



# City of Seattle City Light Department

## DEPARTMENT POLICY & PROCEDURE

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|------------------------------------|--------------------------|
| <b>Subject</b>                     | <b>Number</b>            |
| <b>TOURS POLICY AND PROCEDURES</b> | <b>DPP 500 P III-134</b> |
|                                    | <b>Effective</b>         |
|                                    | <b>Supersedes</b>        |
|                                    | <b>N/A</b>               |

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**Approved**

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### **1.0 PURPOSE**

To ensure the safety of Seattle City Light employees and the general public and to safeguard the security of Seattle City Light's critical assets through the establishment of formal policies and procedures for requesting, approving, managing and setting up tours of Seattle City Light facilities.

### **2.0 ORGANIZATION AFFECTED**

2.1 The City Light Department.

### **3.0 REFERENCES**

N/A

### **4.0 POLICY**

- 4.1 All requests for tours, regardless of purpose, at Seattle City Light facilities must be approved in advance with the exception of individuals who tour facilities as part of Seattle City Light's Public Tours Program.
- 4.2 All requests for tours will require a properly completed Tour Request Form and other required information to be submitted to Seattle City Light's Visitor's Coordinator.
- 4.3 It will be the responsibility of the employee receiving tour requests to advise requestor that a properly completed tour request must be submitted to the Seattle City Light Visitor's Coordinator. The tour request will be circulated to the appropriate parties for review and approval.

## **5.0 DEFINITIONS**

N/A

## **6.0 RESPONSIBILITIES/PROCEDURES**

### **6.1 Tour Classifications**

6.1.1 Annual Public Tours Programs: Tour programs at the licensed Hydroelectric Dam Projects (e.g., Skagit) that are provided in compliance with Federal Energy Regulatory Commission (FERC) requirements and/or in cooperation with other City or governmental agencies (e.g. Cedar Falls and Tolt) with established tours programs.

- The Communications and Public Affairs Division is responsible for administering and/or conducting regularly scheduled Annual Tours Programs.
- The Security and Emergency Management Director will review Annual Tours Programs and any materials for distribution or presentation prior to start of the tour season and work with the Communications and Public Affairs Division to establish guidelines related to scope of public tours at Seattle City Light's critical facilities. Critical facilities are those facilities designated as critical to the operations of the utility and the reliability of the electrical system.

6.1.2 School Tours: Requests for tours from accredited schools or academic institutions for educational purposes.

- The Visitor's Coordinator will refer school tour requests for Kindergarten through 12<sup>th</sup> grade students to the Communication and Public Affairs School Tours Coordinator, who will work with the requesting school to determine tour content, based upon the age and knowledge level of the group.

6.1.3 Group Tours: Requests received by Seattle City Light employees from professional groups, representatives from other utilities, governmental agencies (e.g., City, State or County departments), non-profit agencies, or other groups requesting tours of Seattle City Light facilities.

6.1.4 Very Important People (VIP) Tours: Tours for national and international dignitaries that are generally requested through the City's Office of Intergovernmental Relations, the Mayor's Office, the City Council, or other elected officials.

- The Visitor's Coordinator will advise the Assistant to the Superintendent of requests for VIP Tours.
- International Dignitaries: Requests received directly by Seattle City Light will be forwarded to the City's Office of Intergovernmental Affairs for review and approval.

6.1.5 Media Tours: Requests from media and/or photographers to do articles and/or photo shoots or filmmakers to use Seattle City Light facilities for location shoots.

- The Visitor's Coordinator will refer the Tour Request Form, required information, and tour agenda to the Communications and Public Affairs Director.
- Requests from filmmakers should be coordinated with Seattle City Light's Communications and Public Affairs Division and the Mayor's Film Office.

6.1.6 Family and Personal Guest Tours: Requests by employees or other City personnel to take personal guests or visitors on tours of Seattle City Light facilities.

- Such tours will not be done on City time except as part of an approved City event or program (e.g., Family Day, Service Awards Program, etc.)

6.1.7 Recruitment Tours: Visitors to a Seattle City Light facility for the purposes of recruiting potential job applicants.

- The Visitor's Coordinator will refer the Tour Request Form, required information, and tour agenda to the Human Resources Director prior to approval of tours.

## 6.2 Tour Request Procedures

6.2.1 Individuals or groups interested in touring Seattle City Light facilities must properly complete a Tour Request Form and submit it to Seattle City Light's Visitor's Coordinator.

- Requests must be submitted at least 30 days prior to scheduled tour dates.
- Seattle City Light will attempt to accommodate tour requests, but the size, complexity, timing of requested tours, costs that would be incurred, safety issues, or availability of qualified personnel to guide tours, may not always permit Seattle City Light's to comply.

