



CITY OF BEND

City Hall
710 NW Wall Street
Bend, OR 97703

PHYSICAL ACCESS CONTROLS

Policy No. CF-0002

City Manager Administrative Policy

Bend Code Chapter 1.30.005 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and Council ordinances.

The following policy conforms to the above stated standards.

Authorized by City Manager:

Signed by:

Eric King

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Eric King, City Manager

Reviewed by Legal Counsel:

Signed by:

Ian Leitheiser

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Ian Leitheiser, City Attorney

Dated: 4/9/2026

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Policy Number: CF-0002

Adopted: 4/9/2026

Owner: Real Estate & Facilities; Real Estate & Facilities Director

Revised:

Revision Number:



I. Purpose

This policy establishes rules for management, control, monitoring, and removal of physical access to City property.

II. Policy Statement

It is the City of Bend's policy to manage and maintain the physical access controls to City property, relative to the criticality of the function or purpose of the area managed, in order to support a secure environment and contribute to employee safety in accordance to the National Institute of Standards and Technology (**NIST SP500-53 Rev 5 Controls**). Management, technical support staff, system administrators, and security personnel are responsible for facility access requirements.

III. Scope

This policy applies to all City of Bend employees as well as all contractors, vendors, volunteers, interns, and temporary employees who access City property.

IV. Definitions

Access Control System: Access devices and barriers to prevent movement from publicly accessible areas to non-public areas. Physical access devices include keys, locks, combinations, biometric readers, and card readers.

City Property: All real property, land, and public facilities owned, leased to and under the control of the City, or managed by the City, excluding rights-of-way.

ID Card: A credential provided to employees, contractors, and visitors to City property that provides identification of the individual (i.e. employee) and/or physical access to a non-publicly accessible space on a City property. May be in the form of a card, badge, mobile application, etc.

Secure Areas: Areas of City property that are restricted to the public but accessible to authorized City of Bend employees via access control systems. Secure Areas include **Limited Access Areas**, which are secure areas that require additional access credentials, usually granted by certification, employee roles, or Department Head approval.

Tailgating (or piggybacking): A social engineering tactic where an unauthorized person gains physical access to a secure area by closely following an authorized person through a restricted entry point with physical access controls in place.

Visitor: Any individual without access credentials to Secure Areas.



V. Policy Terms & Provisions

A. Access to Secure Areas of City Property

1. Access to Secure Areas for employees is determined by the employee's position with the City of Bend and what access is required to perform the work of the position. If an employee requires access that is outside the access typically granted to the employee's position, the employee's supervisor shall request special access, in accordance with the Access Control Standard Operating Procedure. Access will be granted only to employees whose position responsibilities require ongoing access. Electronic access control systems shall be used to manage access to secure areas wherever possible. Mechanical locks & keys will be used where the costs to retrofit existing facilities are prohibitively expensive.
2. All ID Card requests for unescorted non-employees must be made in accordance with the Access Control Standard Operating Procedure and will be evaluated on a case-by-case basis by the Real Estate & Facilities Director or designee.
3. Access permissions will be audited annually (at minimum) to ensure that exceptions that are in place are still required, and non-employees are still working under a valid contract. ID cards will be audited by running a yearly report.

B. Management Responsibilities

1. The IT Department Director (or designee) shall:
 - a. Review areas where access control or other security measures for all City property will be implemented to ensure necessary infrastructure is in place.
 - b. Establish standards and recommend the system design (hardware, software, etc.) for each access point.
 - c. Establish procedures to control and validate an employee's identity and permit access to City property.
2. The Real Estate & Facilities Director (or designee) shall:
 - a. Establish and maintain procedures that comply with NIST SP 800-53 Rev. 5 Controls: PE-06 and this policy for visitor controls, including visitor sign-in logs and display of visitor ID cards for entry to secure areas of City property. Periodically review access records and visitor logs and ensure records are maintained in accordance with State retention policies.



- b. Establish procedures to manage physical keys associated with the facility (including but not limited to entry doors, electrical cabinets, fence gates, and storage).

C. Employee ID Cards and Keys

1. Physical access controls meeting NIST SP 800-53 Rev. 5 Controls: PE-03 standards must be installed and managed for all City property. To verify authorized physical access to secure areas, all employees are issued employee ID cards and/or keys. Employee ID cards and/or keys must not be shared or loaned to others.
2. Tailgating into Limited Access Areas is prohibited. If an employee needs access to a Limited Access Area, employee is required to seek permission from the Department Head for access. It may be determined to add the access credential to the employee's ID Card or to arrange for an employee escort.
3. ID cards must be clearly displayed by employees at all times while in a secure area, unless a job hazard assessment has been developed that indicates the ID card poses a safety risk (for example, while operating machinery). Employees on-site without their ID card must request a temporary ID card from their main workplace administration. Employees are required to provide a picture ID to verify identify before being issued a temporary ID card. The temporary ID card must be returned to the same location from which it was checked out at the end of the employee's shift.
4. Microsoft 365 directory photos must match the individual's ID card photo. ID card photos must comply with the City's Employee Photo Standard Operating Procedure.
5. Lost or stolen ID cards must be reported to the employee's supervisor as soon as possible after it is discovered lost or stolen. Supervisors are responsible for reporting lost or stolen ID cards to the Real Estate & Facilities and IT Departments. Lost or stolen keys must be reported to the employee's Department Head. The employee may be responsible for paying a fee for a replacement ID card or keys.
6. Upon separation from the City of Bend, supervisors must follow the departing employee process as identified by HR, IT and Real Estate & Facilities.

D. Visitor and Guest Access

1. Any City of Bend facility that allows access to visitors beyond a secure door will track visitor access in accordance with the building's Standard Operating Procedure established by the Real Estate & Facilities Director (or designee) and informed by NIST SP 800-53 Rev. 5 Controls: PE-02.
2. Visitors must be escorted by a City employee while in a secure area.



E. Contractor Requirements

1. External contractors must comply with applicable laws and regulations regarding security and when working on City property. In accordance with NIST SP 800-53 Rev. 5 Controls: PE-02, all contractors will either be issued a City of Bend contractor access card or escorted by a City employee with appropriate access credentials while performing work in a City of Bend secure area. In some cases, with approval from the Real Estate & Facilities Director or designee, contractors (or lessees) may install their own padlock in a daisy chain (such as at remote water sites or where an easement has been established). Contractors are required to have identification of their contracted company name visible while working on City property.

F. Audit Controls and Management

1. On-demand documented procedures and evidence of practice should be in place for this operational policy as part of normal City of Bend operations and in compliance with NIST SP 800-53 Rev. 5 Controls: PE-06. Examples of acceptable controls and procedures include:
 - a. Visitor logs
 - b. Access control procedures and processes
 - c. Operational key-card access and premise control systems
 - d. Operational video surveillance systems and demonstrated archival retrieval of data



Accommodation Information for People with Disabilities & Language Assistance Services

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email accessibility@bendoregon.gov or call 541-693-2198. Relay Users Dial 7-1-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico accessibility@bendoregon.gov o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.