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**District of Columbia Citywide Credentialing Program (CCP)**  
**STANDARD OPERATING PROCEDURES**

April 2007

Prepared for:  
Protective Services Division  
Office of Property Management

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## DC Citywide Credential Program

### Standard Operating Procedures

**Document:** NCRCP Citywide Credentialing Standard Operating Procedures.doc

**Dated:** April 2007

This is a working document, subject to ongoing review and approval. **The currently active version is posted on the OPM web site at <http://opm.dc.gov/credentials>** . All comments and change proposals to this Standard Operating Procedures (SOP) document are subject to final review and approval by authorized representatives of the Office of Property Management Protective Services Division. *Please see the section below entitled "Reviewed By."*

### Change Control Log

Version Id	Date	Author	Reason for Change
Initial Draft	6/20/2006	Mark J, Dan N	Initial Release for Comments
Update	6/29/06	Jonathan M, Dan N	PSD and DCOP comments added
Update	7/18/06	Erica A, Dan N	Corrections and Updates
Version 1	7/19/06	Erica A, Dan N	Updates and clarifications
Version 2	7/20/06	Erica A, Dan n	Updates and clarifications; fine details
Version 3	7/26/06	Erica A	Clarifications to hours/coverage
Version 4	7/31/06	Erica A	Clarifications to WMATA data transfers
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Version 6	8/11/06	Erica A	Clarification of duties
Version 7	9/08/06	Erica A	Clarify orientation and replacement IDs; Update HR and Access Rights lists
Version 8	9/13/06	Erica A	Update HR, Access Rights, Dep. Dir lists
Version 9	9/21/06	Erica A	Update HR, Access Rights, Dep. Dir lists
Version 10	10/2/06	Erica A	Update UCC credentialing policies
Version 11	10/19/06	Erica A	Update HR, Access Rights, Dep. Dir lists
Version 12	10/23/06	Erica A	Update replacement forms
Version 13	11/6/06	Erica A	Clarifications to signatory policies
Version 14	11/29/06	Erica A	SF-50 alternatives, authorizing signatures
Version 15	12/4/06	Erica A	Descriptions of misc. credentials/passes
Version 16	12/19/06	Erica A	ANC badges, Fire/EMS/Police exceptions
Version 17	01/09/07	Erica A	Update lists, Mayoral Credentialing
Version 18	01/23/07	Erica A	Update lists; Handouts as attachments
Version 19	02/12/07	Erica A	Update Lists; Policy for Suspicious Forms
Version 20	02/22/07	Erica A.	Updates lists; Cap City Fellows Clarification
Version 21	04/12/07	Erica A.	Update lists; ANC; Executive Passes

### Reviewed By:

\_\_\_\_\_  
Mark James

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Date

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Date

**District of Columbia Citywide Credentialing Program  
Standard Operating Procedures**

This document is prepared by the Office of the Chief Technology Officer transitional staff for the implementation of the Protective Services Division’s Citywide Credentialing Program (CCP). Questions regarding this document should be directed to Mark James, OCTO Transitional Program Manager, email [mark.james@dc.gov](mailto:mark.james@dc.gov), office phone (202) 442-9989. More information on this project is available at <http://opm.dc.gov/credentials>.

**I AUTHORITY AND APPLICABILITY**

Standard Operating Procedures have been developed for the management of the Citywide Credentialing Program operations. These standards will enable the Citywide Credentialing Program to provide the expected level of security and efficiency in the issuance and management of the Citywide ID Credentials (Cards). The standards contained in this document are inspired by and modeled after the Federal Information Processing Standard (FIPS-201), issued by the National Institute of Standards (NIST) in response to the Homeland Security Public Directory (HSPD-12).

**II CHAIN OF AUTHORITY**

**2.1 Implementation Phase Chain of Authority**

During the Implementation Phase, the Office of the Chief Technology Officer (OCTO) will provide transitional staff as indicated.

**Office of Property Management (OPM)**

- Agency Director
- Protective Services Division (PSD)
  - Chief of PSD
  - Transitional Access Manager
  - Access Rights Issuing Operator

**Office of the Chief Technology Officer (OCTO)**

- Transitional Program Manager

- Transitional Deputy Program Manager / Operations Manager
- IT Support/DBA
- Credential Issuing Operator(s)

**Participating Agencies (per agency)**

- Agency Director
- Agency HR Official
- Deputy Director / Program Signatory Authority
- Supervisor
- Agency Access Rights Coordinator
- Cardholder (employee and non-employee)

**Office of Personnel (DCOP)**

- [Head of DCOP]
- Human Resources Manager<sup>1</sup>
- [Manager of New Employee Processing]
- New Employee

**2.2 Post-Implementation Phase Chain of Authority**

Subsequent to the Implementation Phase, all transitional roles performed by OCTO will transfer to the authority of the Protective Services Division.

**Office of Property Management (OPM)**

- Agency Director
- Protective Services Division (PSD)
  - Chief of PSD
  - Credentialing Program Manager
  - Access Rights Issuing Operator
  - IT Support/DBA
  - Credential Issuing Operator(s)

**Participating Agencies (per agency)**

- Agency Director
- Agency HR Official
- Deputy Director / Program Signatory Authority
- Supervisor
- Agency Access Rights Coordinator
- Cardholder (employee and non-employee)

**Office of Personnel (DCOP)**

- [Head of DCOP]
- [Director of Employee Data Processing]
- Human Resources Manager<sup>2</sup>

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<sup>1</sup> OCFO will also provide their own human resources manager, not in the DCOP chain of authority.

- New Employee

### **III FUNCTIONAL ROLES AND RESPONSIBILITIES**

#### **3.1 Summary of Roles and Responsibilities**

Key functional roles and responsibilities for the Citywide Credentialing Program operations are

##### **Transitional Program Manager**

The Transitional Program Manager of the Office of the Chief Technology Officer (OCTO) and will provide leadership in the full implementation of CCP operations and manage the transition of CCP operations to Protective Services Division (PSD) upon successful completion of implementation.

##### **Transitional Deputy Program Manager**

The OCTO Transitional Deputy Program Manager will serve as an operations manager and oversee all Credential Issuing Operators during the Implementation Phase of the program, ensuring that all procedures and policies are performed in accordance with this document. In addition, the OCTO Transitional Access Manager will coordinate with the IT Support/DBA during implementation and will facilitate the transition of the Credential Issuing Operators and IT Support/DBA to PSD at the end of the Implementation Phase. The Deputy Program Manager will also:

- Monitor any potential problems arising from current procedures and provide recommendations for improvements.
- Manage and track supply and equipment inventories
- Coordinate with various agencies to schedule and facilitate mass credentialing activities
- Be responsible for transferring data to WMATA for SmarTrip users, representing the District in troubleshooting any issues that may arise regarding data transfer.

As of this writing, the Transitional Deputy Program Manager also serves as the IT Support/DBA.

##### **IT Support/Systems Analyst/Database Administrator (IT Support/DBA)**

The IT Support/DBA will provide ongoing IT support for the development and maintenance of the user-interface applications for CCP enterprise system. After completion of the Implementation Phase, this position must be a D.C. Government full-time employee (FTE) and will transfer to PSD under supervision of the Credentialing Program Manager. The IT Support/DBA will also be in charge of transferring data to WMATA for SmarTrip users, and will represent the District in solving any issues that may arise regarding data transfer for the SmarTrip program. As of this writing, the IT Support/DBA also serves as the Transitional Deputy Program Manager.

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<sup>2</sup> OCFO will also provide their own human resources manager, not in the DCOP chain of authority.

#### **Transitional Access Manager**

The Transitional Access Manager from PSD will work with the Transitional Program Manager and his staff to facilitate the Implementation Phase process. The Transitional Access Manager will supervise the Access Rights Issuing Operators and will be responsible for managing all access rights requests and problems. The roles of the Transitional Access Manager will be assumed by the Credentialing Program Manager after the Implementation Phase.

#### **Credentialing Program Manager**

The Credentialing Program Manager will assume responsibility of the CCP after completion of the Implementation Phase. The Credentialing Program Manager will provide leadership in all aspects of the CCP operations and will oversee all Credential Issuing Operators and the IT Support/DBA. The Credentialing Program Manager will assume all roles of the Transitional Access Manager in handling access rights as well.

#### **Credential Issuing Operator**

During the Implementation Phase, the Credential Issuing Operators will be under authority of OCTO. After completion of the Implementation Phase, the Credential Issuing Operators must be D.C. Government full-time employees (FTEs) and will be under the authority of PSD. During the Implementation Phase, the Credential Issuing Operators will be responsible for the delivery of forms to the Access Rights Issuing Operators. This will be done on a daily basis, if possible, but not to exceed once per day. After the Implementation Phase, this process will be managed at the discretion of the Credentialing Program Manager. Two Credential Issuing Operators are required for operating each Credential Issuing Facility. See *Section 6.1, Scheduling and Coverage*. The Credential Issuing Operator will determine if forms are filled out as needed and if authorizing signatures are correct for lost cards and access forms. The Credential Issuing Operators will have the following responsibilities:

- maintain presence at the Credential Issuing Facilities during business hours
- process walk-in requests for badges according to defined procedures
- ensure that all security measures are implemented at all times
- ensure the proper maintenance of daily activity records and reporting
- documents in writing all instances where an individual is denied a credential
- notifies supervisor(s) and appropriate authorities regarding any dangerous or suspicious activity in the facility

#### **Access Rights Issuing Operator**

The PSD Access Rights Issuing Operator will have the following responsibilities:

- process requests for issuance of access rights within 72 hours
- ensure that all security measures are implemented at all times
- ensure the proper maintenance of daily activity records and reporting
- process requests for the suspension of access rights within 24 hours

#### **Human Resources Manager**

The Human Resources Manager of the DC Office of Personnel (DCOP) will oversee the processing of new employees and ongoing change management of hires, including the management of employee data and authorization for issuance of Citywide Credential Credentials. The Office of the Chief Financial Officer and the Child and Family Services Agency and will provide Human Resources Managers for their employees as well.

#### **Agency Director**

The Director of each participating agency is responsible for assigning the acting Agency HR Official(s), Agency Access Rights Coordinator(s), and Deputy Director / Program Signatory Authority. They shall sign the Agency HR Official and Agency Access Rights Coordinator Assignment forms and submit them to the Transitional Access Manager during Implementation Phase and subsequently to the Credentialing Program Manager.

#### **Agency HR Official**

Each participating agency has a designated Agency HR Official who is authorized to sign the request forms for new or replacement credentials, credential information changes and terminations for career, term, and temporary D.C. Government employees. The Agency HR Official is responsible for forwarding requests to the Credential Issuing Operators for processing. The Agency HR official should work with the Agency Access Rights Coordinator to prepare the access rights request form in advance of a new employee starting employment, if possible. He/she also has the responsibility of collecting the credential upon termination and ensuring that PSD is informed to disable access rights of Card. If, for some reason, the Agency HR Official is unable to collect the credential upon termination, PSD must be notified immediately at (202) 727-8031 or [credentials@dc.gov](mailto:credentials@dc.gov). The default Agency HR Official is the head of the human resources department within the agency; additional Agency HR Officials can be added with authorization from the Agency Director. Any individual designated as an Agency HR Official must be classified as a District government full-time employee (FTE) by the District government's Office or Personnel and may hold any appointment status classified as full-time by the Office of Personnel, such as Career (Permanent), Term, Temporary, Management Supervisory Service (MSS), or Excepted Service.

#### **Deputy Director / Program Signatory Authority**

Each participating agency has a designated Deputy Director / Program Signatory Authority who is authorized to sign the request forms for new or replacement credentials, credential information changes and terminations for non-employees, including contractors, volunteers, and interns. The Deputy Director / Program Signatory Authority is responsible for forwarding requests to the Credential Issuing Operators for processing. The Deputy Director / Program Signatory

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Authority should work with the Agency Access Rights Coordinator to prepare the access rights request form in advance of a new non-employee starting employment, if possible. He/she also has the responsibility of collecting the credential upon termination and ensuring that PSD is informed to disable access rights of Card. If, for some reason, the Deputy Director / Program Signatory Authority is unable to collect the credential upon termination, PSD must be notified immediately at (202) 727-8031 or [credentials@dc.gov](mailto:credentials@dc.gov). Any individual designated as an Deputy Directory or Program Signatory Authority must be classified as a District government full-time employee (FTE) by the District government's Office or Personnel and may hold any appointment status classified as full-time by the Office of Personnel, such as Career (Permanent), Term, Temporary, Management Supervisory Service (MSS), or Excepted Service.

#### **Supervisor**

The Supervisor of a non-employee (contractor, volunteer or) shall take the responsibility for signing the Non-Employee Credential Request forms and Non-Employee Access Request forms and submitting the signed forms to the Deputy Director / Program Signatory Authority for signing. The Supervisor must be classified as a District government full-time employee (FTE) by the District government's Office or Personnel and may hold any appointment status classified as full-time by the Office of Personnel, such as Career (Permanent), Term, Temporary, Management Supervisory Service (MSS), or Excepted Service.

#### **Agency Access Rights Coordinator**

Each participating agency has a designated Agency Access Rights Coordinator, who is authorized to sign request forms for access rights changes, suspensions and terminations. The Agency Access Rights Coordinator is also responsible for submitting access rights terminations and suspensions directly to the Access Rights Issuing Operator for processing. The default Access Rights Coordinator is the person currently on file with the Credential Program as listed in Attachment #1. Modifications and additions can be made with authorization from the Agency Director. Any individual designated as an Agency Access Rights Coordinator must be classified as a District government full-time employee (FTE) by the District government's Office or Personnel and may hold any appointment status classified as full-time by the Office of Personnel, such as Career (Permanent), Term, Temporary, Management Supervisory Service (MSS), or Excepted Service.

By signing any forms, the Agency Access Rights Coordinator and his/her agency vouch for the proper use of access cards. He/she has the responsibility of ensuring that credentials are being properly and promptly collected upon termination by the HR Official, Deputy Director, or Program Signatory Authority.

#### **Credential Holder**

The Credential Holder is expected to do everything that can be reasonably done to protect the issued credential card. Credential cards may not be shared between

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individuals and are not transferable. The Credential Holder is responsible for immediately reporting any lost, stolen, or damaged credential cards to PSD at (202) 727-8031 or [credentials@dc.gov](mailto:credentials@dc.gov). In addition, the Credential Holder must immediately return their credential card to their Supervisor, Agency HR Official, Deputy Director, or Program Signatory Authority upon termination. Citywide Credential cardholders fall under the following categories. See Section IV for the specific policies and procedures that apply to each group.

- Employee
  - a. Career
  - b. Term
  - c. Temporary
- Non-Employee
  - d. Contractor
  - e. Volunteer
  - f. Intern

### 3.2 Participating Agencies

The following agencies are currently participating in the Citywide Credentialing Program. See Section V below for complete list.

- All agencies under the Mayor's Personnel Authority
- Office of the Chief Financial Officer (OCFO)
- All agencies that are located in PSD-controlled facilities:
  - 441 4th Street, NW (One Judiciary Square)
  - 2000 14th Street, NW (Frank D. Reeves Center)
  - 1350 Pennsylvania Avenue, NW (John A. Wilson Building)
  - 400 6th Street, SW (CFSA)
  - 2100 Martin Luther King Jr. Avenue, SE (DHS)
  - 1207 Taylor Street, NW (DHS)
  - 301 C Street, NW (DMV)
  - 1205 Brentwood Road, NE (DMV)
  - 609 H Street, NE (DOES)
  - 625 H Street, NE (DOES)
  - 1900 Massachusetts Avenue, SE
  - 1910 Massachusetts Avenue, SE, Building #27 (OCME)
  - 1250 U Street, NW (DMH)
  - 3220 Pennsylvania Avenue, SE (DPW)
  - 3919 Benning Road, NE (ODC-1)
  - 222 Massachusetts Avenue, NW (ODC-2)
  - 821 Howard Road, SE (DMH)
  - 801 Pennsylvania Avenue, SE (DHS)
  - 3222 M St. NW (DMV)
  - 1001 Half St. SW (DMV)
  - 3230 Pennsylvania Ave. SE (DMV)

## IV POLICIES AND PROCEDURES

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The new Citywide Credential has the added capability of being a security access card. This in-turn allows the added capability to track its use throughout city and, therefore, stricter control is required for eventual compliance with Federal and regional Standards. Additional restrictions are being implemented as a result these necessary controls, including the need for signatures from responsible parties managing agency credentialing budgets.

#### 4.1 Key Policies

##### **Credential Expiration Dates**

Career service employees will be issued employee credentials with expiration dates three years from the date of issue. Term employees' credentials will be set to expire on their not-to-exceed date. Career service employees under the Executive Office of the Mayor will be issued credentials with expiration dates that coincide with the current Mayor's end of term, unless a shorter expiration date is specified. Department heads appointed by the Mayor will be issued credentials with expiration dates that coincide with the current Mayor's end of term. Temporary employees, interns, volunteers and contractors issued credentials will have expiration dates set to no longer than one year from the date of issue, unless an expiration date within one year of issuance is specified. Executive passes for Mayoral cabinet members will have 4-year expiration dates, unless a shorter expiration date is specified by the Protective Services Division Police. Access rights will automatically be revoked upon expiration of a credential card.