6.2.2 The Seattle City Light Visitor's Coordinator will accept and record requests in the Seattle City Light Tours Database, circulate request(s) and coordinate review and approval of tour requests by appropriate parties.

6.3 Each reviewer may specify conditions to be met for tour approval. This may include, but is not limited to, restrictions on use of recording equipment and cameras, restrictions on entering critical sites, background checks or security clearances, requirements for safety watches, proper clothing and equipment, transportation to and from sites, assessment of fees to cover extraordinary costs, requirements for Seattle City Light tour guides, etc.

6.4 Seattle City Light Visitor's Coordinator will notify Requestor(s) at least 15 days prior to tour date if the request for a tour is approved and the specific conditions that must be met.

6.5 All tours will be accompanied by designated and qualified Seattle City Light and/or City employee(s) (e.g., Seattle Public Utilities may conduct tours at the Cedar Falls and Tolt), while tour participants are present at Seattle City Light facilities.

6.6 As appropriate, a Seattle City Light employee may be assigned to coordinate and make required arrangements for the tour, to ensure that the tour conditions are met, and to accompany the tour group on the tour.

6.7 Seattle City Light may charge for tour costs when tours are scheduled outside normal business hours, require extraordinary arrangements, require compliance with labor agreements or safety regulations, or the provision of services beyond what is normally available at the time the tour is being held.

- Tour costs must be agreed to and paid in advance of the tour date.
- Seattle City Light Visitor's Coordinator will open work orders to collect costs as necessary.

#### 6.8 Other Related Procedures

6.8.1 Seattle City Light reserves the right to deny access to any individual, group or organization for reasonable cause, including, but not limited to public safety or inappropriate behavior.

6.8.2 No employee may conduct a tour on City time without submittal of a Tour Request Form to the Department's Visitor's Coordinator. Request must comply with procedures outlined in this Policy, and must be approved by his or her direct supervisor as well as the manager or supervisor responsible for the sites to be visited.

6.8.3 When conducting tours, Seattle City Light employees are expected to comply with all safety guidelines and other City rules, policies and procedures.

- Where appropriate, procedures for signing in and signing out of a facility should be complied with.

6.8.4 City of Seattle motor vehicles cannot be used to transport non-Seattle City Light employees on tours unless they are on legitimate City business and provided use has been approved in advance by appropriate supervisors and managers.

- Exemptions may be approved if issues related to liability and compliance with required laws, policies and procedures can be addressed in advance of tour(s).
- If operations of Seattle City Light vehicles or equipment are required for tours as dictated by City policies and labor agreements, operators with proper licenses must be available to operate equipment and/or vehicles.

6.8.5 Seattle City Light reserves the right to determine which facilities are considered critical and to restrict access for tours.

6.8.6 All tour requests will be reviewed by Seattle City Light's Security Director prior to approval and may be subject to conditions related to managing security issues. The Security Director will review request for security implications and may require certain conditions be met as a condition of approval of tour requests.

6.8.6.1 Every tour request shall be accompanied by a list of tour participants, including their legal name, current address, and phone number. Complete information must be provided before a tour request can be accepted. This information is needed for both emergency contacts and security.

6.8.6.2 Persons over the age of 18 attending a tour may be asked to provide current photo identification issued by a state or federal government.

6.8.6.3 Individuals requesting access to Seattle City Light facilities may be subject to identity verification and background checks depending on the reason for visit and scope of visit.

6.8.6.4 A liability release form may be required, depending on the location visited.

6.8.6.5 Data capturing devices (including, but not limited to, cameras, audio recorders, video recorders and computers) may not be allowed in critical facilities without special approval from the Security and Emergency Management Director.

- Tour guides are expected to advise visitors of these restrictions during tours.
- Any individual using such devices after being informed they are not allowed may immediately be requested to leave the facility.
- Individuals may be required to delete digital records or remove film.
- Employees may be required to complete Security Incident Reports if an individual is found to be using such devices in unauthorized areas, which may be shared with local law enforcement depending on the circumstances and severity of situation.

6.8.7 All persons requesting tours should be informed that changes in threat level (issued by Federal, State or local law enforcement) might result in cancellation or postponement of tour with very little notice.

6.8.8 This policy is not intended to limit in any manner inspections or visits of Seattle City Light's facilities that are being conducted by City employees for government entities or other utilities for bona fide activities associated with utility operations and regulatory compliance.

## 7.0 **APPENDIX**

7.1 Distribution: All Department Policy and Procedure Manuals.

7.2 Seattle City Light Tour Request Form

7.3 Seattle City Light Tour Request Review Form

