or VCUHS Security to have a card deactivated when a staff member leaves, or when a card is lost or stolen.

Replacement cards can be obtained from the VCU Card Office:

Monroe Park Campus: 701 W. Broad Street, 1<sup>st</sup> floor

Medical Campus: 1101 E. Marshall Street, Basement Level 1, Room B1-018

## **LOCKING SCHEDULES**

Automatic locking schedule programs are a combination of a group of doors and a time range the doors should be unlocked.

### **1. Standard Schedules**

- Determine which doors will need to be unlocked.
- Determine the hours that the doors will need to be unlocked.
- Create groups of doors that need to be unlocked during the same hours.
- Indicate which doors, if any, should remain locked at all times.
- For doors that do not have card readers or magnetic locks, but are equipped with door contact alarms, you still need to decide when the alarms should be disarmed.
- Establish a plan for holidays and inclement weather days. Unless otherwise requested, your building will be locked during all University Holidays and Inclement Weather Closings.
- Locking schedules for Medical Campus Academic buildings must be submitted by a Dean or Department Chairman to VPHS for approval.

### **2. Schedule Changes for Events**

- Requests to change a locking schedule for an event should be submitted to Susan Kelley at least 2 days in advance of the event.
- Some buildings may be required to have Security or Police coverage for events. Schedules for these buildings will not be altered until coverage is confirmed.
- Locking schedule changes for Medical Campus Academic buildings must be submitted by a Dean or Department Chairman to VPHS for approval.
- If there is an urgent need to lock or unlock doors outside the normal schedule, the Police Department's 24-hour Emergency Communications Center (828-1196) staff can provide this service, with certain restrictions:

You will need to provide a list of persons authorized to make these requests to the ECC Supervisor, Tameeka Baugh.

Requests for Medical Campus Academic buildings will still require approval by VPHS.

## **CARD USER QUESTIONS**

### **How do I use my card?**

Your building may be equipped with magnetic stripe readers or proximity readers, or both.

To use your card in a magnetic stripe reader, place the card in the slot so that the photo is facing the larger side of the reader and the magnetic strip is facing to the right. The card should be flush against the back of the slot while swiping completely through. Most readers will allow you to swipe the card either upwards or downwards.

To use your card at a proximity reader, you only need to hold the card near the reader.

### **What should I do if my card doesn't work?**

Check with your supervisor or building manager to confirm that a request for activation has been submitted, and verify the doors where access is needed.

Check with Susan Kelley at VCUPD Security Services (828-9373) to verify that your card has been activated and that your clearance level allows you access to the correct doors, during the appropriate times.

Have the VCU Card Office test your card to make sure that it is not defective or damaged. If they determine that there is something wrong with your card, they will print a new one for you at no charge. The number on the front of your new card might be the same as the old one. But the number on the back – the proximity number – will definitely change. So be sure to contact your supervisor, building manager, instructor, and / or Susan Kelley to have your card number updated in the database and restore your normal access.

### **When do I need to use my card?**

You only need to use your card when the door is locked. Card readers will not read cards when the door is unlocked, so you won't be able to test your card during open hours. If you are unfamiliar with the open hours of your building, ask your supervisor, instructor, or building manager.

**I've verified that I have a good card and it's properly activated, but it still isn't working. Could the card reader be broken? What kinds of problems can occur with the Access Control System?**

Access Control System devices may develop some of the same problems as any mechanical locking system. However, in some cases, the Access Control System is able to alert the Campus Police of hardware problems.

If you suspect that a door or other device is not working properly, contact the VCUPD 24-hour Emergency Communications Center (828-1196) or Susan Kelley (828-9373) and describe the problem. VCUPD staff may already be aware of an existing problem and may be able to suggest alternative temporary solutions. Also, it may be possible for Susan to diagnose the problem with system reports. Either way, the suspected problem can be submitted for testing and repair.