##### **Destruction of Credentials**

The Credential Issuing Operators will destroy and document the destruction of any DC government ID cards and DC government electronic access cards in their possession, including any and all cards which are defective, inoperable, unclaimed, obsolete, deemed to be in violation of established security procedures and standards, deemed to pose a security risk, or have been returned or discontinued for any reason whatsoever. The cards will be destroyed by means of a card shredder. For any card in the ID Management System, the badge number and date of destruction will be documented in the ID Management System prior to destruction. For older cards not contained in the ID Management System, the Credential Issuing Operator will document, using an external application or form, the cardholder's name as well as the date of destruction and badge number prior to destruction. If the card's badge number is a social security number or telephone number, only the last four (4) digits of the number will be documented prior to destruction.

##### Two exceptions to this policy exist:

1. Credential Issuing Operators will not destroy, under any circumstances, any ID card issued by the D.C. Metropolitan Police Department (MPD), including by not limited to, MPD civilian ID cards. Instead, these ID cards will be returned to the MPD badging station, located on the 4<sup>th</sup> floor of the D.C. Metropolitan Police Department headquarters at 300 Indiana Avenue NW. The Credential

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Issuing Operator will document the return of this card on a “*Special handing of returned Fire, EMS, or MPD picture ID*” form maintained in the main credentialing facility for accountability purposes.

Duplicates of these forms may be stored in other locations by the Operations Manager, the Program Manager, or members of the Protective Services Division as needed.

2. Credential Issuing Operators will not destroy, under any circumstances, any ID card issued by DC Fire/EMS. Instead, these ID cards will be return to DC Fire and EMS, located on the ground floor of 441 4<sup>th</sup> NW (One Judiciary Square). The Credential Issuing Operator will document the return of this card on a “*Special handing of returned Fire, EMS, or MPD picture ID*” form maintained in the main credentialing facility for accountability purposes. Duplicates of these forms may be stored in other locations by the Operations Manager, the Program Manager, or members of the Protective Services Division as needed.

#### **Lost or Unclaimed Property**

Any lost or unclaimed personal items or personal documentation which are *not* DC government ID cards or DC government electronic access cards in the possession of the Citywide Credentialing Project or its employees will be immediately documented and surrendered to the Protective Services Division Police (PSD) or the DC Metropolitan Police Department (MPD) by calling the MPD non-emergency number at 311 or by calling the First District station at (202) 698-0555. Said property will be surrendered to the care and protection of the sworn officer(s) dispatched to retrieve the items in-person. After which, the lost or unclaimed item(s) may be retrieved by the rightful owner by contacting the Metropolitan Police Department’s Evidence Control and Property Office located at 2235 Shannon Place, S.E., Washington, DC 20020 and accessible via telephone at (202) 645-1030. In the event that lost or unclaimed personal documentation cannot be surrendered to PSD or MPD, the item(s) will be documented and destroyed 5 business days after being received or discovered. Items subject to this rule include, but are not limited to, social security cards, driver’s licenses, federal government ID cards, passports, birth certificates, green cards, and credit or debit cards. Any items appearing to have been issued to any sworn law enforcement personnel or civilian members of any law enforcement agency are **not** to be destroyed by the Citywide Credentialing Project or its employees and should be surrendered immediately to Protective Services Division or the DC Metropolitan Police Department.

#### **4.2 Credential Holder Data**

The Citywide Credentialing ID Management System (IDMS) requires following data for issuing and managing cards:

- Employee ID

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- Last name, First name, Middle Initial (Correct Spelling as it will appear on badge)
- Work Location (Address, Office Suite, City, State and Zip)
- Work Phone or reception area of Main Work Location)
- Home Address (Address, Office Suite, City, State and Zip)
- Home Phone
- Type Of Appointment (Career/Term)
- Start Date
- Expiration Date (not-to-exceed date for Term employees)
- Agency
- Badge ID

Cardholders requesting replacement cards or access rights changes will need to enter the badge ID into the appropriate forms. For cards with SmarTrip capability, the badge ID is the 5-digit number in the top-left corner on back of credential; if there is no such number, it is the last 5 digits of the 9-digit number in the lower-right corner starting with "010". For cards without SmarTrip capability, the badge ID is the first five digits of the number in the lower right-hand corner of the back of the badge.

#### **4.3 Request and Authorization Forms**

The following is a list of all forms required for operation of the Citywide Credentialing Program:

- Employee Credential Request Form (See Attachment) – signed by Agency HR Official; available at <http://opm.dc.gov/credentials>; submitted by Employee to the Credential Issuing Facility (CIF) ); following are the types of employee cardholders:
  - a. Career
  - b. Term (over 12 months; no longer than 2 years)
  - c. Temporary (no longer than 12 months)
- Non-Employee Credential Request Form (See Attachment) – signed by Deputy Director / Program Signatory Authority; available at <http://opm.dc.gov/credentials>; submitted by Contractor or Volunteer or Intern to the Credential Issuing Facility (CIF); following are the types of non-employee cardholders
  - a. Contractor (the length of the contract, not to exceed 1 year)
  - b. Intern (not to exceed 1 year)
  - c. Volunteer (not to exceed 1 year)
- SF50 Personnel Form – For District government employees only: Cardholder data provided by the agency HR department; submitted by credential holder or employee requesting a credential to CIF; This form provides proof of legal name, career status, and Not-To-Exceed date (if applicable); Expiration dates on credentials are set according to the information on this form; For District government employees, the name on your credential must and will match the legal name on this form

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- Access Rights Request Form (See Attachment) – signed by the designated Agency Access Rights Coordinator; available at <http://opm.dc.gov/credentials>; submitted by cardholder requesting specific access rights
- Employee Credential Replacement Form\* (See Attachment) – signed by the designated Agency HR Official; available at <http://opm.dc.gov/credentials>; submitted by employee to CIF
- Non-Employee Credential Replacement Form\* (See Attachment) – signed by the designated Deputy Director / Program Signatory Authority; available at <http://opm.dc.gov/credentials>; submitted by Contractor or Volunteer or Intern to the CIF
- Agency Official Credentialing Designation Form – signed by the Agency Director; available at <http://opm.dc.gov/credentials>, submitted to the Transitional CCP Program Manager or Operations Manager during Implementation Phase, subsequently to the PSD Access Program Manager or Operations Manager

#### 4.4 Obtaining a Citywide Credential Card

The following are the policies and procedures for credential issuing and authorization of access rights:

##### 4.4.1 Credentials for New Employees

###### A. Credential Issuing – DCOP New Personnel Orientation

The majority of new employees will receive their credential during the D.C. Office of Personnel's (DCOP) orientation and in-take process. New employees are processed in groups on a weekly basis, and get their credentials issued at the Reeves Center Credential Issuing Facility, located on the 4<sup>th</sup> floor of 2000 14<sup>th</sup> Street, NW, on the Monday of their first two-week pay period and between the hours of 8:30 AM and 11:00 AM. On these Mondays, the Credential Issuing facility at One Judiciary Square will be closed until 12:30 pm.

**Credentials are issued at the Reeves Center Credential Issuing Facility on alternate Mondays to new employees only. Credentials will not be issued to any cardholder seeking a replacement card of any kind. This restriction applies to anyone seeking a replacement credential for any of the following reasons: Theft, loss, damage, malfunction, expiration, change of name or information, change of agency, agency reassignment, or an upgrade from an old ID. Individuals in need of a replacement credential must come to the main**

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\*This form is used for all cardholder changes to information programmed into or printed on the card, which require card replacement.

\*This form is used for all cardholder changes to information programmed into or printed on the card, which require card replacement.

credentialing facility, located at One Judiciary Square, during the designated hours of operation, as described in *Section 6.1, Scheduling and Coverage*. Any individual attempting to obtain a replacement credential at the Reeves Center Credential Issuing Facility will be instructed to visit the main credentialing facility at One Judiciary Square.

**Credential issuing**

The following is required for issuance of credentials to new employees:

- Employee Data – **The employee data as recorded by the District’s Office of Personnel (DCOP) during the employment process is to be sent in electronic (via data transfer from the DCOP employee database or email from the Agency HR Official) or paper form signed by the Agency HR Official to the Credential Issuing Facility (CIF) two business days prior to the date of issuance.** All communication should CC the acting Program Manager and Transitional Deputy Program Manager. During normal DCOP employee intake process, this is done by Close of Business the Thursday prior to the Monday credential-issue date. If the information is not provided to the CIF by the Monday issue date, the information will have to be transferred to the facility from the Agency HR Official before a credential can be issued. Agency HR Officials can deliver a hard copy of this information directly to card issuing facility; procedures for delivery by fax or email need to be developed and approved in conjunction with the acting Credentialing Program Manager. **Please be advised that delays may be experienced on the Monday issue date if employee data has not been transferred to the CIF by Close of Business the proceeding Thursday. In addition, new employees whose information has been transferred to the CIF prior to the date of issuance will be issued their credentials first. Subsequently, all other employees whose information does not appear on the pre-registration list will be issued credentials, as time permits and within the allocated credentialing hours, as specified in this document, Section 6.1.2.**
- New employee data should placed in a Microsoft Word or Microsoft Excel file and e-mailed to the Credential Issuing Operators, the acting Program Manager, and the Transitional Deputy Program Manager in the following format:

STAFF	AGENCY	TITLE	TYPE OF APPT	NTE DATE	WORK LOCATION	WORK PHONE	HOME ADDRESS	HOME PHONE	E-MAIL
FirstName LastName	DCRA	Supv. Structural Engineer	Permanent		441 4th Street, 10th Fl	442- 8XXX	14606 Example Home Address	301-556- 7XXX	email@dc.gov
FirstName LastName	OAG	Trial Attorney	Temp	1/15/2007	441 4th Street, 8th Fl	724- 7XXX	1536 Example Home Address	202-132- 7XXX	email@dc.gov

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FirstName LastName	OCTO	IT Specialist	Term	9/6/2008	441 4th Street, 4th Fl	727- 5XXX	2236 Example Home Address	703-786- 7XXX	email@dc.gov
FirstName LastName	DCRA	Network Engineer	Contractor		441 4th Street, 5th Fl	442- 8XXX	123 Example Home Address	301-334- 7XXX	email@dc.gov

For each new employee, “Type of Appt” may not be left blank and MUST be ONE of the following 6 values:

*Permanent, Temp, Term, Contractor, Volunteer, or Intern.*

“Term” employees: Non-contractor employees working more than 12 months

“Temporary” employees: Non-contractor employees working 12 months or less

The following fields are mandatory and may not be left blank:

*Staff, Agency, Title, Type of Appt, NTE Date, Work Location*

- The employee must bring the following documents to the CIF for issuance of their credential:
  - a. Credential Request Form –signed by the Agency HR Official
  - b. Employee Access Rights Request Form –signed by the designated Agency Access Rights Coordinator
  - c. Government Issued Picture ID (e.g., drivers license or passport)
  - d. Offer Letter or Standard Form 50 signed by the Agency HR Official, if applicable.

#### **Issuance of Access Rights**

For issuance of access rights to facilities controlled by Protective Services, new employees must have filled out an Employee Access Rights Request Form and have it signed by the designated Agency Access Rights Coordinator. The Agency Access Rights Coordinator must then submit the form to the PSD Access Rights Issuing Operator for processing. This can be done by faxing it directly to Protective Services Division at (202) 727-9520 or by dropping it off at the main Credential Issuing Facility located at One Judiciary Square.

#### **B. Credential Issuing – All Other New Employees**

For new employees who do not participate in the DCOP’s orientation and in-take process, credentials may be obtained by simply visiting the main credentialing facility, located at One Judiciary Square, with the required documentation. Moreover, employees who, for whatever reason, were unable to obtain their credentials during DCOP’s new personnel orientation may visit the main credentialing facility with the required

documentation to obtain their credentials. Finally, Agency HR Officials and Supervisors may schedule an appointment to have multiple personnel issued credentials. Please call the main credentialing facility at least 3 business days in advance at (202) 727-8521 for information and additional instructions on scheduling an appointment for mass credentialing of employees.

- Each employee must bring the following documents to the main credentialing facility for issuance of their credential:
  - Credential Request Form –signed by the Agency HR Official
  - Employee Access Rights Request Form –signed by the designated Agency Access Rights Coordinator
  - Government Issued Picture ID (e.g., drivers license or passport)
  - Offer Letter or Standard Form 50 signed by the Agency HR Official, if applicable. This form/letter provides proof of legal name, career status, and Not-To-Exceed date (if applicable); Expiration dates on credentials are set according to the information on this form/letter; For District government employees, the name on your credential must and will match the legal name on this form/letter.

#### **Issuance of Access Rights**

For issuance of access rights to facilities controlled by Protective Services, new employees must have filled out an Employee Access Rights Request Form and have it signed by the designated Agency Access Rights Coordinator. The Agency Access Rights Coordinator must then submit the form to the PSD Access Rights Issuing Operator for processing. This can be done by faxing it directly to Protective Services Division at (202) 727-9520 or by dropping it off at the main Credential Issuing Facility located at One Judiciary Square.

#### **4.4.2 Upgrading Credentials for Employees**

Employees and temporary employees of Participating Agencies who have an older employee identification credential can request an upgrade to the current Citywide ID Credential. These employees can come to the Credential Issuing facility at One Judiciary Square during normal business hours with a Credential Request Form signed by the Agency HR Official along with a Standard Form 50 (SF-50).

#### **4.4.3 Credentials for Non-Employees**

Contractors, interns or volunteers will be issued credentials if they meet ALL of the following criteria: 1) require daily access to District government facilities during normal business hours; 2) have a designated work location at a District government facility; and 3) work for one of the included agencies.

Contractors and interns requesting a credential are processed at the main Credential Issuing Facility at One Judiciary Square. During the Implementation Phase, “required daily access” is determined by a completed access rights form with a list of rooms to which the non-employee requires access. Subsequent to the implementation Phase, this determination will be made by the Credentialing Program Manager. These ID credentials will not have SmarTrip capability.

**Credential issuing**

The following is required for issuance of credentials to non-employees:

- Credential holder Data – non-employee credential holder data is not stored in the DCOP employee database. The following information is required for non-employees:
  - a. Name
  - b. Work Address
  - c. Work Phone
  - d. Agency
  - e. Email
  - f. Hiring official/supervisor
  - g. End date

This information must be provided in the Credential Request Form, an SF-50 Form, if appropriate, or other definitive document from the Deputy Director / Program Signatory Authority or Agency HR Official to the Credential Issuing Facility before a credential can be issued. Procedures for delivery of this information by fax or email need to be developed and approved in conjunction with the acting Credentialing Program Manager.

- Non-employees requesting credentials must bring the following documents to the CIF for issuance of their credential:
  - Credential Request Form – signed by the Deputy Director / Program Signatory Authority and, optionally, the Supervisor
  - Access Rights Request Form – signed by the designated Agency Access Rights Coordinator
  - Government Issued Picture ID (e.g., drivers license or passport); Provides proof of you legal name; Your credential will be issued only under the name shown on your Government Issued Picture ID

**Issuance of Access Rights**

For issuance of access rights to facilities controlled by Protective Services, non-employees must fill out a Non-Employee Access Rights Request Form and have it signed by the designated Agency Access Rights Coordinator. The Agency Access Rights Coordinator must then submit the form to the PSD Access Rights Issuing Operator for processing. This can be done by faxing it directly to Protective Services Division at (202) 727-9520 or by dropping it off at the main Credential Issuing Facility located at One Judiciary Square.

**4.4.4 Mass Credentialing Appointments**

Agency HR Officials and Supervisors may schedule an appointment to have multiple personnel issued credentials. Appointments may be used for the issuance of new or replacement credentials. In addition, appointments may be used to facilitate the upgrade of personnel credential cards to the new City-Wide Credential. Please contact the main credentialing facility at least 3 business days in advance at (202) 727-8521 for information and additional instructions on scheduling an appointment for mass credentialing of employees. Appointments are advised for any supervisors or HR agency officials wishing to have more than 8 employees credentialed in a single day. Unless otherwise agreed upon, all appointments will be honored at the Main credentialing facility at One Judiciary Square.

**Each employee's data must be transferred via email from the Agency HR Official, Deputy Director, or Supervisor or via paper form signed by the Agency HR Official, Deputy Director, or Supervisor to the Credential Issuing Facility (CIF) at least two (2) business days prior to the date of issuance.** All communication should CC the acting Program Manager and Transitional Deputy Program Manager. Failure to provide employee data at least two (2) business days prior to the date of issuance may result in the rescheduling of the appointment. Please be advised that delays in credential issuing may be experienced if employee data has not been transferred to the CIF by Close of Business at least two (2) business days prior to the date of issuance. In addition, new employees whose information has been transferred to the CIF prior to the date of issuance will be issued their credentials first. Subsequently, all other employees whose information does not appear on the pre-registration list will be issued credentials, as time permits and within the allocated time.

