UCLA Procedure 825.1: Building Entrance Keying, Electronic Access, and Control

Issuing Officer:	Assistant Vice Chancellor, Facilities Management
Responsible Dept:	Facilities Management
Effective Date:	April 11, 2025
Supersedes:	UCLA Policy 825, dated 6/7/2023

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I. GENERAL POLICY

In accordance with UCLA Policy 825, Key and Electronic Access Administration and Control, building entrance keys and/or BruinCard access are provided to appropriate faculty, staff, and students to unlock doors at designated building entrances that need to be accessible after normal business hours. Departments should establish and post hours of operation in coordination with Facilities Management (FM), the department's Building Coordinator, and in conjunction with issuance of building entrance keys and BruinCard access. In general, campus buildings are open from 7:00 a.m. until 10:00 p.m., unless other specific building hours are established and posted. In the event that specific campus events or incidents warrant increased security or access restrictions, building occupants will be notified in advance by the appropriate campus authorities.

Building Entrance Key Control Coordinators and/or Building Coordinators are designated for each building and are responsible for: reviewing and approving departmental requests for building entrance keys and BruinCard access; performing periodic reviews of the departments' record keeping systems; providing FM with a list identifying individuals in each department who are authorized to request keys and who has BruinCard access; and maintaining their own lists of individuals with building entrance keys and BruinCard access.

As of the issuance of this Procedure, the UCLA campus continues to transition from physical key access to electronic BruinCard reader access for most campus buildings (see Policy 825 for exceptions) and for at least two entrances per building. Once a building has transitioned to BruinCard access, all "after normal business hours" or "off-hour" building access must be obtained through the use of an electronic BruinCard reader. BruinCard is the only electronic building access system authorized on the UCLA campus.

Departments are required to notify the FM Hardware Shop immediately of any changes to their list of individuals who are approved and authorized to request keys, and for coordinating BruinCard access for building occupants with the Building Coordinator in conjunction with the BruinCard Center for buildings that have transitioned to BruinCard access only.

II. PROCEDURES

A. Building Entrance Key Duplication, Rekeying, or BruinCard Access

RESPONSIBILITY	ACTION
Department	For key duplication or rekeying completes Facilities Service Request (FSR) and forwards it to Building Entrance Key Control Coordinator for review and approval signature.

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RESPONSIBILITY	ACTION
Department (cont.)	For Bruin Card access for exterior building entrances, coordinates with Building Entrance/Key Control Coordinator and/or Building Coordinator to identify individuals that need after-hours access and provides a list to the BruinCard Center.
	Updates and maintains department key issuance control records. Requests must include key number, quantity requested, justification, and whether departmental pickup or delivery to the department is desired.
	Updates and maintains department BruinCard access control records.
Building Entrance/Key Control Coordinator	For key duplication and rekeying, reviews and signs request and forwards FSR to FM.
	For BruinCard access, coordinates with department on who requires after-hour building access and forwards list to BruinCard Center.
	Updates and maintains building key issuance control records. If request is for rekeying or lock changes, additional written justification is required with approval from the department head or their designee. See UCLA Policy 825 for guidance on requesting Off-Master keys.
	Updates and maintains BruinCard access control records, and notifies BruinCard Center of any changes.
	Reports changes to Police and Fire Department for emergency access information files.
Facilities Management (Hardware Shop)	Duplicates keys and at discretion of department will either: - Call department for pickup, or - Have keys delivered to Building Entrance/Key Control Coordinator.
	If rekeying is requested, changes locks at time of key delivery and collects replaced hardware.
	Updates necessary building entrance key control records.
	Charges to requesting department appear on General Detail Ledger.
BruinCard Center	Receives BruinCard access requests from Building Coordinators and programs access to approved individuals.
	Receives lists of First Responders from UCPD and UCFD and programs BruinCard access for each.

B. Building Entrance Key Distribution and Record Keeping for Departments

RESPONSIBILITY	ACTION
Department Building Entrance/Key Control Coordinator	Distributes entrance door keys to appropriate faculty/staff/students according to departmental procedures.
	Verifies that individual has proper identification including a photo identification (e.g., UCLA photo identification, driver's license, or other appropriate identification with photo).
	Updates Department/Building Entrance Key Control Coordinator key issuance control records periodically.
	Updates list of authorized Building Entrance Key Control Coordinators as personnel changes are made and notifies the FM Hardware Shop immediately. This will ensure timely processing of building entrance key requests.
	Updates the UCLA Space Inventory database with the name(s) of the current occupant(s) of the space and frequently updates the occupant field as personnel changes are made.

