

EXHIBIT 2 – SAMPLE POST ORDERS



**City of Phoenix**

City of Phoenix Public Transit Department

Municipal Security Guard

Public Transit Headquarters Post Orders

SAMPLE

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### Mission

The Public Transit Department's goal is to provide customer service, safety, and security for the Public Transit Building employees, customers and contractors through the use of Municipal Security Guards. MSGs shall maintain high visibility to the employees and guests at all times.

### General Shift Responsibilities

- 1) Posts will be assumed by the MSGs at their scheduled shift time:
  - MSGs will arrive on time and be ready for duty and exchange information with the previous shift. Information may include suspicious activity, expected visitors, and any other information vital to the safety, security, and operation of the building.
  - MSGs will not arrive more than 15 minutes to post prior to the beginning of their scheduled shift.
  - There will be 2 posts for this location, office and patrol. Each post will be a 4-hour post and the MSGs will switch after their initial assignment for a total of 8 hours of duty.
  - MSGs will pass down any security, maintenance or building information to the relieving security personnel
- 2) All MSGs will complete Daily Activity Reports.
- 3) All MSGs will conduct an inventory for the 302 duty cell phone, building keys, housekeeper binder, post orders and items passed down from security
- 4) Monitor security cameras for the following:
  - Emergency/alarm incidents
  - Removal of City property/equipment for possible theft
  - Suspicious/illegal activity
  - Safety issues
- 5) Accurately complete sign in log to include:
  - Contractors/vendors/visitors
- 6) Remain on site for the scheduled shift hours. If NO relief arrives call the Supervisor and inform them before leaving.
- 7) Investigate alarms (See Alarm Procedures for further detail).
- 8) Incident Reporting Procedure:

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- For emergency or police related incidents contact emergency personnel first.
- Notify your direct supervisor immediately or as time permits pending the incident.
- Incidents may include security, maintenance, or safety issues. If you have any questions or are unsure of an event being classified as an incident, ask the MSG on duty or call your direct supervisor.

### Site Specific Duties

- 1) Under no circumstances are you to provide, directly or by telephone, any information regarding tenants or property management, such as telephone numbers, unit numbers or whether the person is present without authorization from the supervisor or LPC Management.
- 2) Potential Tenants/Customers of LPC, are to be directed to the Lincoln Property Management Office.
- 3) Lobby/Patrol Responsibilities
  - a. Patrol (safety vest and the duty phone required for patrols)
    - The MSG on patrol shall carry the duty cell phone on their persons. The lobby MSG will contact the MSG on patrol for breaks, escorts, or security issues.
    - Patrol entire perimeter of facility, including all interior/exterior areas and parking garage
    - Occupied offices are not to be entered unless required by LPC Management.
    - Removal of all transients in the area, if refusal to leave after first request, contact the Phoenix Non-Emergency for Police assistance
    - Remain vigilant for any new maintenance issues, graffiti, vandalism, or suspicious activity and report all activity
    - Enter all located issues (I.E. Transient activity, vandalism, maintenance issues reported, unsecured doors, etc.) in your Daily Activity Report
    - Unlock the 1F lobby doors at 0700 Monday-Friday, excluding holidays

Interior Patrols (every 2 hours):

- a) Stairwells (badge access) – insure they are well lighted, no obstructions, and doors are locked from the stairwell side
- b) Hot water heaters
- c) Parking garage
- d) Fire pump room
- e) Penthouse (keep locked at all times)
- f) Restrooms on all floors

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- g) Hallways
- h) Breakrooms
- i) Chiller room (roof)
- j) Domestic water room (P1)

Exterior Patrol (every 2 hours):