- o Employee data should placed in a Microsoft Word or Microsoft Excel file and e-mailed to the Credential Issuing Operators, the acting Program Manager, and the Transitional Deputy Program Manager in the following format:

STAFF	AGENCY	TITLE	TYPE OF APPT	NTE DATE	WORK LOCATION	WORK PHONE	HOME ADDRESS	HOME PHONE	E-MAIL
FirstName LastName	DCRA	Supv. Structural Engineer	Permanent		441 4th Street, 10th Fl	442- 8XXX	14606 Example Home Address	301-556- 7XXX	email@dc.gov
FirstName LastName	OAG	Trial Attorney	Temp	1/15/2007	441 4th Street, 8th Fl	724- 7XXX	1536 Example Home Address	202-132- 7XXX	email@dc.gov
FirstName LastName	OCTO	IT Specialist	Term	9/6/2008	441 4th Street, 4th Fl	727- 5XXX	2236 Example Home Address	703-786- 7XXX	email@dc.gov
FirstName LastName	DCRA	Network Engineer	Contractor		441 4th Street, 5th Fl	442- 8XXX	123 Example Home Address	301-334- 7XXX	email@dc.gov

For each new employee, “Type of Appt” may not be left blank and MUST be ONE of the following 6 values:

*Permanent, Temp, Term, Contractor, Volunteer, or Intern.*

“Term” employees: Non-contractor employees working more than 12 months

“Temporary” employees: Non-contractor employees working 12 months or less

The following fields are mandatory and may not be left blank:

*Staff, Agency, Title, Type of Appt, NTE Date, Work Location*

- The employee must bring the following documents to the CIF for issuance of their credential:
  - Credential Request Form –signed by the Agency HR Official
  - Employee Access Rights Request Form –signed by the designated Agency Access Rights Coordinator
  - Government Issued Picture ID (e.g., drivers license or passport)
  - New employees - Offer Letter signed by the Agency HR Official, if applicable.

#### **Issuance of Access Rights**

For issuance of access rights to facilities controlled by Protective Services, new employees must have filled out an Employee Access Rights Request Form and have it signed by the designated Agency Access Rights Coordinator. The Agency Access Rights Coordinator must then submit the form to the PSD Access Rights Issuing Operator for processing. This can be done by faxing it directly to Protective Services Division at (202) 727-9520 or by dropping it off at the main Credential Issuing Facility located at One Judiciary Square.

## **4.5 Replacing and Updating Credentials**

### **4.5.1 Lost or Stolen Credentials**

All credential holders must notify Protective Services immediately at (202) 727-8031 or [credentials@dc.gov](mailto:credentials@dc.gov) in the event that their credential is lost or stolen. Access rights to the credential will be suspended until the credential is found or replaced. If the credential holder opted to have the Credentialing Program register his/her SmarTrip credential with WMATA, the credential holder should call SmarTrip Customer Service at (888) 762-7874 to notify them of the lost credential, thus freezing funds on the credential.

There is no fee at this time to replace a lost credential but one may be instituted at a future date, paid by the agency or the responsible employee. Due to the security risks associated with lost DC government ID's, employees and non-employees must file a police report when the ID is lost or stolen. The police report can be

filed in your local police jurisdiction or the jurisdiction in which the ID is believed to have been lost or stolen. You may also obtain a police report by notifying the Metropolitan Police Department of the lost or stolen District government ID card using the non-emergency phone number 311. If your ID card was lost or stolen on the Metro or had SmarTrip capabilities, a police report can also be obtained by contacting the Metro Transit Police at (202) 962-2121. After which, the employee may apply for a replacement ID card, noting the CCN or "complaint" number from the police report on the ID replacement request form or providing it as an attachment to the ID replacement request form. It is especially important for the employee to file a police report if the ID is believed to be stolen. To get a replacement credential, the employee or non-employee must follow the above procedures, fill out the appropriate Credential Replacement Form and have it signed by the Agency HR Official or Deputy Director / Program Signatory Authority before coming to the credentialing office. The lost card will be deleted in the system and the access rights on the new card will be set to the same state as the old card, **ONLY** if the Agency Access Rights Coordinator signs the form. A new picture will not be taken for a lost credential.

#### **4.5.2 Credential Replacement for Changes in Data**

If a credential has expired or the individual has changed name or agency, the individual should get a new credential. The individual should bring the appropriate Credential Replacement Form signed by the Agency HR Official or Deputy Director / Program Signatory Authority and, if applicable, an SF-50 form. If the credential holder is changing his/her agency, the old card will be deleted in the system. In addition, access rights will be suspended until an Employee or Non-Employee Access Rights Request Form is submitted by the new designated Agency Access Rights Coordinator to the Access Rights Issuing Operator. The access rights on the new card will be instated or restored upon approval of the Access Rights Request Form by the Access Rights Issuing Operator.

It will be the decision of the Credential Issuing Operators on whether a new picture is needed. Replacements for expired badges can be issued no earlier than 15 days prior to the expiration date listed on the badge. Pictures will never be retaken for cosmetic or aesthetic purposes or to satisfy personal preference. Generally speaking, a picture will only be retaken to correct errors, improve clarity, or to replace a drastically out-of-date photo. Pictures will only be retaken for replacement ID cards if deemed necessary by the Credential Issuing Operator. ID pictures will not be retaken for lost or stolen cards. **In all cases, a picture is retaken only at the discretion of the Credential Issuing Operator.**

District government employees and the Standard Form 50 (SF-50): This form provides proof of legal name, career status, and Not-To-Exceed date (if

applicable); Expiration dates on credentials are set according to the information on this form; For District government employees, the name on your credential must and will match the legal name on this form. Credentials for District government employees must be kept consistent with Personnel files at all times. All requests for name changes on credentials must be accompanied by a Standard Form 50 proving the name change has become effective in the District's Personnel computer system.

**Note**, an employee hired by one agency and detailed to another agency will be given a badge for the agency by which he/she is employed. An employee will not receive a new badge if the agency to which they are detailed to changes.

**4.6 Changing Access Rights**

Changes in work location to new access points require submission of the Access Rights Request Form, to be submitted by the Agency Access Rights Coordinator designated by the new agency. The Agency Access Rights Coordinator must then submit the form to the PSD Access Rights Issuing Operator for processing. This can be done by faxing it directly to Protective Services Division at (202) 727-9520 or by dropping it off at the main Credential Issuing Facility located at One Judiciary Square.

**4.7 Credential Holder Termination**

Credential holders must turn their credentials in to their designated Agency HR Official, Deputy Director / Program Signatory Authority, or Supervisor upon termination. Agency HR Officials, Deputy Directors, Program Signatory Authorities, and Supervisors should email [credentials@dc.gov](mailto:credentials@dc.gov) with the names of any terminated employees. The email should list the employee's name, agency and date of termination, as well as the badge number for employees (this is the five digit number on the upper left corner of the card or, in its absence, the last five digits of the nine digit smart trip number starting with "010" on the lower right corner). Old employee IDs should be turned in to the credentialing office on the ground floor of One Judiciary Square or Protective Services Division room C-23 at the Wilson Building. Old IDs can also be sent via Inter-District Mail to these locations. If, for some reason, the Agency HR Official, Deputy Director / Program Signatory Authority, or Supervisor is unable to collect the credential upon termination, PSD must be notified immediately at (202) 727-8031 or [credentials@dc.gov](mailto:credentials@dc.gov).

Employees with balances on their SmarTrip card should call the SmarTrip Customer Service Center at (888) 762-7874 and ask them to transfer the funds either to a personal SmarTrip card or to mail paper fare cards.

**4.8 Unified Communications Center (UCC) Credentialing**

The Unified Communications Center (UCC) serves as a command-post for the Office of Unified Communications (OUC) as well as additional emergency responders, including the D.C. Fire and Emergency Medical Services (FEMS) and the D.C. Metropolitan Police Department (MPD). Individuals who work at the UCC and belong to a participating

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District government agency (see *Section V, "Participating Agencies"*) are eligible for employee or non-employee credentials, as appropriate, under the same rules governing the issue of all other District government credentials.

In addition, exactly three (3) members of the D.C. Metropolitan Police Department and exactly thirteen (13) members of the D.C. Fire and Emergency Medical Services are eligible to receive special citywide credentials due to their duties as liaisons to the UCC. These specially issued credentials are temporary credentials without SmarTrip capabilities having an expiration date of one (1) year from the time of issue. These specially issued credentials have been approved in writing by the Protective Services Police Chief, Arnold Bracy, prior to distribution.

Fire/EMS and MPD employees were not initially covered in the mass credentialing efforts pending a decision to issue FIPS-201 compliant cards to these agencies once the requirements are defined. The three (3) members of the D.C. Metropolitan Police Department will be issued credentials whose design matches the citywide credential for the Protective Services Division. The thirteen (13) members of the D.C. Fire and Emergency Medical Services will be issued credentials whose design matches the citywide credential for OUC employees.

The human resources manager (or their superior) for OUC signs all forms authorizing the issuing of these special credentials and takes responsibility for the costs of their issuance and for each card's termination in the event a separation from the District government occurs. The Protective Services Division assumes responsibility for the collection and processing of all Access Rights Request forms as well as for the modification and management of all electronic access rights for all individuals requiring access to the UCC facilities.

The UCC facility has its own credentialing equipment used only to issue building-specific and event-specific picture-less ID cards. These special ID cards do not have electronic access rights needed to access secured doors. For electronic access, the UCC facility will continue to use the Citywide Credential, with all UCC-specific access rights being managed in a stand-alone system. No Citywide Credentials or electronic access cards will be issued at the UCC facility.

#### **4.8.1 UCC Contractor Credentials**

Two "UCC Contractor" picture ID templates will be issued in the future. The Citywide Credentialing Program will be asked to use this special template for UCC contractors who work at the UCC but are not contractors to the District government. These individuals will not be issued Citywide Credentials, but instead will receive a picture ID card based on the UCC Contractor template. However, all other UCC contractors who *are* contractors to a District government agency will continue to be issued regular Citywide Credential picture ID cards through the Citywide Credentialing Program. The Citywide Credentialing Program will be provided with a list in advance containing the names of any individuals who should receive a UCC Contractor Picture ID instead of a regular

Citywide Credential. Any electronic access on this card, if any, is not controlled by the Citywide Credentialing Program.

#### **4.8.2 Electronic Access to the UCC**

Due to the high level of security at the UCC, **all** requests for electronic access to the UCC **must** be signed-off by the designated HR manager (or their superior) for the Office of Unified Communications (OUC). *Regardless of your agency, department, or affiliation, anyone* requesting access to the UCC must present properly completed forms bearing an acceptable signature from the designated HR manager (or their superior) for the Office of Unified Communications (OUC). Emergency Management Agency (EMA) personnel who work in the UCC are the exception to this rule and should follow normal procedures for obtaining electronic access.

#### **4.9 Modification, Alteration, and Authenticity of Forms and Documentation**

Paper and electronic versions of credentialing forms used by the Citywide Credentialing Program may be completed and signed, but not modified. The forms issued by the Citywide Credentialing Program are official government documents. Any Citywide Credentialing form that has been modified or altered in any manner whatsoever by any individual other than a Citywide Credentialing employee or a member of the Protective Services Division is immediately rendered null and void upon modification or alteration and will be rejected upon submission.

The following rules apply to credentialing forms presented at the main credentialing facility that were NOT provided to the individual during a DC Office of Personnel orientation or in-take process:

- Forms may not be signed by the authorizing official prior to completion.
- All forms must contain complete, original ink signatures only.
- Photocopied signatures are not permitted.
- No individual can sign the signature of another individual or on behalf of another.
- The Citywide Credentialing office will keep the original copies of all credentialing forms to be turned over to the Protective Services Police
- Facsimiles and electronically scanned credentialing forms will only be accepted in special situations, generally to accommodate emergencies or mass credentialing events
- Signatures and information must appear in designated areas only
- A form is void if it contains any whited-out, scratched out, or blacked out information or signatures
- A form is void if the overall structure of the form or the form's multiple choice categories have been modified
- Any form signed by an authorizing official more than 90 days before presentation at the credentialing facility is void

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Any credentialing form may be rejected if the form's authenticity, contents, or signature appear questionable to a Citywide Credentialing employee or a member of the Protective Services Division. Furthermore, any supplemental documentation, such as a Driver's license, passport, or Standard Form 50, may be rejected if the form's authenticity, contents, or signature appear questionable to a Citywide Credentialing employee or a member of the Protective Services Division. In such cases, employees of the Citywide Credentialing Program may refuse to issue or re-issue the District government ID card requested. In addition, the Protective Services Division can, at its sole discretion, deny or revoke electronic access and take other corrective measures deemed necessary. Forgery or falsification of any credentialing form is in violation of the law. Citywide Credentialing employees will immediately report any suspected forgery, falsification of credentialing forms, or other possible fraudulent activities to the Protective Services Police.

Credentialing operators may refuse to issue or re-issue a District government ID card if they are not assured of any credentialing form's authenticity, contents, or signature. Credentialing operators may refuse to issue or re-issue a District government ID card if they are not assured of the authenticity, contents, or signature present on any supplemental documentation, such as a Driver's license, passport, or Standard Form 50.

In such cases, the credentialing operators will not immediately process the applicant's request and will, instead, surrender all relevant forms and supplemental documentation to a designated member of the Protective Services Police for adjudication and verification. The Protective Services Division Police Chief will designate at least one officer tasked with determining the validity of all forms and making a final decision regarding the issuance of the requested identification card. The currently designated officer is Herbert A. Corbin of the Office of Property Management's Protective Services Police. Individuals wishing to contact the designated officer(s) regarding an adjudication or verification matter should first contact the Citywide Credentialing Office at (202) 727-8521. The Citywide Credentialing Program cannot provide an estimate for or control the length of time required by the designated officer(s) to verify the credentialing forms in question. The designated officer will contact the applicant and other parties, as needed, to verify forms and adjudicate the situation. Credentialing operators are **NOT** tasked with and should **not** be requested to verify or investigate the authenticity of any credentialing forms or supplemental documentation, such as a Driver's license, passport, or Standard Form 50, through phone calls, examination, e-mails, or any other means whatsoever.

#### **4.10 Modification of Credential Issuing Operator Personnel**

Any modifications to credential issuing operator staff must be approved in writing by both the Credentialing Program Manager and the Police Chief of the Protective Services Division. Written approval from both the Credentialing Program Manager and the Police Chief of the Protective Services Division is required for any scenario involving the addition or subtraction of Credential Issuing Operators or the training of new Credential Issuing Operators.

#### **4.11 Advisory Neighborhood Commission (ANC) ID Cards**

Members of the Advisory Neighborhood Council (ANC) receive ID cards, not Citywide Credentials. ID cards differ from credentials in their method of authorization and verification. Receipt of a Credential requires verification through personnel records and authorization from a Full-Time District government employee. An ID card does not require this same level of verification. The ANC Commissioner verifies the identity of ANC members and determines which ANC members are authorized to receive ID cards.

Members of the Advisory Neighborhood Council (ANC) will receive ID cards in the security office of the Wilson Building (room C-23) after January 2, 2006, upon authorization from the police chief of the Protective Services Police. ANC members should not report to the main credentialing facility at 441 4<sup>th</sup> street for credentials. Instead, once these ID cards become available, ANC members should report to the Wilson Building (room C-23) to receive their ID cards. Please call the Protective Services Division Police at (202) 727-8031 for information about distribution of ID cards to ANC members.

#### **4.12 D.C. City Council ID Cards**

Members of the D.C. City Council and their support staff receive ID cards, not Citywide Credentials. ID cards differ from credentials in their method of authorization and verification. Receipt of a Credential requires verification through personnel records and authorization from a Full-Time District government employee. An ID card does not require this same level of verification. The Chairperson of the D.C. City Council verifies the identity of D.C. City Council members and determines which Council members and support staffers are authorized to receive ID cards.

Members of the D.C. City Council and their staff will receive ID cards in the security office of the Wilson Building (room C-23) after January 2, 2006, upon authorization from the police chief of the Protective Services Police. D.C. City Council and their staff members should not report to the main credentialing facility at 441 4<sup>th</sup> street for credentials. Instead, once these ID cards become available, D.C. City Council members and support staffers should report to the Wilson Building (room C-23) to receive their ID cards. Please call the Protective Services Division Police at (202) 727-8031 for information about distribution of ID cards to D.C. City Council members and their support staff.

#### **4.13 Miscellaneous Credentials and Passes**

The "**Mayoral Transition**" template is a temporary, picture-less card for use by individuals assisting with a Mayor-elect's transition team based. The Citywide Credentialing Program neither prints nor distributes these cards. Any electronic access on this card, if any, is not controlled by the Citywide Credentialing Program.

The "**OCME Law Enforcement Access**" template is used by police officers who obtain a pass to view human remains at the Office of the Chief Medical Examiner (OCME). These passes are only distributed at the OCME facility for use within OCME's facility.

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The Citywide Credentialing Program neither prints nor distributes these cards. Any electronic access on this card, if any, is not controlled by the Citywide Credentialing Program.

The “**Mayor’s Detail**” template is issued to members of law enforcement specially detailed to escort the Mayor. The Citywide Credentialing Program neither prints nor distributes these cards. Any electronic access on this card, if any, is not controlled by the Citywide Credentialing Program.

#### 4.14 Executive Passes

The Citywide Credentialing Program does NOT issue Executive Passes.