C.   Building Entrance Key Retrieval and Removing BruinCard Access

RESPONSIBILITY	ACTION
Department	Obtains building entrance keys from terminating or transferring faculty/staff/students implementing department's own procedures.
	Provides a list to Building Coordinators and BruinCard Center of terminating or transferring faculty/staff/students implementing department's own procedures.
	Returns keys to Building Entrance Key Control Coordinator including identification of department and terminating faculty/staff/student.
	Updates department key issuance and BruinCard access control records periodically and notifies BruinCard of any changes.
	If keys cannot be recovered, or if keys or BruinCard were lost or stolen, or if individual refuses to return keys, notifies Building Entrance Key Control Coordinator(lost, stolen, or refusal), UCPD (stolen or refusal only), and FM as follows in Section D.

D. Reporting Lost or Stolen BruinCards and Lost, Stolen, or Refusal to Return Building Entrance Keys

RESPONSIBILITY	ACTION
Department	Notifies Building Entrance Key Control Coordinator regarding lost, stolen, or refusal to return building entrance keys, and updates departmental records.
	Notifies Building Coordinator regarding lost or stolen BruinCards and updates departmental records.
Building Entrance Key Control Coordinator	Updates building entrance key and BruinCard access records and • Notifies UCPD if building entrance keys and/or BruinCard are reported stolen; or • Notifies UCPD for investigation and follow-up if terminating faculty/staff/student refuses to return building entrance keys. • Notifies the FM Hardware Shop or BruinCard Center, as applicable. • Confers with department representative/UCPD/FM regarding whether building entrances need to be rekeyed or locks changed.

E. Requesting Building/Space Access When Locked Out During After Hours of Operation

The following procedures have been established to maximize security, minimize unauthorized access to UCLA buildings and facilities, and minimize threats to campus and department security.

RESPONSIBILITY	ACTION
Requesting Individual	Calls FM's Trouble Desk at 310-825-9236 to request key access to a building and/or space previously authorized to enter and currently locked out of during after hours of operation.
	Access to exterior building entrances via BruinCard after normal working hours is a pre-approved process, see UCLA Policy 825. Contact your supervisor and Building Coordinatorregarding BruinCard access issues.
Department	Notifies FM Trouble Desk at 310-825-9236, FM Space Inventory Manager at spaceinventory.ucla.edu (Contact Us tab), and the BruinCard Center of any faculty/staff/students that have been terminated, transferred, or placed on administrative leave so that the faculty/staff/students cannot come to campus and request access from FM.
Facilities Management (Trouble Desk)	Consults the official UCLA Space Inventory data base to verify if the requesting individual is listed in the "occupant" field for the requested space. If the individual is not listed as an authorized occupant of the space, access will *not* be granted. Upon request from the locked-out individual, the Department Head or Building Coordinator may verify access by emailing the FM Trouble Desk at tcall@fm.ucla.edu. It is the responsibility of the locked-out individual to contact their Department Head or Building Coordinator to initiate this process.

RESPONSIBILITY	ACTION
Facilities Management (Trouble Desk) (cont.)	Grants authorization once approved access has been verified.
	Calls locksmith on duty to open doors. FM has a locksmith on campus Monday through Friday from 6:30 a.m. until 11:30 p.m., and response time should be less than one hour. From 11:30 p.m. until 6:30 a.m. or on weekends and holidays, a duty locksmith will have to be called in from their residence, and response time may be up to two hours. Additionally, collective bargaining agreements require employees called in to work during non-duty hours to receive 4 hours of overtime, the total cost of which will be assessed to the department of the locked-out individual.
Facilities Management (Hardware Shop)	Requests a photo I.D. from the requesting individual and verifies their identity. If the requesting individual is unable to provide photo identification, access will _not_ be granted. Upon request from the locked-out individual, the Department Head or Building Coordinator may verify access by emailing a photograph of the locked out individual to the FM Trouble Desk at tcall@fm.ucla.edu. It is the responsibility of the locked-out individual to contact their Department Head or Building Coordinator to initiate this process.
	Opens the door for the requesting individual.
Facilities Management (Trouble Desk)	Recharges department for open door services on the departmental blanket account.

III. REFERENCES

1. UCLA Policy 825, Key Administration and Control;
2. UCLA Procedure 815.1, Requesting Facilities Management Services;
3. Online Facilities Service Request (FSR).

Issuing Officer

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Questions concerning this policy or procedure should be referred to the Responsible Department listed at the top of this document.