



Photos and Videos at City Facilities

Citizens are allowed to film video and take photos in publicly accessible spaces in government facilities. However, they cannot impede public access to such 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

- ✓ Any place with restricted access
- ✓ Restrooms/Locker rooms

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

Customer Service Reminders

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

