



Camera Use at City Facilities and on Public Property

The general rule:

Except for staff work areas requiring badge access and restrooms, persons entering municipal facilities are allowed to take photos or videos, unrestricted, as long as they do not impede public access to the facility.

✓ ALLOWED

Examples of allowed public spaces:

- Customer service area and entryways
- Workspaces visible from publicly accessible areas
- Publicly accessible halls, corridors, and meeting rooms
- Publicly accessible streets, sidewalks, parks, plazas, and parking lots

✗ PROHIBITED

Examples of prohibited public spaces:

- Staff work areas located behind closed doors, or staff areas requiring badge access
- Offices and staff corridors
- Areas restricted by membership or tickets
- All restrooms
- Non-publicly accessible areas at recreation facilities
- Non-publicly accessible areas at performance venues

? WHAT TO DO

What to do if you're approached by an individual taking photos or videos:

- If working on sensitive material, turn it over
- Be professional and polite
- Acknowledge, but do not engage or argue
- Concentrate on job function or duty
- Call 9-1-1 if questionable or illegal activity is observed

CUSTOMER SERVICE REMINDERS

DO

- Know that photography and video is allowed in public areas
- Keep calm
- Be polite and professional
- Be aware of vocal tone and volume
- Watch your body language
- Try to keep interaction brief

DON'T

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

