General Order

Houston Police Department

ISSUE DATE:	NO.
December 9, 2020	400-22

REFERENCE: Supersedes all prior conflicting Circulars and Directives, and General Order 400-22, dated May 11, 2015

SUBJECT: KEYS,PASSWORDS, AND PERSONAL IDENTIFICATION NUMBERS

POLICY

No department key, password, or personal identification number will be exchanged with or transferred to any other person unless exigent circumstances clearly necessitate the sharing of such information in furtherance of department goals and objectives. No department key will be altered or duplicated without the appropriate division commander's approval.

This General Order applies to all employees.

DEFINITIONS

Key. Any device (e.g., metal key, key fob, magnetic swipe card, card with computer chip) used to open a locking mechanism or that allows access to or control of City property or information.

Password. Any code or combination (e.g., computer *password*, telephone access code, combination or code for mechanical or electrical door lock) that allows access to or control of City property, information, or services.

Personal Identification Number (PIN). A numeric only *password* (usually four to six digits in length) shared between a user and a system, application, or device that can be used to authenticate the user to the system, application, or device.

1 DUPLICATING AND REPLACING KEYS AND LOCKS

Only the HPD Fleet Unit is authorized to duplicate *keys* and rekey or replace locks for department vehicles. The Fleet Unit shall house duplicate *keys* to all motor pool and Fleet Unit vehicles, as well as lieutenants', commanders' and chiefs' take-home vehicles. All other divisionally assigned vehicles' duplicate keys will be kept by the division's vehicle coordinator.

Only City of Houston General Services Department personnel are authorized to alter, replace, exchange, or rekey locks, or duplicate *keys* for department facilities. The General Services Department shall house duplicate *keys* to department facilities. (This paragraph does not apply to *keys* for desk drawers, file cabinets, safes, etc.)

Any request to alter, replace, rekey, duplicate, or exchange a City owned lock or key shall be routed to the General Services Department representative responsible for that facility. Requests for these services at Police Headquarters shall be routed to the Security Detail.

Only the General Services Department and the Security Detail are authorized to oversee the housing of grand master or sub-master *keys* for department facilities.

Field & Support Operations may establish additional procedures regulating locks, *keys*, and security. These procedures shall be documented in an appropriate standard operating procedure. Such procedures shall not conflict with this General Order. Employees shall adhere to any additional procedures.

2 USE OF KEYS, PASSWORDS, AND PERSONAL IDENTIFICATION NUMBERS

Employees shall not access any City property or information they are not authorized to access.

Employees shall not reveal a City of Houston *password* or *Personal Identification Number (PIN)* to another person, nor allow their *password*, *PIN*, or *key* to be used by another person to gain access to any City property or information unless exigent circumstances clearly necessitate the sharing of such information in furtherance of department goals and objectives.

Employees shall:

a. Use only their own *passwords* or *PINs* when accessing City property, information, or services.

b. Access City property, information, or services only when acting within the scope of their assigned duties.

c. Ensure property, information, and services are properly secured from unauthorized access at all times.

3 RESPONSIBILITY FOR CITY PROPERTY

Employees are responsible for the security of City property, information, *keys*, *passwords*, *PINs*, and services. When security is breached by any method (e.g., improper security measures used, unauthorized personnel admitted to secure areas, codes compromised by hacking), the incident shall be reported and investigated in the same manner as set forth in General Order 400-18, **Responsibility for City Property**.

When security of City property or information is compromised by loss of a *key* or compromise of a *password* or *PIN*, the division commander or designee shall take action necessary to reestablish security.

4 REPLACEMENT OF KEYS

When a *key* is lost, stolen, or compromised, it shall be replaced in accordance with General Order 400-18, **Responsibility for City Property**.

Art Acevedo
Chief of Police