Executive Passes are issued exclusively by members of the Protective Services Division Police. The Mayor’s Chief of Staff determines which individuals are eligible for an Executive Pass. The Protective Services Division Police issues Executive Passes according to the orders provided by the Mayor's Chief of Staff. Requests for Executive Credentials are initiated through the Executive Office of the Mayor. The current contact person for initiating this request is:

Ms. Naomi Shelton  
Special Assistant to the Mayor's Chief of Staff  
(202) 724-7700  
Naomi.Shelton@dc.gov

*The Mayor's Chief of Staff is Ms. Tene Dolphin.*

Please call the **Protective Services Division Police** at **(202) 727-8031** for additional information about Executive Passes.

#### 4.15 Electronic Access to OCTO Data Centers (ODC-1 / ODC-2)

Due to the high level of security at the OCTO Data Centers (ODC-1 and ODC-2), **all** requests for electronic access to the Data Centers **must** signed-off by the appropriate Security Manager, as designated by OCTO. *Regardless of your agency, department, or affiliation, anyone* requesting access to the OCTO Data Centers must present properly completed Access Rights Request forms bearing an acceptable signature from the appropriate OCTO-designated Data Center Security Manager. Access to OCTO Data Center 1 (ODC-1) must be signed off by the ODC-1 Security Manager, as designated by OCTO. Access to OCTO Data Center 1 (ODC-2) must be signed off by the ODC-2 Security Manager, as designated by OCTO.

#### 4.16 Credentials for Capital City Fellows

The Capital City Fellows Program (CCFP) is a mayoral initiative to attract recent graduates of master's degree programs in public administration, public policy, urban planning, and related fields to work for the city of Washington, DC. The Capital City Fellows Program is administered by the DC Office of Personnel, Center for Workforce

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Development (CWD). Candidates compete for two-year fellowship appointments during which they complete four six-month rotations in different city agencies, including the Office of the City Administrator, Office of Personnel, Office of the Chief Financial Officer, Department of Human Services, Department of Motor Vehicles, Department of Transportation, and the Metropolitan Police Department. DCOP treats Capital City Fellows as regular District government employees eligible for standard benefits available to all city employees such as health insurance, life insurance, vacation days, leave accrual, etc. For the purposes of the Citywide Credentialing Program, Capital City Fellows are considered 2-year term District government employees.

For the purpose of the Citywide Credentialing Program, DCOP is considered to be the home agency of any Capital City Fellow. As such, the acronym appearing on the ID card of a Capital City Fellow will be “DCOP/CC.” Although a Capital City Fellow may be detailed to a new agency every 6 months, a new ID card will not be issued when the Capital City Fellow changes host agencies. Capital City Fellows will receive credentials bearing the blue Employee template. These cards will have a 2-year expiration date, unless a shorter date is specified on the Standard Form 50 or credentialing form presented by the individual at the time the card is issued. If the card’s expiration date is greater than 12 months, the card will have SmarTrip capabilities. If the card’s expiration date is 12 months or less, the card will NOT have SmarTrip capabilities. DCOP accepts responsibility for the cost of the cards for Capital City Fellows as well as responsibility for collecting the ID cards of any departing Capital City Fellows. A Capital City Fellows Program Manager or Employee Development Specialist (DCOP) will sign for the ID cards and replacement ID cards for Capital City Fellows. Electronic access rights for the card, if any, will be granted by the appropriate Access Rights Coordinator for DCOP and/or the Access Rights Coordinator designated for the agency to which the Capital City Fellow is detailed (the “Host” agency). When changing host agencies, the Capital City Fellow will maintain the same ID card but can request their electronic access rights be modified accordingly by bringing a properly completed Access Rights Request form, signed by the host agency’s Access Rights Coordinator, to the main credentialing facility.

#### **4.17 Addition of Departments to the Citywide Credentialing Program**

If a department that does not currently participate in the Citywide Credentialing Program chooses to participate at a later date, their request should be made in writing at least 90 days in advance to either the Program Manager and/or the Protective Services Division Police Chief. The addition of the department to the Citywide Credentialing Program is subject to the approval of the Program Manager and/or the Protective Services Division Police Chief. In addition, the department must pay the initial participation costs, including a minimum purchase of 1,000 credential cards at a cost of \$50.00 (USD) per card. Mobile credentialing for 3-7 days to accommodate 100-1,000 people incurs an additional fixed fee of \$10,000 (USD) to cover training and hiring of additional staff, transportation, supplies, network support, and other costs associated with the mobilization. By participating in the Citywide Credentialing Program, each department agrees to abide by all rules and regulations of the Standard Operating Procedures of the Citywide Credentialing Program.

## **V PARTICIPATING AGENCIES**

The following is a list of all known agencies eligible to receive identification cards through the Citywide Credentialing Program.

Administrative Hearings, Office of  
Aging, Office on  
Appeals and Review, Board of  
Alcohol Beverage Regulation Administration  
Arts and Humanities, DC Commission on the  
Attorney General of the District of Columbia, Office of the  
Attorney General of the District of Columbia, Office of the  
(Child Support Services Division Only)  
Cable Television and Telecommunications, Office of  
Campaign Finance, Office of  
Center for Workforce Development (DCOP)  
Child and Family Services  
Chief Medical Examiner, Office of the  
Chief Financial Officer, Office of the  
Chief Technology Officer, Office of the  
Children, Youth, Families and Elders, Office of the Deputy Mayor for  
Citizens Complaint Review, Office of (DCPC, Office of Police Complaints)  
City Administrator, Office of the  
Consumer and Regulatory Affairs, Department of  
Contract Appeals Board  
Contracting and Procurement, Office of  
Corrections, Department of  
Council of the District of Columbia  
District Government Employees Federal Credit Union  
Education, Board of (DC Public Schools)  
Elections and Ethics, Board of  
Employment Services, Department of  
Emergency Management Agency  
Environment, DC Department of  
Executive Office of the Mayor  
Finance and Resource Management  
Health, Department of  
Housing and Community Development, Department of  
Human Rights, Office of  
Human Services, Department of  
Inspector General, Office of the  
Insurance, Securities and Banking, Department of  
Judicial Disabilities and Tenure, Commission on  
Local Business Development, Office of  
Lottery and Charitable Games Control Board  
Mental Health, Department of  
Motor Vehicles, Department of  
Motion Picture Development, Office of  
Parks and Recreation, Department of  
Personnel, DC Office of  
Planning, Office of  
Planning and Economic Development, Deputy Mayor for  
Property Management, Office of  
Public Safety and Justice, Office of the Deputy Mayor for  
Public Service Commission  
Public Works, Department of  
Real Property Assessments and Appeals, Board of

Retirement Board, DC  
Secretary of DC, Office of the  
Taxicab Commission  
Transportation, District Department of  
Unified Communications, Office of  
Youth Rehabilitation Services, Department of  
Zoning, Office of

## **VI MANAGEMENT OF CCP CREDENTIAL ISSUING FACILITIES**

### **6.1 Facilities**

There are currently two credential issuing facilities:

- Main Facility – One Judiciary Square  
This is the main credentialing facility, located at 441 4<sup>th</sup> St., NW on the ground floor next to Firehook (old DOES office). This facility processes all credential issuing requests, with the exception of most new employees participating in the DCOP orientation and in-take process; Hours are Mon.-Fri., 8:45 AM-5:15 AM; Closed holidays – all day; Closed alternate Mondays until 1:00 PM.
- Reeves Center – Satellite Facility  
The Reeves Center satellite facility located in the Reeves Center at 2000 14<sup>th</sup> St., NW. This facility is only open on alternating Monday mornings at the beginning of each two-week pay period and processes only new employees. This facility opens at 8:30 AM and issues credentials, as needed, until 11:00 AM. The facility will remain open no later than 11:30 PM.

### **6.1 Scheduling and Coverage**

**6.1.1** The Main Facility at One Judiciary Square (OJS) is serviced by two Credential Issuing Operators except on alternating Monday mornings; at this time, both Operators will be servicing the Reeves Center satellite facility, and the OJS facility will be closed until 1:00 PM. In isolated situations where only a small number of individuals need to be serviced at the Reeves Center satellite facility, exactly *one (1)* Credential Issuing Operator *may* remain at OJS to continue providing coverage of the Main Facility.

**6.1.2** The Reeves Center facility will issue credentials to new employees only. The Reeves Center satellite facility, located on the 4<sup>th</sup> floor of 2000 14<sup>th</sup> Street, NW, is serviced on alternating Monday mornings by up to two (2) Credential Issuing Operators beginning at 8:30 AM and continuing, as needed, until 11:00 PM. The facility will remain open no later than 11:30 PM. All individuals to be credentialed must be in line no later than 11:00 AM; the last credential will be issued no later than 11:30 AM. Regardless of completion status, the Credential Issuing Operators, to fulfill other appointments and obligations, must close and exit the Reeves Center facility no later than 11:30 AM.

## DC Citywide Credential Program

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### Standard Operating Procedures

No more than one (1) Credential Issuing Operator may return to the Reeves Center the following Monday to issue credentials to any new employees participating in DCOP's intake process who were unable to obtain their credentials during the prior week's DCOP orientation process. One Credential Issuing Operator will return to the Reeves Center the Monday following a DCOP orientation process only if fifteen (15) or more new employees were unable to obtain their credentials during the prior week's DCOP orientation process. For non-orientation Mondays, the Credential Issuing Operator will issue credentials beginning at 8:30 AM and ending no later than 10:30 AM. If fourteen (14) or fewer new employees were unable to obtain their credentials during the prior week's DCOP orientation process, those new employees will have to obtain their credentials by visiting the Main credentialing facility at One Judiciary Square.

**Credentials will not be issued at the Reeves Center to any cardholder seeking a replacement card of any kind. This restriction applies to anyone seeking a replacement credential for any of the following reasons: Theft, loss, damage, malfunction, expiration, change of name or information, change of agency, agency reassignment, or an upgrade from an old ID.**

- 6.1.3** All Credential Issuing Operators are allotted one 60-minute lunch break per work day.
- 6.1.4** Credential Issuing Operators are responsible for coordinating breaks to ensure continuous coverage at facilities during business hours.
- 6.1.5** Appointments are advised for any supervisors or HR agency officials wishing to have more than 8 employees credentialed in a single day. Unless otherwise agreed upon, all appointments will be honored at the Main credentialing facility at One Judiciary Square.

## DC Citywide Credential Program

### Standard Operating Procedures

## ATTACHMENT 1

### LIST OF AUTHORIZING SIGNATURES BY DEPARTMENT

Last Update: 04.12.2007

### CITYWIDE CREDENTIALING: **AGENCY HR OFFICIALS LIST**

\*\* Includes individuals eligible to sign Employee Credential Request and Employee Replacement Credential Request forms. *In addition to this list, the signature of the agency's director or deputy director, or any individual specified as the agency's "Access Rights Coordinator" will also be honored. For all agencies, any signature from the Mayor, the City Administrator, the Mayor's Chief of Staff, or any Deputy Mayor is always honored.*

	Agency	Name(s)
OAH	Administrative Hearings, Office of	Cynthia Stevenson Diana Arrington Lakisha Hill
DCOA	Aging, Office on	Cynthia Simmons Sherlyn Taylor Sam Gawad
	Appeals and Review, Board of (see <b>Administrative Hearings, Office of</b> )	
ABRA	Alcohol Beverage Regulation Administration	Jeff Coudriet
DCCA	Arts and Humanities, DC Commission on the	Sherry Schwechten
OAG	Attorney General of the District of Columbia, Office of the	Janice Cager Pamela Satterfield Nadine Wilburn Tarifah Coaxum Eugene Adams Linda Singer**
OAG/Child	Attorney General of the District of Columbia, Office of the ( <i>Child Support Services Division Only</i> )	Judith Morgan Eugene Adams Linda Singer**
OCTT	Cable Television and Telecommunications, Office of	Robin Yeldell Karen Tolson
OCF	Campaign Finance, Office of	Nadine Journiette
CFSA	Child and Family Services	Stan Spaght Steve Conley
OCME	Chief Medical Examiner, Office of the	Peggy Fogg
OCFO	Chief Financial Officer, Office of the  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Executive Office</li> <li>• General Counsel</li> <li>• Office of Budget and Planning</li> <li>• Office of the Chief Information Officer</li> <li>• Office of Finance and Treasury</li> <li>• Office of Pay and Retirement Services</li> <li>• Office of Financial Operations and System</li> </ul>	Connie Green Camille Robinson Tanya Ricks Lenia Cash Angell Jacobs Pam Madison Bob James Margaret Myers Ulysses Glenn Elvina Nowell Vanessa Jackson Farhad Niemi

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Office of Revenue Analysis</li> <li>• Office of Tax and Revenue</li> <li>• Office of Management and Administration</li> <li>• Office of Integrity and Oversight</li> </ul>	Matt Braman Frank Mulligan Traci Fuller Bert Molina Gordon McDonald Sherryl Hobbs Newman Madison Nelson Gloria Bell ( <i>DCPS only</i> )
<b>OCTO</b>	Chief Technology Officer, Office of the  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Enterprise Architecture Services</li> <li>• Enterprise IT—Process and Procedures</li> <li>• IT ServUs (Help Desk)</li> <li>• Software Licensing Office</li> <li>• Telecommunications</li> <li>• Web Trends</li> <li>• DSF Support</li> <li>• Wide Area Network Connectivity</li> <li>• Citywide Messaging Project</li> <li>• Citywide IT Security Management</li> <li>• DC Geographic Information Systems (GIS)</li> <li>• DC-NET Citywide Information Network</li> <li>• ODC-1, ODC-2 Data Center</li> <li>• Project Notification Online</li> </ul>	Kena Cofield Bill Zybach Victor Grimes Mary Kaye Vavasour Jamey Harvey Allam Al-Alami Robert Kramer Chris Peabody Rhonda Mackabee Chris Tonjes Linda Miles Khaled Falah Corye Clarke Mahamudul Huda David Strigel Veronica Lipscombe Mark James Mary Fenner (ODC2) Glenn Minter (ODC1)  <b>** Only the individuals designated for ODC may sign off for ODC workers</b>
<b>DCPC</b>	Citizens Complaint Review, Office of (DCPC, Office of Police Complaints)	Stephanie Banks
<b>OCA</b>	City Administrator, Office of the [Office of the Deputy Mayor for Operations]  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Office of Labor Relations &amp; Collective Bargaining</li> <li>• Office of Risk Management</li> <li>• Office of Labor-Management Partnerships</li> <li>• Office of the Deputy Mayor for Public Safety and Justice</li> <li>• Office of the Deputy Mayor for Children, Youth, Families and Elders</li> </ul>	Pat McCreary
<b>DCRA</b>	Consumer and Regulatory Affairs, Department of	Carolyn Holmes Debra Bonsack
<b>CAB</b>	Contract Appeals Board	Barbara Thompson Jonathan Zischkau
<b>OCP</b>	Contracting and Procurement, Office of	Carliss Barnett Elizabeth Hill Donna Fortune Jeanett Mitchell Elona Evans-McNeil
<b>COUNCIL</b>	Council of the District of Columbia	Vivian Ellis
<b>DGEFCU</b>	District Government Employees Federal Credit Union	Kimberley Lewis

## DC Citywide Credential Program

### Standard Operating Procedures

<b>DMEDU</b>	Education, Deputy Mayor for	Debra Davis
<b>BOEE</b>	Elections and Ethics, Board of	Karla Garcia Sylvia Adams
<b>OEA</b>	Employee Appeals, Office of	Gabrielle Smith Barrow Sheila Barfield, Esq. Warren Cruise, Esq.**
<b>DOES</b>	Employment Services, Department of	Marilyn Williams Dorothy Stancell
<b>EMA</b>	Emergency Management Agency	Patricia Sanders
<b>DDOE</b>	Environment, DC Department of (DDOE)  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Environmental Health Administration</li> <li>• DC Energy Office</li> <li>• Tree Management Administration</li> <li>• Office of Recycling</li> <li>• Energy Assistance and Home Weatherization</li> </ul>	Angela Grimes Curtis Gwynn Joan VerDier Fitzgerald Fant
<b>EOM</b>	Executive Office of the Mayor  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Office of Intergovernmental Relations</li> <li>• Office of Asian and Pacific Islander Affairs</li> <li>• Office of Communications</li> <li>• Office of Policy and Evaluation</li> <li>• Office of Community Outreach</li> <li>• Office of Boards and Commissions</li> <li>• Office of Neighborhood Services</li> <li>• Office of Partnerships and Grants Development</li> <li>• Office on Latino Affairs</li> <li>• Office of Policy and Legislative Affairs</li> <li>• Office of the Chief of Staff</li> <li>• Office of the Secretary</li> <li>• State Education Office</li> <li>• Office of Veterans Affairs</li> <li>• Serve DC</li> <li>• Citywide Call Center</li> <li>• Office of the Deputy Mayor for Planning and Economic Development</li> <li>• Office of Lesbian, Gay, Bisexual and Transgender Affairs</li> <li>• Office of the Deputy Mayor for Education</li> <li>• Office of Community Affairs</li> <li>• Office of the Clean City</li> <li>• Criminal Justice Coordinating Council</li> </ul>	Pat McCreary
<b>OFRM</b>	Finance and Resource Management	Veronica Spears
<b>DOH</b>	Health, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Addiction Prevention and Recovery Administration</li> <li>• Emergency Health and Medical Services Administration</li> <li>• Office of the General Counsel</li> <li>• Health Care Safety Net Administration</li> <li>• Health Promotion</li> <li>• Health Regulation Administration</li> <li>• Administration for HIV Policy and Programs</li> <li>• Maternal and Family Health Administration</li> </ul>	Jeanette Fields Peter Luciano Joellen Gray Keith Stitt Andrie Barbee Glendora Meyers

