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Security Upgrades at the Riffe Center

Turnstiles Q and A



Security Upgrades

Security turnstiles will become operational for access to the main elevators in the Riffe Center beginning the morning of Sept. 23, 2015. Below are answers to some of the most common questions regarding the new access procedures.

Frequently Asked Questions:

- **How will I access the elevator to get to my floor?**
Swipe your access badge across the stripes on one of the turnstiles. After about 1 to 1.5 seconds, the door(s) will swing open.
- **Am I getting a new access badge to use on the turnstiles?**
New access badges are only being issued to employees who have ID cards instead of access badges.
- **How can I tell if I have an access badge or an ID card?**
Both cards appear similar on the front. An access badge *will* operate access readers to allow a person access to controlled access areas of the building (e.g., through secured doors and now also through the turnstiles). An ID card only serves to identify the person and will *not* activate any access readers. In addition, access badges have a series of small numbers printed on the back. The ID cards do not have numbers on the back.
- **I have one of the old ID cards. When can I have my picture taken for a new access badge?**
Pictures can be taken any weekday in the facility management office of the Rhodes Tower. The office is located on the first level basement (B1) and is open 7 a.m. to 6 p.m.

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Remember Building Security Starts with You!



- Wear your badge at all times.
- Be prepared to swipe your badge to activate the turnstile.
- All visitors must sign in.

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- **Who will have access to the Riffe Center elevators?**
All State of Ohio employees, elected or appointed officials, and their staffs who are headquartered in the Riffe Center, Statehouse or Rhodes Tower will have access. Others who frequently have meetings in the Riffe also will be given access upon request.
- **Can I get an access badge if my headquarter location is not at the Riffe Center (or Statehouse or Rhodes Tower)?**
Frequent visitors with regular meetings in the Riffe Center may request access by emailing their contact information and the reason for the request to dasfacilitiesmgnt@das.ohio.gov.
- **Why do I have to register as a visitor to the Riffe Center if I am a state employee?**
Security software and procedures differ among state buildings.
- **How do individuals obtain a visitor badge?**
Those needing a visitor access badge will be asked to register at one of the three security desks in the building (High Street entrance, State Street entrance or third-floor elevator lobby) and show a government-issued photo ID.
- **What are acceptable forms of government-issued photo IDs?**
Driver's license or ID card issued by a state's bureau of motor vehicles, state-issued ID card, passport, U.S. military ID, permanent resident card or any municipality, county or federally issued photo ID.
- **If a visitor does not have any form of government-issued photo ID, can the host Riffe Center-based employee escort the visitor through the turnstiles?**
Yes. However, the employee must come to the lobby near the elevators and vouch for the visitor's identity. A visitor access badge will then be assigned to the visitor.
- **How do I pre-register groups of visitors?**
Pre-registration of large groups of visitors is encouraged to reduce wait time and speed access to large meetings, hearings, conferences, etc. To pre-register your group, please provide the following information at least 24 hours prior to the meeting: A list with the name of each visitor,

the scheduled meeting time, meeting location and the meeting organizer's contact information. Email the information to dasfacilitiesmgnt@das.ohio.gov.

A visitor access badge will then be created in advance for each person. These pre-registered visitors should be directed ahead of time by their hosts to obtain their access badge from the security desk on the third floor near the main elevators upon arrival. These pre-registered visitors will then give their name to the officer at the third-floor security desk to receive their visitor access badge.

- **If I forget my access badge one day or don't have another form of picture ID with me, can a supervisor from my agency, board or commission vouch for me?**
Yes. However, the supervisor will have to come down to the lobby and verify your identity with security. You will then be issued a visitor access badge for that day. You will be required to return the visitor access badge at the end of your work day.
- **Where should visitor access badges be returned upon departure?**
Visitor access badges can be returned to any of the three security desks or placed in one of two night drop boxes. One night drop box will be located outside the elevators near the third-floor security desk. The other night drop box will be located at the State Street exit.
- **What happens if someone fails to return a visitor access badge?**
Visitor access badges are inactivated each evening at 6 p.m. Badges can be mailed to the address listed on the back of the badge.
- **What time will the turnstiles and elevators be turned on in the morning?**
The turnstiles will remain operational 24/7. There will be no change to the elevators. As has been the case, the elevators will not be turned on until 7 a.m. weekdays. To access the elevators before 7 a.m. and after 6 p.m. to go to a floor, employees will continue to need to check in with the security officer at the State Street lobby.
- **Do I need my access badge to leave through the turnstile?**
No, you do not need to swipe your access badge to leave.