- a) Perimeter around the building
- b) Flower beds
- c) Parking spaces
- d) Stairs
- e) Ramps
- f) Dumpsters
- g) Windows

b. Lobby

- Monitor employees, visitors, contractors via the CCTV
- Enforce sign in policy and badging procedures, DO NOT badge anyone seeking elevator access to any of the floors unless authorization from your supervisor or building management
- Observe activity at or around the lobby desk area
- Remain visible to the public at all times
- Packages – MSGs are not to sign for or hold packages/items for anyone, MSGs are not to let anyone into suites to leave packages
- Visitors – Occasionally there will be walk in visitors looking for directions or to meet with Public Transit. Refer to the General Information Help sheet. The 9<sup>th</sup> floor is a public floor, sign in visitors and contact the receptionist (602-262-7242) to verify sending up to 9F
- Maricopa Association of Governments (MAG) and CEDD host meetings during the month and their schedules are provided in advance. Attendees of the meetings are not signed in and the floors and elevators are open to them
- Contractors with City of Phoenix contractor badges (badges that will give them access to most floors in the building) can be left in secured areas alone. MSGs will sign them in. Non-COP badged contractors need to be escorted the entire time on site. In both cases, in the event of a contractor showing up for work that you were unaware of, always let the engineer know before giving them access to any secured areas and always note their name and company in the Daily Activity Report
- Parking – MSGs do not sign for towing, the roll gate opens at 0700 and closes at 1800 excluding holidays and weekends

- c. Key Control – Account for keys at the start and end of shift and document in the Daily Activity Report. Lost or misplaced keys must be reported to the supervisor immediately. Security shall maintain possession of keys at all times

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- d. Maintenance procedures – notify your supervisor and call the work order line at 602-495-7011 to report any maintenance issues

### Bomb Threat/Suspicious Item Procedures

#### Types of Bomb Threats:

##### 1) Phoned Threat:

- Remain calm and **DO NOT** hang up.
- If possible, signal other staff members to listen and notify authorities and their supervisor.
- If the phone has a display, write down the displayed number or letters.
- Write down as accurately as possible the exact wording of the threat.
- Keep the caller on the line as long as possible and use the **Bomb Threat Checklist** to gather as much information as possible.
- Record if possible.
- Fill out the **Bomb Threat Checklist** immediately.
- Be available for interviews with the authorities.

##### 2) Verbal Threat:

- If the perpetrator leaves, note the direction they went.
- Notify the authorities and supervisor.
- Write down the threat as it was communicated.
- Note the description of the person who made the threat:
  - Name (if known)
  - Gender
  - Race
  - Body size (height/weight)
  - Distinguishing features
  - Type/color of clothing
  - Hair and eye color
  - Voice (loud, deep, accent, etc.)

##### 3) Written Threat:

- Handle the document as little as possible.
- Notify the authorities and supervisor.
- Rewrite the threat exactly as is on another sheet of paper and note the following:
  - Date/time/location document was found

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- Any situations or conditions surrounding the discovery/delivery
- Full names of any personnel who saw the threat
- Secure the original threat; **DO NOT** alter the item in any way
- If small/removable place in bag or envelope
- If large/stationary, secure the location.

### 4) Emailed Threat:

- Leave the message open on the computer.
- Notify the authorities and supervisor.
- Print photograph, or copy the message and subject line; note the date and time.

### Suspicious Item/Package:

- A suspicious item is any item (bag, package, vehicle, etc) that is reasonably believed to contain explosives or any hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples include:
  - Unexplainable wires/electronics
  - Unusual sounds, vapors, mists, odors
  - Hidden, obviously suspicious, and not typical
  - Potential indicators – placement/proximity of item to people and assets

### Procedures:

- Remain calm.
- Do **NOT** touch, tamper, or move the item.
- Notify authorities immediately:
  - Notify supervisor
  - Call 9-1-1 if no supervisor available
  - **EXPLAIN** why it appears suspicious
- Follow instructions of supervisor or law enforcement as they will assess the situation.
- Be aware and observant of anything that deems threatening or suspicious.

\*Note: Not all items left unattended are suspicious items.

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**Municipal Security Guard Acknowledgement**

The post orders have been reviewed and acknowledged by the MSGs assigned to this post.

Printed Name	Signed Name	Date

SAMPLE