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Medical Assistance Administration</li> <li>• Nutrition Programs Administration</li> <li>• Office of Adjudication and Hearings</li> <li>• Office of the General Counsel</li> <li>• Primary Care and Prevention Administration</li> <li>• Policy Planning and Research Administration</li> <li>• State Health Planning and Development Administration</li> </ul>	
<b>DHCD</b>	Housing and Community Development, Department of	Loretta Dodson George Dines
<b>DCHR</b>	Human Resources, DC Department of	Shatema Lucas Addie Sutton Deron Lehman
<b>DCHR/CWD</b>	Human Resources, DC Department of – Center for Workforce Dev.	Errol R. Arthur Connie L Gorum
<b>DCHR/CCF</b>	Human Resources, DC Department of – Capital City Fellows Program	Errol R. Arthur Connie L Gorum
<b>OHR</b>	Human Rights, Office of	Brittany Woolfolk
<b>DHS</b>	Human Services, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Developmental Disabilities Council</li> <li>• Office of Early Childhood Development</li> <li>• Family Services Administration</li> <li>• Income Maintenance Administration</li> <li>• Mental Retardation and Developmental Disabilities Administration</li> <li>• Rehabilitation Services Administration</li> <li>• Youth Services Administration</li> </ul>	Connie Rogers Lesa Bonds Barbara Bridges Ted Daniels Timothy Pickett Marilynn Riley Barbara Strother Letitia Hackett Wanda Hodges Melonie Buckley Emma Mapp Taj Young (MRDDA) Brenda Emanuel (MRDDA) Mary Montgomery (MRDDA) Heather Stowe (MRDDA) Yolandra Plummer-Diallo (MRDDA)
<b>OIG</b>	Inspector General, Office of the	Grace Price
<b>DISB</b>	Insurance, Securities and Banking, Department of	Patricia Haylock Marlene Simmons
<b>DSLBD</b>	Local Business Development, Office of	Nancy Wooten
<b>DCLB</b>	Lottery and Charitable Games Control Board	Gwen Washington
<b>DMH</b>	Mental Health, Department of	Wanda Greene David Prince John Coghlan Juan Lovelace Susan Compton Maddox Lori Mcdonald Clara Orino Brendolyn Mccarty-Jones Annie Harris Sharon Lofton

## DC Citywide Credential Program

### Standard Operating Procedures

		Patricia Porter Lavonne Evans Naomi Chapman Frankie Wheeler Louisa Buadoo Amoa Sheila Craft Cynthia Hawkins Joseph Shaffer Martin Reed
DMV	Motor Vehicles, Department of	Odessa Nance Joan Saleth (1205 Brentwood Rd); Sheila McClain (1233 Brentwood Rd) Diane Adams (Georgetown Plaza) Mary Parker-McCall (Penn Branch) Gabriel Robinson Bettye Ward (C Street) Cassandra Claytor (C. Street) Wanda Butler (C. Street)
MPTD	Motion Picture Development, Office of	Detra Dickens Shawn Laster Donna Cauthorne
DPR	Parks and Recreation, Department of	Lori Gross Wiwiek Chandra Antilicia O'neal Kokeshia McManus
DCOP	Personnel, Office of (see <b>Human Resources, DC Department of</b> )	
OP	Planning, Office of	Andrea Anderson Eva Morris
DMPED	Planning and Economic Development, Deputy Mayor for	Shawn Laster Donna Cauthorne
OPM	Property Management, Office of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Energy Management</li> <li>• Facility Operations</li> <li>• Facility Repairs</li> <li>• Protective Services Division</li> <li>• Parking Services</li> <li>• Leased Space</li> <li>• Capital Construction</li> <li>• Mail Services</li> </ul>	Benita Anderson Arnold Bracy Michael Marby
OPM	Property Management, Office of (Mail Room)	Benita Anderson
OPM	Property Management, Office of (Facility Management)	Alyssa Turner Wilbert Spencer Davis
PSC	Public Service Commission	Sophia Pryce
DPW	Public Works, Department of	Elsie Sutton Ingrid Jackson

## DC Citywide Credential Program

### Standard Operating Procedures

	<p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Fleet Management Administration</li> <li>• Office of Safety and Risk Management</li> <li>• Human Capital Administration</li> <li>• Parking Service Administration</li> <li>• Office of Administrative Services</li> <li>• Solid Waste Management Administration</li> <li>• Office of Information Technology Services</li> </ul>	
<b>BRPAA</b>	Real Property Assessments and Appeals, Board of	Doretha McCallum
<b>DCRB</b>	Retirement Board, DC	Valerie Wilkins Katharine Marshall
<b>OSEC</b>	Secretary of DC, Office of the	Gladys Herring
<b>DCTC</b>	Taxicab Commission	Reana Drummond
<b>DDOT</b>	<p>Transportation, District Department of</p> <p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Infrastructure Project Management Administration</li> <li>• Mass Transit Administration</li> <li>• Public Space Management Administration</li> <li>• Traffic Services Administration</li> <li>• Transportation Policy and Planning Administration</li> <li>• Urban Forestry Administration</li> </ul>	Rosalind Inge Brenda Wallace-Harris Sylvester Dixon Lasharn Hamilton Stephanie Dunbar Steve Asher Eric Madison
<b>OUC</b>	Unified Communications, Office of	<p>Richelle West-Marshall (UCC)</p> <p><b>** Only the individuals designated for UCC may sign off for UCC workers</b></p>
<b>DYRS</b>	Youth Rehabilitation Services, Department of	David E. Brown Marvin Drumwright Catherine Ohler Walter Crawford Rudine Harris Melinda Morgan
<b>DCOZ</b>	Zoning, Office of	Nyambi Nyambi

**CITYWIDE CREDENTIALING: AGENCY ACCESS RIGHTS  
COORDINATOR LIST**

**ELECTRONIC ACCESS RIGHTS: SECURITY EXCEPTIONS**

Facility	Name(s)
OCTO Data Center 1 (ODC-1) ** For security reasons, <b>any</b> forms requesting electronic access to this facility <b>must</b> be signed off by one of the following individual(s) even if OCTO is not your home agency	Glenn Minter
OCTO Data Center 2 (ODC-2) ** For security reasons, <b>any</b> forms requesting electronic access to this facility <b>must</b> be signed off by one of the following individual(s) even if OCTO is not your home agency	Mary Fenner
Unified Communications Center (UCC / OUC) ** For security reasons, <b>any</b> forms requesting electronic access to this facility <b>must</b> be signed off by one of the following individual(s) even if OUC is not your home agency, except if you work for EMA.	Richelle West-Marshall Janice Quintana

\*\* Includes individuals eligible to sign Access Rights Request forms. *In addition to this list, the signature of the agency's director or deputy director will also be honored. For all agencies, any signature from the Mayor, the City Administrator, the Mayor's Chief of Staff, or any Deputy Mayor is always honored.*

	Agency	Name(s)
OAH	Administrative Hearings, Office of	Diana Arrington Tyrone T. Butler Mark D. Poindexter
DCOA	Aging, Office on	Cynthia Simmons Sherlyn Taylor Sam Gawad
	Appeals and Review, Board of (see <b>Administrative Hearings, Office of</b> )	
ABRA	Alcohol Beverage Regulation Administration	Jeff Coudriet Maria M. Delaney Laura Byrd
DCCA	Arts and Humanities, DC Commission on the	Sherry Schwechten Anthony Gittens Karen Peters
OAG	Attorney General of the District of Columbia, Office of the	Sherry Roberts Tia L. Williams Tarifah Coaxum Eugene Adams Linda Singer
OAG/Child	Attorney General of the District of Columbia, Office of the ( <i>Child Support Services Division Only</i> )	Judith Morgan Joseph Allen Eugene Adams Linda Singer
OCTT	Cable Television and Telecommunications, Office of	Robin Yeldell Karen Tolson
OCF	Campaign Finance, Office of	Nadine Journiette

## DC Citywide Credential Program

### Standard Operating Procedures

		Cecily E. Collier Montgomery
<b>CFSA</b>	Child and Family Services	Ella Roberson Audrey Sutton
<b>OCME</b>	Chief Medical Examiner, Office of the	Peggy Fogg
<b>OCFO</b>	Chief Financial Officer, Office of the	Mishell Johnson Lenia Cash Angell Jacobs Pam Madison Bob James Margaret Myers Ulysses Glenn Elvina Nowell Vanessa Jackson Farhad Niami Matt Braman Frank Mulligan Traci Fuller Tyrone Evans Alvin Blunt Jr. Gary C. Ayers Terrence J. Costello Tanya S. High Bob James Joyce Jones Shirley E. Jones Elliott Kindred Fitzroy A. Lee Ben Lorigo Paul C. Lundquist Pamela E. Madison Gordon M McDonald Shelia Mobley Bert Molina Robert Mulderig Anthony F. Pompa George Rivera John Ross James Spaulding James Stimpson Cynthia Veney Henry Wong Mohamad Yusuff Maynard W. Gambrell Christopher Lacour Jhnetta Bond Dallas Allen Maynard W. Gambrell Billy K. Slack Cyril Byron Lasana Mack Robert Ebel Lucille Dickinson Deloras Shepherd Steward Beckham

*[Sub-agencies, for informational purposes only]:*

- Executive Office
- General Counsel
- Office of Budget and Planning
- Office of the Chief Information Officer
- Office of Finance and Treasury
- Office of Pay and Retirement Services
- Office of Financial Operations and System
- Office of Revenue Analysis
- Office of Tax and Revenue
- Office of Management and Administration
- Office of Integrity and Oversight

**DC Citywide Credential Program**

Standard Operating Procedures

		Maryann Young Mike Teller Jerry Malone Marcy Edwards Sherryl Hobbs Newman Gloria Bell ( <i>DCPS only</i> ) Mohamed Mohamed Barbara Jumper Angelique Hayes
<b>OCTO</b>	<p>Chief Technology Officer, Office of the</p> <p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Enterprise Architecture Services</li> <li>• Enterprise IT—Process and Procedures</li> <li>• IT ServUs (Help Desk)</li> <li>• Software Licensing Office</li> <li>• Telecommunications</li> <li>• Web Trends</li> <li>• DSF Support</li> <li>• Wide Area Network Connectivity</li> <li>• Citywide Messaging Project</li> <li>• Citywide IT Security Management</li> <li>• DC Geographic Information Systems (GIS)</li> <li>• DC-NET Citywide Information Network</li> <li>• ODC-1, ODC-2 Data Center</li> <li>• Project Notification Online</li> </ul>	<p>Bill Zybach Victor Grimes Mary Kaye Vavasour Jamey Harvey Allam Al-Alami Robert Kramer Chris Peabody Rhonda Mackabee Khaled Falah Corye Clarke Mahamudul Huda David Strigel Mark James</p> <p><b>OJS</b> Kena Cofield Roberta Collins Linda Miles Veronica Lipscombe</p> <p><b>ODC</b> Mary Fenner (ODC2) Glenn Minter (ODC1)</p> <p><b>** Only the individuals designated for ODC may sign off for ODC workers</b></p> <p><b>** Only the individuals designated for OJS may sign off for OCTO-OJS access</b></p>
<b>DCPC</b>	Citizens Complaint Review, Office of (DCPC, Office of Police Complaints)	Stephanie Banks Philip K. Eure Thomas E. Sharp
<b>OCA</b>	<p>City Administrator, Office of the [Office of the Deputy Mayor for Operations]</p> <p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Office of Labor Relations &amp; Collective Bargaining</li> <li>• Office of Risk Management</li> <li>• Office of Labor-Management Partnerships</li> <li>• Office of the Deputy Mayor for Public Safety and Justice</li> <li>• Office of the Deputy Mayor for Children, Youth, Families and Elders</li> </ul>	Debra Davis
<b>DCRA</b>	Consumer and Regulatory Affairs, Department of	Debra Bonsack

## DC Citywide Credential Program

### Standard Operating Procedures

<b>CAB</b>	Contract Appeals Board	Barbara Thompson Jonathan Zischkau
<b>OCP</b>	Contracting and Procurement, Office of	Carliss Barnett Elizabeth Hill Brenda Tobe Donna Fortune Jeanett Mitchell Elona Evans-McNeil
<b>COUNCIL</b>	Council of the District of Columbia	Vivian Ellis
<b>DGEFCU</b>	District Government Employees Federal Credit Union	Kimberley Lewis
<b>DMEDU</b>	Education, Deputy Mayor for	Debra Davis
<b>BOEE</b>	Elections and Ethics, Board of	Linda Johnson Alice Miller
<b>OEA</b>	Employee Appeals, Office of	Gabrielle Smith Barrow Sheila Barfield, Esq. Warren Cruise, Esq.
<b>DOES</b>	Employment Services, Department of	Carolyn Lynch Samuel Love
<b>EMA</b>	Emergency Management Agency	Darrell L. Darnell Patricia Sanders Steve Kral
<b>DDOE</b>	Environment, DC Department of (DDOE)  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Environmental Health Administration</li> <li>• DC Energy Office</li> <li>• Tree Management Administration</li> <li>• Office of Recycling</li> <li>• Energy Assistance and Home Weatherization</li> </ul>	Angela Grimes Curtis Gwynn Joan VerDier Fitzgerald Fant Corey R. Buffo
<b>EOM</b>	Executive Office of the Mayor  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Office of Intergovernmental Relations</li> <li>• Office of Asian and Pacific Islander Affairs</li> <li>• Office of Communications</li> <li>• Office of Policy and Evaluation</li> <li>• Office of Community Outreach</li> <li>• Office of Boards and Commissions</li> <li>• Office of Neighborhood Services</li> <li>• Office of Partnerships and Grants Development</li> <li>• Office on Latino Affairs</li> <li>• Office of Policy and Legislative Affairs</li> <li>• Office of the Chief of Staff</li> <li>• Office of the Secretary</li> <li>• State Education Office</li> <li>• Office of Veterans Affairs</li> <li>• Serve DC</li> <li>• Citywide Call Center</li> <li>• Office of the Deputy Mayor for Planning and Economic Development</li> <li>• Office of Lesbian, Gay, Bisexual and Transgender Affairs</li> <li>• Office of the Deputy Mayor for Education</li> <li>• Office of Community Affairs</li> <li>• Office of the Clean City</li> </ul>	Debra Davis

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Criminal Justice Coordinating Council</li> </ul>	
<b>OFRM</b>	Finance and Resource Management	Veronica Spears Barbara Jumper Dennis Gill Mohamed Mohamed
<b>DOH</b>	Health, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Addiction Prevention and Recovery Administration</li> <li>• Emergency Health and Medical Services Administration</li> <li>• Office of the General Counsel</li> <li>• Health Care Safety Net Administration</li> <li>• Health Promotion</li> <li>• Health Regulation Administration</li> <li>• Administration for HIV Policy and Programs</li> <li>• Maternal and Family Health Administration</li> <li>• Medical Assistance Administration</li> <li>• Nutrition Programs Administration</li> <li>• Office of Adjudication and Hearings</li> <li>• Office of the General Counsel</li> <li>• Primary Care and Prevention Administration</li> <li>• Policy Planning and Research Administration</li> <li>• State Health Planning and Development Administration</li> </ul>	Sandra Robinson Samuel Barrington Carlos Cano Marie Sansone Linda Fisher Barney Corwin Maurice Knuckles Ronald King Thomas Calhoun Paula Fisher Robert Maruca Karyn Berry Gregg A. Pane Keith Stitt Andrie Barbee
<b>DHCD</b>	Housing and Community Development, Department of	Loretta Dodson George Dines
<b>DCHR</b>	Human Resources, DC Department of	Brender Gregory Juan-Francisco Roque Shatema Lucas Addie Sutton Deron Lehman
<b>DCHR/CWD</b>	Human Resources, DC Department of – Center for Workforce Dev.	Errol R. Arthur Connie L Gorum Addie Sutton Brender Gregory
<b>DCHR/CCF</b>	Human Resources, DC Department of – Capital City Fellows Program	Errol R. Arthur Connie L Gorum Addie Sutton Brender Gregory
<b>OHR</b>	Human Rights, Office of	Tacora Martin
<b>DHS</b>	Human Services, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Developmental Disabilities Council</li> <li>• Office of Early Childhood Development</li> <li>• Family Services Administration</li> <li>• Income Maintenance Administration</li> <li>• Mental Retardation and Developmental Disabilities Administration</li> <li>• Rehabilitation Services Administration</li> <li>• Youth Services Administration</li> </ul>	Barbara F. Kamara Elizabeth B. Parker Ricardo Lyles Mary P. Brown Sharon Cooper-DeLoatch Shelley Williams Barbara Bridges Lesa Bonds Melonie Buckley Brenda Emanuel (MRDDA) Mary Montgomery (MRDDA) Marilynn Riley

