

# Camera Use at City Facilities

Except for staff work areas, persons entering municipal facilities are allowed to take video/photos unrestricted. However, people photographing cannot impede public access to municipal facilities.

## Examples of allowed public spaces

- ✓ Customer services areas/entry ways
- ✓ Publicly accessible halls/corridors
- ✓ Publicly accessible streets/sidewalks/parks/plazas

## Examples of prohibited public spaces

- ✓ Staff work areas located behind closed doors or staff only areas
  - Offices/meeting rooms/staff halls/staff corridors
- ✓ Areas restricted by membership or tickets
  - Non-publicly accessible areas at recreation facilities
  - Non-publicly accessible areas at performance venues



### *What to do if approached by individual taking photo/video:*

- ✓ Be professional and polite
- ✓ Acknowledge **but do not** engage/argue
- ✓ Concentrate on job function/duty
- ✓ Call 911 if questionable/illegal activity observed

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# Customer Service

## Do

- ✓ Know that photography is allowed in public areas
- ✓ Keep calm
- ✓ Be polite/professional
- ✓ Beware of voice tone and volume
- ✓ Watch your body language
- ✓ Try to keep interaction brief
- ✓ Call police if necessary

## Don't

- Don't tell anyone they can't photograph/film in a public area
- Don't try to take their camera away
- Don't use your personal phone to record anyone (potential open records request)
- Don't argue
- Don't use profanity
- Don't physically touch anyone

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