## DC Citywide Credential Program

### Standard Operating Procedures

		Ted Daniels Taj Young (MRDDA) Heather Stowe (MRDDA) Yolandra Plummer-Diallo (MRDDA)
<b>OIG</b>	Inspector General, Office of the	Grace Price
<b>DISB</b>	Insurance, Securities and Banking, Department of	Patricia Haylock Marlene Simmons
<b>DSLBD</b>	Local Business Development, Office of	Jacquelyn Flowers
<b>DCLB</b>	Lottery and Charitable Games Control Board	Gwen Washington
<b>DMH</b>	Mental Health, Department of	Wanda Greene Ella Thomas Marcia Jones Anthony Young Linda Grant Venida Hamilton Frances Priester Venida Hamilton Juanita Price Deborah Hobbs Carroll Parks Alan Abrams, MD Allen Gore, MD Joseph Henneberry Lenore Teter, MD Syed Zaidi, MD Rizwan Malik Gerald Tolliver Joseph Shaffer
<b>DMV</b>	Motor Vehicles, Department of	Diane Adams (M St.) Stan Edwards (M St.) Libby Clapp Odessa Nance Joan Saleth (1205 Brentwood Rd); Sheila McClain (1233 Brentwood Rd) Diane Adams (Georgetown Plaza) Mary Parker-McCall (Penn Branch) Gabriel Robinson Lucinda Babers Bettye Ward (C Street) Cassandra Claytor (C. Street) Wanda Butler (C. Street)
<b>MPTD</b>	Motion Picture Development, Office of	Detra Dickens Shawn Laster Donna Cauthorne
<b>DPR</b>	Parks and Recreation, Department of	Lori Gross Wiwiek Chandra

## DC Citywide Credential Program

### Standard Operating Procedures

		Antilicia O'neal Kokesha McManus
DCOP	Personnel, Office of (see <b>Human Resources, DC Department of</b> )	
OP	Planning, Office of	Barry Miller Joy Phillips Charlie Richman Ed Giefer Rosalynn Taylor Jennifer Steingasser Harriet Tregoning
DMPED	Planning and Economic Development, Deputy Mayor for	Shawn Laster Donna Cauthorne Michael Hodge Stephen Green
OPM	Property Management, Office of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Energy Management</li> <li>• Facility Operations</li> <li>• Facility Repairs</li> <li>• Protective Services Division</li> <li>• Parking Services</li> <li>• Leased Space</li> <li>• Capital Construction</li> <li>• Mail Services</li> </ul>	Benita Anderson Michael Marby Peter May Arnold Bracy
OPM	Property Management, Office of (Mail Room)	Benita Anderson Peter May
OPM	Property Management, Office of (Facility Management)	Alyssa Turner Wilbert Spencer Davis Peter May
PSC	Public Service Commission	Sophia Pryce Phylcia F. Bowman Linda Jordan
DPW	Public Works, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Fleet Management Administration</li> <li>• Office of Safety and Risk Management</li> <li>• Human Capital Administration</li> <li>• Parking Service Administration</li> <li>• Office of Administrative Services</li> <li>• Solid Waste Management Administration</li> <li>• Office of Information Technology Services</li> </ul>	Elsie Sutton Ingrid Jackson William Howland Michael Carter
BRPAA	Real Property Assessments and Appeals, Board of	Doretha McCallum
DCRB	Retirement Board, DC	Valerie Wilkins Katharine Marshall
OSEC	Secretary of DC, Office of the	Phyllis Cooper-Jones
DCTC	Taxicab Commission	Reana Drummond
DDOT	Transportation, District Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Infrastructure Project Management Administration</li> </ul>	Rosalind Inge Brenda Wallace-Harris Sylvester Dixon Lasharn Hamilton

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Mass Transit Administration</li> <li>• Public Space Management Administration</li> <li>• Traffic Services Administration</li> <li>• Transportation Policy and Planning Administration</li> <li>• Urban Forestry Administration</li> </ul>	Stephanie Dunbar Steve Asher Eric Madison
<b>OUC</b>	Unified Communications, Office of	Richelle West-Marshall (UCC)  <b>** Only the individuals designated for UCC may sign off for UCC workers</b>
<b>DYRS</b>	Youth Rehabilitation Services, Department of	David E. Brown Vincent Schiraldi Monita Laurent Deborah Colvin Robert Cureton Jerry Charit Johnnie Philson Kathy Ashe Tinker Deborah Williams Marc Schindler LaShon Seastrunk Byron Richardson Mercedes Hernandez Sarah Aleem Wendy Smeltzer Phillip Terrell Angela Wooten Camille Perkins Sherry Deane Gwendolyn Dubuisson Mary Phillips Desiree Mitchell Evette Jackson
<b>DCOZ</b>	Zoning, Office of	Sara Bardin

## DC Citywide Credential Program

### Standard Operating Procedures

## CITYWIDE CREDENTIALING: Deputy Directory/Program Signatory Authority List

\*\* Includes individuals eligible to sign Non-Employee ID Credential Request forms and Non-Employee ID Credential Replacement Request forms. *For all agencies, any signature from the Mayor, the City Administrator, the Mayor's Chief of Staff, or any Deputy Mayor is always honored.*

	Agency	Name(s)
OAH	Administrative Hearings, Office of	Diana Arrington <b>Tyrone T. Butler**</b> Mark D. Poindexter
DCOA	Aging, Office on	Cynthia Simmons Sherlyn Taylor <b>Sam Gawad**</b>
	Appeals and Review, Board of (see <b>Administrative Hearings, Office of</b> )	
ABRA	Alcohol Beverage Regulation Administration	Jeff Coudriet <b>Maria M. Delaney**</b> Laura Byrd
DCCAH	Arts and Humanities, DC Commission on the	Sherry Schwechten <b>Anthony Gittens**</b> Karen Peters
OAG	Attorney General of the District of Columbia, Office of the	Janice Cager Pamela Satterfield Nadine Wilburn Tarifah Coaxum Eugene Adams <b>Linda Singer**</b>
OAG/Child	Attorney General of the District of Columbia, Office of the ( <i>Child Support Services Division Only</i> )	Judith Morgan Joseph Allen Eugene Adams <b>Linda Singer**</b>
OCTT	Cable Television and Telecommunications, Office of	Robin Yeldell Karen Tolson <b>Eric Richardson**</b>
OCF	Campaign Finance, Office of	Nadine Journiette <b>Cecily E. Collier Montgomery**</b>
CFSA	Child and Family Services	Ella Roberson Audrey Sutton <b>Sharlynn Bobo **</b> Ronnie Charles Roque Gerald Andrea Guy Janet Maher
OCME	Chief Medical Examiner, Office of the	Vincent Hill <b>Marie Lydie Pierre- Louis**</b>
OCFO	Chief Financial Officer, Office of the	Tracy Ellis Vanessa F. Jackson

**DC Citywide Credential Program**

Standard Operating Procedures

	<p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Executive Office</li> <li>• General Counsel</li> <li>• Office of Budget and Planning</li> <li>• Office of the Chief Information Officer</li> <li>• Office of Finance and Treasury</li> <li>• Office of Pay and Retirement Services</li> <li>• Office of Financial Operations and System</li> <li>• Office of Revenue Analysis</li> <li>• Office of Tax and Revenue</li> <li>• Office of Management and Administration</li> <li>• Office of Integrity and Oversight</li> </ul>	<p>Alvin Blunt Jr.          Johnetta Bond          Tyrone Evans          Christopher Lacour          Ulysses Glen Jr          Joyce Jones          Shirley E. Jones          Elliott Kindred          Fitzroy A. Lee  <b>Dr. Natwar Gandhi**</b>          Ben Lorigo          Paul C. Lundquist          Gordon M McDonald          Shelia Mobley          Bert Molina          Robert Mulderig          Elvina I. Nowell          Anthony F. Pompa          John Ross          James Spaulding          James Stimpson          Lenia Cash          Margaret Myers          Ulysses Glenn          Farhad Niami          Matt Braman          Angell Jacobs          Henry Wong          Mohamad Yusuff          Cyril Byron          Sherryl Hobbs Newman          Lasana Mack          Robert Ebel          Lucille Dickinson          Deloras Shepherd          Steward Beckham          Maryann Young          Mike Teller          Jerry Malone          Marcy Edwards          Gloria Bell (DCPS only)          Mohamed Mohamed          Barbara Jumper          Angelique Hayes</p>
<p><b>OCTO</b></p>	<p>Chief Technology Officer, Office of the</p> <p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Enterprise Architecture Services</li> <li>• Enterprise IT—Process and Procedures</li> <li>• IT ServUs (Help Desk)</li> <li>• Software Licensing Office</li> <li>• Telecommunications</li> <li>• Web Trends</li> <li>• DSF Support</li> <li>• Wide Area Network Connectivity</li> </ul>	<p><b>(Robert LeGrande)**</b>  <b>(Vivek Kundra) **</b>          Kena Cofield          Bill Zybach          Victor Grimes          Mary Kaye Vavasour          Jamey Harvey          Allam Al-Alami          Robert Kramer          Chris Peabody          Rhonda Mackabee</p>

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Citywide Messaging Project</li> <li>• Citywide IT Security Management</li> <li>• DC Geographic Information Systems (GIS)</li> <li>• DC-NET Citywide Information Network</li> <li>• ODC-1, ODC-2 Data Center</li> <li>• Project Notification Online</li> </ul>	Chris Tonjes Linda Miles Khaled Falah Corye Clarke Mahamudul Huda David Strigel Veronica Lipscombe Mark James Mary Fenner (ODC2) Glenn Minter (ODC1)
		<b>** Only the individuals designated for ODC may sign off for ODC workers</b>
DCPC	Citizens Complaint Review, Office of (DCPC, Office of Police Complaints)	Stephanie Banks Philip K. Eure Thomas E. Sharp Philip K. Eure**
OCA	City Administrator, Office of the [Office of the Deputy Mayor for Operations]  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Office of Labor Relations &amp; Collective Bargaining</li> <li>• Office of Risk Management</li> <li>• Office of Labor-Management Partnerships</li> <li>• Office of the Deputy Mayor for Public Safety and Justice</li> <li>• Office of the Deputy Mayor for Children, Youth, Families and Elders</li> </ul>	Debra Davis  <b>Dan Tangherlini **</b>
DCRA	Consumer and Regulatory Affairs, Department of	Debra Bonsack <b>Lisa Marie Morgan**</b>
CAB	Contract Appeals Board	Barbara Thompson <b>Jonathan Zischkau**</b>
OCP	Contracting and Procurement, Office of	Carliss Barnett Elizabeth Hill Brenda Tobe Donna Fortune Jeanett Mitchell Elona Evans-McNeil <b>Oscar S. Rodriguez **</b>
COUNCIL	Council of the District of Columbia	Vivian Ellis
DGEFCU	District Government Employees Federal Credit Union	Kimberley Lewis
BOEE	Elections and Ethics, Board of	Linda Johnson <b>Wilma A. Lewis**</b> <b>Alice Miller **</b>
DMEDU	Education, Deputy Mayor for	Debra Davis <b>Victor Reinoso**</b> Dan Tangherlini Tene Dolphin
OEA	Employee Appeals, Office of	Gabrielle Smith Barrow Sheila Barfield, Esq. <b>Warren Cruise, Esq.**</b>
DOES	Employment Services, Department of	Carolyn Lynch Samuel Love

## DC Citywide Credential Program

### Standard Operating Procedures

		Cyril Byron Susan Gilbert <b>Summer Spencer **</b>
<b>EMA</b>	Emergency Management Agency	<b>(Darrell L. Darnell)**</b> <b>(Barbara Childs-Pair)**</b> Patricia Sanders Steve Kral
<b>DDOE</b>	Environment, DC Department of (DDOE)  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Environmental Health Administration</li> <li>• DC Energy Office</li> <li>• Tree Management Administration</li> <li>• Office of Recycling</li> <li>• Energy Assistance and Home Weatherization</li> </ul>	Angela Grimes Curtis Gwynn Joan VerDier Fitzgerald Fant <b>Corey R. Buffo**</b>
<b>EOM</b>	Executive Office of the Mayor  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Office of Intergovernmental Relations</li> <li>• Office of Asian and Pacific Islander Affairs</li> <li>• Office of Communications</li> <li>• Office of Policy and Evaluation</li> <li>• Office of Community Outreach</li> <li>• Office of Boards and Commissions</li> <li>• Office of Neighborhood Services</li> <li>• Office of Partnerships and Grants Development</li> <li>• Office on Latino Affairs</li> <li>• Office of Policy and Legislative Affairs</li> <li>• Office of the Chief of Staff</li> <li>• Office of the Secretary</li> <li>• State Education Office</li> <li>• Office of Veterans Affairs</li> <li>• Serve DC</li> <li>• Citywide Call Center</li> <li>• Office of the Deputy Mayor for Planning and Economic Development</li> <li>• Office of Lesbian, Gay, Bisexual and Transgender Affairs</li> <li>• Office of the Deputy Mayor for Education</li> <li>• Office of Community Affairs</li> <li>• Office of the Clean City</li> <li>• Criminal Justice Coordinating Council</li> </ul>	Debra Davis  Shawn Laster (DMPED)  <b>Mayor Adrian Fenty**</b>
<b>OFRM</b>	Finance and Resource Management	Veronica Spears <b>Barbara Jumper **</b> Dennis Gill Mohamed Mohamed
<b>DOH</b>	Health, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Addiction Prevention and Recovery Administration</li> <li>• Emergency Health and Medical Services Administration</li> <li>• Office of the General Counsel</li> <li>• Health Care Safety Net Administration</li> <li>• Health Promotion</li> <li>• Health Regulation Administration</li> <li>• Administration for HIV Policy and Programs</li> <li>• Maternal and Family Health Administration</li> </ul>	Sandra Robinson Samuel Barringtine Carlos Cano Marie Sansone Linda Fisher Barney Corwin Maurice Knuckles Ronald King Thomas Calhoun Paula Fisher

## DC Citywide Credential Program

### Standard Operating Procedures

	<ul style="list-style-type: none"> <li>• Medical Assistance Administration</li> <li>• Nutrition Programs Administration</li> <li>• Office of Adjudication and Hearings</li> <li>• Office of the General Counsel</li> <li>• Primary Care and Prevention Administration</li> <li>• Policy Planning and Research Administration</li> <li>• State Health Planning and Development Administration</li> </ul>	Robert Maruca Karyn Berry <b>Gregg A. Pane**</b>
DHCD	Housing and Community Development, Department of	Loretta Dodson George Dines <b>(Victor Selman)**</b> <b>(Leila Finucane Edmonds) **</b>
DCHR	Human Resources, DC Department of	<b>Brender Gregory**</b> Juan-Francisco Roque Addie Sutton Deron Lehman
DCHR/CWD	Human Resources, DC Department of – Center for Workforce Dev.	Errol R. Arthur <b>Brender Gregory**</b>
OHR	Human Rights, Office of	Tacora Martin <b>Gustavo Velasquez **</b>
DHS	Human Services, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Developmental Disabilities Council</li> <li>• Office of Early Childhood Development</li> <li>• Family Services Administration</li> <li>• Income Maintenance Administration</li> <li>• Mental Retardation and Developmental Disabilities Administration</li> <li>• Rehabilitation Services Administration</li> <li>• Youth Services Administration</li> </ul>	Barbara F. Kamara Elizabeth B. Parker Ricardo Lyles Mary P. Brown <b>Kate Jesberg **</b> Sharon Cooper-DeLoatch Shelley Williams Mary Montgomery (MRDDA) Brenda Emanuel (MRDDA) Heather Stowe (MRDDA) Marilynn Riley Ted Daniels
OIG	Inspector General, Office of the	Grace Price <b>Charles J. Willoughby**</b> Austin A. Andersen Roger Burke
DISB	Insurance, Securities and Banking, Department of	Patricia Haylock Marlene Simmons <b>Thomas E Hampton**</b>
DSLBD	Local Business Development, Office of	Jacquelyn Flowers <b>Erik Moses **</b>
DCLB	Lottery and Charitable Games Control Board	Gwen Washington
DMH	Mental Health, Department of	Wanda Greene Ella Thomas Marcia Jones Anthony Young Linda Grant Venida Hamilton Frances Priester Venida Hamilton Juanita Price

## DC Citywide Credential Program

### Standard Operating Procedures

		<p>Deborah Hobbs  Carroll Parks  Alan Abrams, MD  Allen Gore, MD  Joseph Henneberry  Lenore Teter, MD  Syed Zaidi, MD  Rizwan Malik  Gerald Tolliver  Joseph Shaffer  Albertha D Blayon  Beatrice E Fomundam  Cecelia Stewart Baker  Danilo A Garcia  Hwa H Woo  Iris J Andrews  Mildred T Kromah  Nichelle P Short  Nicole L Johnson  Paul S Perrin  Sidonie Heumen  <b>Stephen T Baron**</b>  Wonder R Carpenter</p>
DMV	Motor Vehicles, Department of	<p>Diane Adams (M St.)  Stan Edwards (M St.)  Libby Clapp  Odessa Nance  Joan Saleth (1205  Brentwood Rd);  Sheila McClain (1233  Brentwood Rd)  Diane Adams  (Georgetown Plaza)  Mary Parker-McCall (M  Street)  Gabriel Robinson  Bettye Ward (C. Street)  <b>Lucinda Babers**</b>  Cassandra Claytor (C.  Street)  Wanda Butler (C. Street)</p>
MPTD	Motion Picture Development, Office of	<p>Detra Dickens  Shawn Laster  Donna Cauthorne</p>
DPR	Parks and Recreation, Department of	<p>Lori Gross  Wiwiek Chandra  Antilicia O'neal  Kokesha McManus  <b>Wanda Durden**</b></p>
DCOP	Personnel, Office of (see <b>Human Resources, DC Department of</b> )	
OP	Planning, Office of	Barry Miller

## DC Citywide Credential Program

### Standard Operating Procedures

		Joy Phillips Charlie Richman Ed Giefer Rosalynn Taylor Jennifer Steingasser <b>Harriet Tregoning **</b>
<b>DMPED</b>	Planning and Economic Development, Deputy Mayor for	Shawn Laster Donna Cauthorne <b>Neil O. Albert **</b> Dan Tangherlini Tene Dolphin
<b>OPM</b>	Property Management, Office of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Energy Management</li> <li>• Facility Operations</li> <li>• Facility Repairs</li> <li>• Protective Services Division</li> <li>• Parking Services</li> <li>• Leased Space</li> <li>• Capital Construction</li> <li>• Mail Services</li> </ul>	Benita Anderson Michael Marby Arnold Bracy Peter May <b>Lars Etzkorn**</b>
<b>OPM</b>	Property Management, Office of (Mail Room)	Benita Anderson Peter May <b>Lars Etzkorn**</b>
<b>OPM</b>	Property Management, Office of (Facility Management)	Alyssa Turner Peter May Wilbert Spencer Davis <b>Lars Etzkorn **</b>
<b>PSC</b>	Public Service Commission	Sophia Pryce <b>Phylcia F. Bowman**</b> Joseph Nwude Agnes Alexander Yates Richard E. Morgan Betty Ann Kane
<b>DPW</b>	Public Works, Department of  <i>[Sub-agencies, for informational purposes only]:</i> <ul style="list-style-type: none"> <li>• Fleet Management Administration</li> <li>• Office of Safety and Risk Management</li> <li>• Human Capital Administration</li> <li>• Parking Service Administration</li> <li>• Office of Administrative Services</li> <li>• Solid Waste Management Administration</li> <li>• Office of Information Technology Services</li> </ul>	Elsie Sutton Ingrid Jackson <b>William Howland**</b> Michael Carter
<b>BRPAA</b>	Real Property Assessments and Appeals, Board of	Doretha McCallum
<b>DCRB</b>	Retirement Board, DC	Valerie Wilkins Katharine Marshall <b>Shireen Dodson**</b>
<b>OSEC</b>	Secretary of DC, Office of the	Phyllis Cooper-Jones <b>Stephanie Scott**</b> Lee Brian Reba
<b>DCTC</b>	Taxicab Commission	Reana Drummond
<b>DDOT</b>	Transportation, District Department of	Rosalind Inge

## DC Citywide Credential Program

### Standard Operating Procedures

	<p><i>[Sub-agencies, for informational purposes only]:</i></p> <ul style="list-style-type: none"> <li>• Infrastructure Project Management Administration</li> <li>• Mass Transit Administration</li> <li>• Public Space Management Administration</li> <li>• Traffic Services Administration</li> <li>• Transportation Policy and Planning Administration</li> <li>• Urban Forestry Administration</li> </ul>	<p>Brenda Wallace-Harris Sylvester Dixon Lasharn Hamilton Stephanie Dunbar Steve Asher Eric Madison <b>Emeka Moneme **</b></p>
<b>OUC</b>	Unified Communications, Office of	<p><b>Janice Quintana (UCC) **</b> Richelle West-Marshall (UCC)</p> <p><b>** Only the individuals designated for UCC may sign off for UCC workers</b></p>
<b>DYRS</b>	Youth Rehabilitation Services, Department of	<p>David E. Brown Carolyn Stennett <b>Vincent Schiraldi**</b> Mercedes Hernandez Sarah Aleem Wendy Smeltzer Phillip Terrell Angela Wooten Camille Perkins Sherry Deane Gwendolyn Dubuisson Mary Phillips Desiree Mitchell Evette Jackson</p>
<b>DCOZ</b>	Zoning, Office of	<b>Jerrily R. Kress**</b>

ATTACHMENT 2

Employee Credential Request Form

Print Form



Government of the District of Columbia
Office of Property Management
Protective Services Division



EMPLOYEE ID CREDENTIAL REQUEST FORM

Date \_\_\_\_\_  New D.C. Employee

Personal Information

Name \_\_\_\_\_ Agency \_\_\_\_\_
Email \_\_\_\_\_ Work Phone \_\_\_\_\_

Appointment Status

Career Employee  Term Employee  Temporary Employee (12 months or less)

Appointment expires, if not career (DD/MM/YY): \_\_\_\_\_

\*Contractors, Interns, and Volunteers, please use the Non-Employee ID Credential Request Form (not this form)
\* If your card is lost, stolen, damaged, expiring/expired, or the information has changed, please use the Employee Replacement ID Credential Request Form (not this form)

OPTIONAL: WMATA SmarTrip Registration

By signing below, I hereby consent that my home address and e-mail will be released to WMATA. This information is required by WMATA to register a SmarTrip card. If I do not register, and lose my credential, any SmarTrip funds remaining on the credential will be lost. If I do not wish to register your card and release this information, I will not sign below and my home address will not be disclosed.

Home Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_
Signature \_\_\_\_\_ Date (DD/MM/YY) \_\_\_\_\_

Verification from Agency HR Official (REQUIRED)

The agency HR official assumes responsibility with employee to return credential to PSD upon employee separation from District government and is aware that a fee for lost cards may be instituted in the future.

HR Official Name: \_\_\_\_\_ Phone: \_\_\_\_\_
HR Official's Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Acknowledgement of Credential (REQUIRED)

I, the Applicant, confirm that the above information is accurate to the best of my knowledge. I assume responsibility to turn in this card to PSD upon separation from District government. I understand that I am required to display this credential at all times while at District government facilities. I am aware that a fee may be instituted in the future for lost cards and will report a lost credential within 24 hours to the Protective Services Division.

Signature \_\_\_\_\_ Date (DD/MM/YY) \_\_\_\_\_

ATTACHMENT 3

Non-Employee Credential Request Form

Print Form



Government of the District of Columbia
Office of Property Management
Protective Services Division



NON-EMPLOYEE ID CREDENTIAL REQUEST FORM

Date \_\_\_\_\_

Personal Information

Name \_\_\_\_\_ Agency \_\_\_\_\_
Work Location \_\_\_\_\_ Email \_\_\_\_\_
Work Phone \_\_\_\_\_ Hiring official \_\_\_\_\_

Appointment Status

Contractor Intern Volunteer

Term expires (DD/MM/YY): \_\_\_\_\_

\*Career, Temporary, and Term DC government employees, please use the Employee ID Credential Request Form (not this form)
\* If your card is lost, stolen, damaged, expiring/expired, or the information has changed, please use the Non-Employee Replacement ID Credential Request Form (not this form)

Supervisor (Optional)

Supervisor assumes responsibility for card holder to return credential to PSD upon separation from District government and is aware that a fee for lost cards may be instituted in the future.

Supervisor Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Deputy Director/Program Signatory Authority (REQUIRED)

By signing, this party also assumes responsibility for card holder to return credential to PSD upon separation from District government and is aware that a fee for lost cards may be instituted in the future.

DD/PSA Name: \_\_\_\_\_ Phone: \_\_\_\_\_

DD/PSA Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Acknowledgement of Credential (REQUIRED)

I, the Applicant, confirm that the above information is accurate to the best of my knowledge. I assume responsibility to turn in this card to PSD upon separation from District government. I understand that I am required to display this credential at all times while at District government facilities. I am aware that a fee may be instituted in the future for lost cards and will report a lost credential within 24 hours to the Protective Services Division.

Signature \_\_\_\_\_ Date (DD/MM/YY) \_\_\_\_\_

ATTACHMENT 4

Access Rights Request Form

Print Form



Government of the District of Columbia

Office of Property Management
Protective Services Division



ACCESS REQUEST FORM

Fax completed form to PSD at (202) 727-9520 or return to the main credentialing facility

Date \_\_\_\_\_

- Clone existing access rights
Modify access rights
No access rights needed

Personal Information

Name \_\_\_\_\_ Agency \_\_\_\_\_

Badge ID \_\_\_\_\_

\*Your badge ID is different based on the kind of badge you have. If you have a SmarTrip badge, it is the 5-digit number in top-left corner on back of credential; if there is no such number, use the last 5 digits of the 9-digit number in the lower-right corner starting with "010". For badges without SmarTrip, please use the first five digits of the number in the lower right-hand corner of the back of the badge.

Access Rights

Identify room numbers and facilities needed:

- 1. \_\_\_\_\_ 8. \_\_\_\_\_
2. \_\_\_\_\_ 9. \_\_\_\_\_
3. \_\_\_\_\_ 10. \_\_\_\_\_
4. \_\_\_\_\_ 11. \_\_\_\_\_
5. \_\_\_\_\_ 12. \_\_\_\_\_
6. \_\_\_\_\_ 13. \_\_\_\_\_
7. \_\_\_\_\_ 14. \_\_\_\_\_

\*\*\*If access needs to be restricted to certain times or days of the week, please call PSD at 727-8031\*\*\*

OPTIONAL: Supervisor (For the convenience of the Agency Access Rights Coordinator)

Name: \_\_\_\_\_ Signature \_\_\_\_\_

ACCESS RIGHTS AUTHORIZATION (REQUIRED)

Access Rights Coordinator \_\_\_\_\_ Email\*\*: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

\*\* When the new badge is activated, the listed agency access rights coordinator will be notified\*\*

ATTACHMENT 5

Employee Credential Replacement Form



Government of the District of Columbia

Office of Property Management
Protective Services Division

Print Form



EMPLOYEE REPLACEMENT ID CREDENTIAL REQUEST FORM

Date: \_\_\_\_\_

Personal Information

Name: \_\_\_\_\_ Agency: \_\_\_\_\_

Old Badge ID: \_\_\_\_\_

\*If you have a SmarTrip badge, your badge ID is the 5-digit number in top-left corner on back of credential. If there is no such number, use the last 5 digits of the 9-digit number in the lower-right corner starting with "010". For badges without SmarTrip, please use the first five digits of the number in the lower right-hand corner of the back of the badge.

Appointment Status

Career Employee Term Employee Temporary Employee (12 months or less)

Replacement Information

You must explain the reason for needing a new card. For damaged cards, expired or expiring cards, or information changes, the original card must be presented with this form. If the original card cannot be presented for any reason, it will be treated as a lost card, which requires a police report and could incur a fee at a later date. Replacement cards are never issued for the purpose of retaking a photo.

Reason Lost Stolen Damaged Information Changed Expiring Expired

Explanation \_\_\_\_\_

Lost or Stolen ID Cards:

For lost or stolen cards, notify the Protective Services Division immediately by calling (202) 727-8031. You must also file a police report with your local police department, the D.C. Metropolitan Police Department by calling 311, or the Metro Transit Police by calling (202) 962-2121. You must either attach a copy of the police report or list the Police Department and Report /CCN number below.

Police Dept.: \_\_\_\_\_ Report/CCN #: \_\_\_\_\_ Report Attached

If the card is used for electronic access rights, your current Agency Access Rights Coordinator must sign this form.

Agency Access Rights Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Agency Change:

If you are changing agencies, you must first return your old ID card to your previous agency. Your previous agency's HR official must sign here acknowledging return of the ID card and should have the card terminated by calling (202) 727-8031.

Previous Agency HR Official: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

REPLACEMENT CARD AUTHORIZATION (REQUIRED FOR ALL REPLACEMENT CARDS):

Current Agency HR Official: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

ATTACHMENT 6

Non-Employee Credential Replacement Form



Government of the District of Columbia
Office of Property Management
Protective Services Division

Print Form



NON-EMPLOYEE REPLACEMENT ID CREDENTIAL REQUEST FORM

Date: \_\_\_\_\_

Personal Information

Name: \_\_\_\_\_ Agency: \_\_\_\_\_

Old Badge ID: \_\_\_\_\_

\*If you have a SmarTrip badge, your badge ID is the 5-digit number in top-left corner on back of credential. If there is no such number, use the last 5 digits of the 9-digit number in the lower-right corner starting with "010". For badges without SmarTrip, please use the first five digits of the number in the lower right-hand corner of the back of the badge.

Appointment Status

Contractor Intern Volunteer

Replacement Information

You must explain the reason for needing a new card. For damaged cards, expired or expiring cards, or information changes, the original card must be presented with this form. If the original card cannot be presented for any reason, it will be treated as a lost card, which requires a police report and could incur a fee at a later date. Replacement cards are never issued for the purpose of retaking a photo.

Reason Lost Stolen Damaged Information Changed Expiring Expired

Explanation \_\_\_\_\_

OPTIONAL: Supervisor (For the convenience of the Agency Access Coordinator and Deputy Director / Program Signatory Authority)

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Lost or Stolen ID Cards:

For lost or stolen cards, notify the Protective Services Division immediately by calling (202) 727-8031. You must also file a police report with your local police department, the D.C. Metropolitan Police Department by calling 311, or the Metro Transit Police by calling (202) 962-2121. You must either attach a copy of the police report or list the Police Department and Report /CCN number below.

Police Dept.: \_\_\_\_\_ Report/CCN #: \_\_\_\_\_ Report Attached

If the card is used for electronic access rights, your current Agency Access Rights Coordinator must sign this form.

Agency Access Rights Coordinator: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Agency Change:

If you are changing agencies, you must first return your old ID card to your previous agency. Your previous agency's Deputy Director/PSA must sign here acknowledging return of the ID card and should have the card terminated by calling (202) 727-8031.

Previous Deputy Director/PSA: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

REPLACEMENT CARD AUTHORIZATION (REQUIRED FOR ALL REPLACEMENT CARDS):

Current Deputy Director/PSA: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

ATTACHMENT 7

Agency Official Modification Form

Print Form



Government of the District of Columbia

Office of Property Management

Protective Services Division



AGENCY CREDENTIALING OFFICIAL DESIGNATION FORM

Date \_\_\_\_\_

Add Designation

Agency \_\_\_\_\_

Remove Designation

Type of Official

Human Resources

Access Rights

Deputy Director/Program Signatory Authority

*Human Resources:* May sign Employee Credential Request and Employee Replacement Credential Request forms for District government career, term, and temporary employees

*Access Rights:* May sign Access Rights Request forms authorizing electronic access rights for employees, contractors, interns, and volunteers

*Deputy Director/PSA:* May sign Non-Employee ID Credential Request forms and Non-Employee ID Credential Replacement Request forms for contractors, volunteers, and interns

Designation **[Must be a District government full-time employee (FTE) ]**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Can grant access for (if limited to certain buildings) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*If adding a designation, the designee must sign below:*

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

AUTHORIZATION **(REQUIRED)**

Agency Director: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

ATTACHMENT 8

Protective Services Division – Policy Amendment

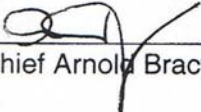


Citywide Credentialing Project

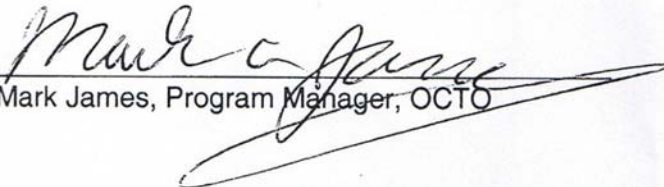


August 31, 2006

I hereby grant authority to the Credential Issuing Operators of the Citywide Credentialing Project to destroy and document the destruction of any DC government ID cards and DC government electronic access cards in their possession, including any and all cards which are defective, inoperable, unclaimed, obsolete, deemed to be in violation of established security procedures and standards, deemed to pose a security risk, or have been returned or discontinued for any reason whatsoever. In addition, the Credential Issuing Operators will comply with any order to destroy any DC government ID card or DC government electronic access card if said order is issued, whether verbally or in writing, by any sworn law enforcement officer with jurisdiction over the Citywide Credentialing office. The Credentialing Issuing Operators will also comply with any request to *refrain* from destroying any DC government ID card or DC government electronic access card if said order is issued, whether verbally or in writing, by any sworn law enforcement officer with jurisdiction over the Citywide Credentialing office. The authority granted applies to all DC government ID cards and DC government electronic cards that are, currently or in the future, in the possession of the Credential Issuing Operators of the Citywide Credentialing Project.

  
\_\_\_\_\_  
Chief Arnold Bracy, Protective Services Division

9/1/06  
Date

  
\_\_\_\_\_  
Mark James, Program Manager, OCTO

9-1-06  
Date

**ATTACHMENT 9**

**Protective Services Division – Policy Amendment**



**Citywide Credentialing Project**

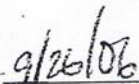


September 22, 2006

All credentialing operators of the Citywide Credentialing Project are forbidden to activate or modify the access rights of any District government ID card without written, signed notification from Chief Arnold Bracy of the Protective Services Division. Credentialing operators will only honor requests to modify access rights that are accompanied by written, signed notification from Chief Bracy. In addition, requests for access to data stored in the credentialing systems and supporting databases, to replicate credentialing system data, or to acquire or access any personnel information will only be honored if accompanied by written, signed notification from Chief Bracy

Please refer all questions or concerns regarding these policies to Chief Arnold Bracy of the Protective Services Division.

  
\_\_\_\_\_  
Chief Arnold Bracy, Protective Services Division

  
\_\_\_\_\_  
Date

**DC Citywide Credential Program**

**Standard Operating Procedures**

**ATTACHMENT 10**

**Protective Services Division – Policy Amendment**

As of October 1, 2006 all credentialing operations for agencies under the personnel authority of the Executive Office of the Mayor shall be owned and operated by the Protective Services Division of the Office of Property Management.

These operations include:

1. Issuing and revoking Official DC Credentials (IDs)
2. Establishing and terminating electronic Access Rights with these credentials to District Facilities secured by PSD.
3. Maintaining and updating the Standard Operating Procedures pertaining to the issuance, maintenance and revocation of Official District Credentials (IDs)
4. Administration of all hardware, software and data associated with the system used to issue, maintain and revoke the Official DC Credential

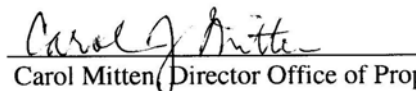
The annual cost of the issuance, maintenance and revocation of the Official District Credentials (IDs) shall be paid proportionately by each agency with employees, contractors, and volunteers possessing the Official DC Credential based on a % of total cards distributed to the agency. Each agency shall transfer funds via MOU back to OPM starting in FY2007.

Future communiqués shall document the exact amount.

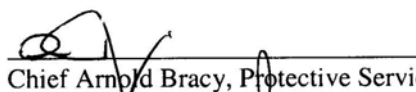
The following parties attest to this direction:

  
Herbert Tillery, Deputy Mayor of Operations

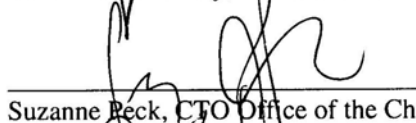
9/15/06  
Date

  
Carol Mitten, Director Office of Property Management

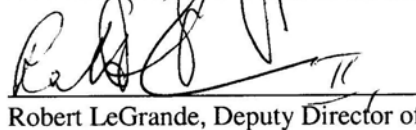
9.18.06  
Date

  
Chief Arnold Bracy, Protective Services Division

9/13/06  
Date

  
Suzanne Beck, CTO Office of the Chief Technology Office

9/18/06  
Date

  
Robert LeGrande, Deputy Director of the Chief Technology Office

9/13/06  
Date

ATTACHMENT 11

**District government personnel name, status, and NTE date verification – Policy Amendment**

Effective 11/8/2006, the following documentation originating from the DC Office of Personnel is acceptable proof of legal name, District government employee status, and Not-To-Exceed (NTE) date. ONE of these documents should be submitted along with your Employee ID Credential Request or Employee Replacement ID Credential Request:

1. **SF-50 (Standard Form 50)**
2. **A printed copy of the “Data Control” page for the employee in the District government’s PeopleSoft HR system.** (This requires a valid login name for the District government’s PeopleSoft HR system.) If the employee has had their name changed, term extended or modified, or been converted from one status to another, the print-out should show the latest personnel action taken on the “Data Control” screen. This documentation may be used in lieu of the SF-50 to eliminate any concerns about personnel privacy or identity theft. The *COMPUTER SECURITY AND CONFIDENTIALITY AGREEMENT* for the District government’s Production PeopleSoft HCM System states that your PeopleSoft username and password are equivalent to your signature. However, the HR official or other authorizing individual is encouraged to provide a signature and date in the lower portion of the “Data Control” page print-out.

An example of the PeopleSoft HR “Data Control” page appears below.

Supervisor Request Page 1 of 1

New Window | Help | Customize Page |

Data Control | Personal Data | Job | Position | Compensation | Employment 1 | Employment 2

EmplID: 00030714 Empl Rcd Nbr: 0

Data Control Find | View All First

Actual Effective Date: 10/13/2006 Proposed Effective Date: 10/13/2006

Transaction / Sequence: 1 1 Not To Exceed Date: 01/06/2007

\*Action: DTA Data Change Par Status: PRO Processed by H

\*Reason Code: CNV Conversion Contact Emplid:

NOA Code: 999 Conversion-Undefined

Authority (1): 066 Descr (1): Conversion Descr (1) Part 2: Conversion

Authority (2): Descr (2): Descr (2) Part 2:

PAR Request#: Print SF-52 Process Monitor PAR Remarks Award Data Track

Print SF-50

Example from DDOT Employee

Save Return to Search Notify Previous tab Next tab Update/Display Include History

Data Control | Personal Data | Job | Position | Compensation | Employment 1 | Employment 2

ATTACHMENT 12

Step-by-Step Guide to Getting a Credential

**NEW CREDENTIALS:**

- IF you have never had a new Citywide Credential
- IF you have no District ID at all
- IF you still have an old District government ID card



Citywide Credentialing Program

**IF YOUR CITYWIDE CREDENTIAL IS LOST, STOLEN, DAMAGED, EXPIRED/EXPIRING, OR YOU HAVE CHANGED AGENCIES OR NAMES, FOLLOW THE INSTRUCTIONS ON THE BACK OF THIS PAGE.**

**STEP 1**

I AM A...	REQUIRED DOCUMENTATION
<p><b>District Government Employee:</b></p> <ul style="list-style-type: none"> <li>• Career</li> <li>• Term</li> <li>• Temporary</li> <li>• Seasonal</li> <li>• Taper</li> <li>• Excepted Service</li> <li>• MSS</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>FORM: Employee ID Credential Request Form</b> (<a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)                             <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Agency HR Official;</b> see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• MSS and Excepted Service personnel: Select "Career Employee" for "Appointment Status"</li> </ul> </li> <li>2. <b>FORM: Access Rights Request Form</b> (Available at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)                             <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Access Rights Coordinator;</b> see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• For access to ODC-1/ODC-2: Contact Mary Fenner (ODC-2, 727-6354) or Glenn Minter (ODC-1, 442-3222)</li> <li>• For access to the UCC: Contact Richelle West-Marshall: 202-730-0509</li> </ul> </li> <li>3. <b>FORM: Standard Form 50 (SF-50) or PeopleSoft HR "Data Control" Page Printout</b> <ul style="list-style-type: none"> <li>• Obtained from your HR Manager or DCOP; Should provide a Not-to-Exceed (NTE) date, if appropriate</li> <li>• Must show the relevant personnel action taken (name/agency change, career appt, term extension, etc.)</li> <li>• Must be signed by your HR Manager, Director, Deputy Director, or DCOP</li> </ul> </li> <li>4. <b>Government-issued photo ID</b> <ul style="list-style-type: none"> <li>• <u>Must</u> be issued in the United States : Driver's license, state ID card, passport, visa, public school ID, state-run university ID, or state/local/federal government ID card</li> </ul> </li> </ol>
<p><b>Non-Employee:</b></p> <ul style="list-style-type: none"> <li>• Contractor</li> <li>• Intern</li> <li>• Volunteer</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>FORM: Non-Employee ID Credential Request Form</b> (<a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)                             <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Deputy Director or Program Signatory Authority;</b> see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> </ul> </li> <li>2. <b>FORM: Access Rights Request Form</b> (Available at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)                             <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Access Rights Coordinator;</b> see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• <b>Need access to ODC-1/ODC-2?</b> Contact Mary Fenner or Glenn Minter first: 202-727-6354</li> <li>• <b>Need access to the UCC?</b> Contact Richelle West-Marshall first: 202-730-0509</li> </ul> </li> <li>3. <b>Government-issued photo ID</b> <ul style="list-style-type: none"> <li>• <u>Must</u> be issued in the United States : Driver's license, state ID card, passport, visa, public school ID, state-run university ID, or state/local/federal government ID card</li> </ul> </li> </ol>

**STEP 2**

Bring your required documentation and any old District government ID cards you have to the following location:

**Citywide Credentialing Office**

Phone: (202) 727-8521 **No Appointment Required**

Address: 441 4th Street, NW (Ground floor; next to Firehook café) **Metro - Red** line to Judiciary Square

Hours of Operation: 8:45 am - 5:15 pm, Mon.-Fri. **\*\* Please call ahead before visiting on Mondays**

**EXECUTIVE PASSES ARE NOT ISSUED AT THE CITYWIDE CREDENTIALING CENTER:** Call (202) 727-8031 for more information; Eligibility for Executive Passes determined by the Mayor's Chief of Staff

**ADVISORY NEIGHBORHOOD COMMISSIONER (ANC) CREDENTIALS ARE NOT ISSUED AT THE CITYWIDE CREDENTIALING CENTER:** Call (202) 727-8031 for more information

(See **BACK** for **REPLACEMENT CREDENTIALS**)

**REPLACEMENT CREDENTIALS:**

- IF your credential is lost, stolen, or damaged
- IF your credential is expiring or expired
- IF you have changed names or agencies



Citywide Credentialing Program

**IF YOU HAVE NEVER HAD A NEW CITYWIDE CREDENTIAL OR HAVE NO DISTRICT GOVERNMENT ID AT ALL, FOLLOW THE INSTRUCTIONS ON THE BACK OF THIS PAGE.**

➤ **STEP 1**

I AM A...	REQUIRED DOCUMENTATION
<p><b>District Government Employee:</b></p> <ul style="list-style-type: none"> <li>• Career</li> <li>• Term</li> <li>• Temporary</li> <li>• Seasonal</li> <li>• Taper</li> <li>• Excepted Service</li> <li>• MSS</li> </ul>	<p><b>1. FORM: <u>Employee Replacement ID Credential Request Form</u></b> (<a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)</p> <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Agency HR Official</b> in the “<b>Replacement Card Authorization</b>” section; see HR Officials list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• MSS and Excepted Service personnel: Select “Career Employee” for “Appointment Status”</li> <li>• For <b>lost or stolen</b> cards, you must complete the “<b>Lost or Stolen ID Cards</b>” section fully, including the police report</li> <li>• If you are <b>changing agencies</b>, you must complete the “<b>Agency Change</b>” section fully</li> </ul> <p><b>2. FORM: <u>Access Rights Request Form</u></b> (Available at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)</p> <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Access Rights Coordinator</b>; see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• For access to ODC-1/ODC-2: Contact Mary Fenner (ODC-2, 727-6354) or Glenn Minter (ODC-1, 442-3222)</li> <li>• For access to the UCC: Contact Richelle West-Marshall: 202-730-0509</li> </ul> <p><b>3. FORM: <u>Standard Form 50 (SF-50) or PeopleSoft HR “Data Control” Page Printout</u></b></p> <ul style="list-style-type: none"> <li>• Obtained from your HR Manager or DCOP; Should provide a Not-to-Exceed (NTE) date, if appropriate</li> <li>• Must show the relevant personnel action taken (name/agency change, career appt, term extension, etc.)</li> <li>• Must be signed by your HR Manager, Director, Deputy Director, or DCOP</li> </ul> <p><b>4. <u>Government-issued photo ID</u></b></p> <ul style="list-style-type: none"> <li>• <u>Must</u> be issued in the United States : Driver’s license, state ID card, passport, visa, public school ID, state-run university ID, or state/local/federal government ID card</li> </ul>
<p><b>Non-Employee:</b></p> <ul style="list-style-type: none"> <li>• Contractor</li> <li>• Intern</li> <li>• Volunteer</li> </ul>	<p><b>1. FORM: <u>Non-Employee Replacement ID Credential Request Form</u></b> (<a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)</p> <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Deputy Director or Program Signatory Authority</b>; see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• For <b>lost or stolen</b> cards, you must complete the “<b>Lost or Stolen ID Cards</b>” section fully, including the police report</li> <li>• If you are <b>changing agencies</b>, you must complete the “<b>Agency Change</b>” section fully</li> </ul> <p><b>2. FORM: <u>Access Rights Request Form</u></b> (Available at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a>)</p> <ul style="list-style-type: none"> <li>• <b>Must be signed by the appropriate Access Rights Coordinator</b>; see list at <a href="http://opm.dc.gov/credentials">http://opm.dc.gov/credentials</a></li> <li>• <b>Need access to ODC-1/ODC-2?</b> Contact Mary Fenner or Glenn Minter first: 202-727-6354</li> <li>• <b>Need access to the UCC?</b> Contact Richelle West-Marshall first: 202-730-0509</li> </ul> <p><b>3. <u>Government-issued photo ID</u></b></p> <ul style="list-style-type: none"> <li>• <u>Must</u> be issued in the United States : Driver’s license, state ID card, passport, visa, public school ID, state-run university ID, or state/local/federal government ID card</li> </ul>

➤ **STEP 2**

Bring your **required documentation** and **your current Citywide Credential** (unless lost or stolen) to the following location:

**Citywide Credentialing Office**  
**Phone:** (202) 727-8521      **No Appointment Required**  
**Address:** 441 4th Street, NW (Ground floor; next to Firehook café)      **Metro - Red** line to Judiciary Square  
**Hours of Operation:** 8:45 am - 5:15 pm, Mon.-Fri.      **\*\* Please call ahead before visiting on Mondays**

## **DC Citywide Credential Program**

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### Standard Operating Procedures

**EXECUTIVE PASSES ARE NOT ISSUED AT THE CITYWIDE CREDENTIALING CENTER:** Call (202) 727-8031 for more information; Eligibility for Executive Passes determined by the Mayor's Chief of Staff

**ADVISORY NEIGHBORHOOD COMMISSIONER (ANC) CREDENTIALS ARE NOT ISSUED AT THE CITYWIDE CREDENTIALING CENTER:** Call (202) 727-8031 for more information

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**(See *BACK* for *NEW CREDENTIALS*)**

ATTACHMENT 13

Information About Your New Credential



# ABOUT YOUR NEW CITYWIDE CREDENTIAL



## ELECTRONIC KEY CARD ACCESS

- **WARNING: Newly issued ID cards may be unable to open doors/facilities immediately**
- If you need electronic card access, please ensure that you submit a correctly completed, signed *Access Rights Request Form* to the Citywide Credentialing Office at the time your ID card is issued. The Credentialing Operators can provide an *Access Rights Request Form* upon request. You may also obtain an *Access Rights Request Form* at <http://opm.dc.gov/credentials> . If you need to change your key card access later, simply submit a new *Access Rights Request Form* to the Citywide Credentialing Office.
- All electronic key card access is controlled by the Protective Services Division (PSD)
- Any new electronic access will be activated by PSD at a later date (We can provide no estimates)
- **The Citywide Credentialing Office DOES NOT activate cards, change card access, or provide an estimated time-frame for card activation. We DO NOT program cards to open doors/facilities.**

**For questions regarding card activation, gaining access to particular doors/facilities, or urgent access requests, please contact:**

Protective Services Division (OPM), Security Office  
1350 Pennsylvania Avenue NW, Room C-23  
(202) 727-8031

### What is a Citywide Credential?

- Official District government photo ID for admittance into all District government buildings
- Provides electronic access cards to secured areas with appropriate authorization
- Facilitates your commute to and from work with its built-in Metro SmarTrip card
- Offers improved security through standardization and accountability
- Prevents counterfeiting through the use of holographic technology
- Reduces the number of cards you will need to carry

### Lost or Stolen ID Cards

Immediately report any lost or stolen credential cards to the Protective Services Division by phone at (202) 727-8031 or by email ([credentials@dc.gov](mailto:credentials@dc.gov)). Lost or stolen credential cards may also be reported by visiting the main credentialing facility located at 441 4th Street, NW or by phoning (202) 727-8521. Please consult our website at <http://opm.dc.gov/credentials> or call (202) 727-8521 for information about obtaining a new Citywide Credential. In addition, if the lost or stolen credential holds a SmarTrip balance, please contact the SmarTrip Customer Service Center at (888) 762-7874. While there is currently no replacement fee for lost or stolen ID cards, a fee may be instituted at a later date.

### Metro SmarTrip Card Benefits

Your new Citywide Credential may also be a Metro SmarTrip card. Contractors, interns, volunteers, and temporary employees do not receive SmarTrip cards. Please ask the Credentialing Operators if you have a SmarTrip card. If so, the card can be used to electronically pay for Metro transit fares. Your card currently has no balance. However, you may immediately begin using your SmarTrip card by depositing funds onto the card using a SmarTrip terminal located in any Metro station. If you do not register your card, you will forfeit any SmarTrip funds on the card in the event your credential is lost or stolen. If you did not register your card today, you may register your SmarTrip card at anytime by visiting Metro's website at <http://www.wmata.com> . For questions specifically about your SmarTrip card, please contact the SmarTrip Customer Service Center at (888) 762-7874.

### Citywide Credentialing Office

## **DC Citywide Credential Program**

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### Standard Operating Procedures

Phone: (202) 727-8521

Hours of Operation: 8:45 am - 5:15 pm, Mon.-Fri.

Address: 441 4th Street, NW (One Judiciary Square; Metro-Red Line)

*The facility is in the old Department of Employment Services office adjacent to the Firehook cafe.*

Website: <http://opm.dc.gov/credentials>