



STAFF REPORT

DATE: June 14, 2021
TO: Sacramento Regional Transit Board of Directors
FROM: Lisa Hinz, VP, Safety, Security and Customer Satisfaction
SUBJ: APPROVING THE VISITOR ACCESS POLICY

RECOMMENDATION

Adopt the Attached Resolution.

RESULT OF RECOMMENDED ACTION

Visitor Access Policy to be implemented for SacRT

FISCAL IMPACT

There is no fiscal impact associated with this action.

DISCUSSION

SacRT is committed to maintaining a safe work environment for all employees and visitors. The Visitor Access Policy not only protects the visitors, it also protects the safety and security of the workforce and workplace.

The Visitor Access Policy outlines SacRT's rules for receiving visitors at all of SacRT's facilities, whether owned or leased. This policy creates protocols and procedures intended to provide guidance to employees and visitors, so they are properly informed of roles and responsibilities while on SacRT property. The policy will be posted at every main door and emailed to employees ensuring that employees understand and can also share this information with visitors.

Staff hereby recommends that the Board approve the Visitor Access Policy as described in Exhibit A.

RESOLUTION NO. 21-06-0067

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

June 14, 2021

APPROVING THE VISITOR ACCESS POLICY

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board of Directors hereby approves the "Visitor Access Policy" attached hereto as Exhibit A.

THAT, the Board hereby directs the General Manager/CEO or their designee to implement and enforce said policy.

STEVE MILLER , Chair

A T T E S T:

HENRY LI, Secretary

By: _____
Tabetha Smith, Assistant Secretary

VISITOR ACCESS POLICY

1. POLICY STATEMENT

Sacramento Regional Transit (SacRT) is committed to maintaining a safe work environment for all employees and visitors. This policy not only protects the visitors, it also protects the safety and security of the workforce and workplace. Visitors may not be aware of rules and regulations that have been established to create a safe work environment. As a result, visitors can injure themselves, injure others or cause damage to property.

The cooperation of all individuals who access SacRT property is needed to implement this policy successfully and to create and maintain a work environment where all employees are able to work effectively and feel safe from harm.

2. POLICY OBJECTIVES

To establish uniform procedures for all visitors accessing a SacRT workplace. The protocols and procedures created by this policy are intended to provide guidance to employees and visitors, so they are properly informed of roles and responsibilities while on SacRT property. The policy will be posted at every main door and emailed to employees ensuring that employees understand and can share this information with visitors.

SacRT's Visitors Access Policy outlines our rules for receiving visitors at our workplace. We want to ensure that visitors will not:

- Pose a threat to our employees, property or business operations
- Accidentally or intentionally violate established safety and security rules or procedures
- Expose themselves or our employees to danger
- Engage in unprofessional or abusive conduct as outlined in the SacRT Workplace Conduct Policy
- Distract employees from their work

3. POLICY SCOPE

This policy is applicable to all individuals who are granted access to our workplace and requires each individual to follow all governing regulations, laws, policies, and procedures.

4. DEFINITIONS

Public Area – Refers to SacRT locations that are typically open to the general public during the normal course of business. It includes areas like public lobbies, service centers, public parking lots, and areas open to the general public for special events such as meetings of the SacRT Board of Directors.

Visitor – May refer to employees' friends and family, contractors, employee organization representatives, external vendors or solicitors, stakeholders, media, and the public.

Workplace – For the purposes of this policy, "workplace" includes but is not limited to:

- Buildings, light rail stations, bus stops, storage areas, parking lots and all outdoor areas controlled by SacRT.
- Revenue, and non-revenue vehicles
- Light-Rail vehicles
- The nature of the occupancy or possession of the workplace whether owned, rented, leased, or otherwise controlled or operated by SacRT does not affect the applicability of this policy.

5. GENERAL PROCEDURES

All SacRT employees and visitors are responsible for maintaining a safe and respectful work environment and are expected to abide by SacRT's Workplace Conduct Policy, other related policies listed in Section 13, and all safety regulations while on SacRT's premises.

As a general rule, employees may not allow unauthorized personal visitors access to the restricted areas of the workplace. Visitors may enter public areas and non-restricted areas when they are open for business. When a visitor is allowed access to a non-restricted area or to a public area outside of normal business hours, it should be for a specific reason, of limited duration, and in compliance with this policy.

6. PROCESSING VISITORS

All visitors are required to notify a SacRT designated employee upon arrival. The highest ranking employee in each SacRT building is responsible for monitoring visitor access processes in that building. When the visitor arrives at a SacRT facility and presents at the reception desk/visitor processing station, the visitor is asked to provide a credential to verify their identity. The credential may be as simple as a business card or more rigorous, such as a government-issued driver's license. SacRT reserves the right to request additional identification documents as needed. A pre-approval letter or e-mail does not verify the identity of the visitor. SacRT may, at its discretion, waive this procedure for visitors who come to SacRT on a regular basis. Regular employee organization representatives with SacRT badges are excluded from the requirements in #6.

7. VISITORS MUST BE ACCOMPANIED BY A SPONSORING EMPLOYEE AT ALL TIMES

All visitors must be accompanied by the employee(s) they are visiting for the duration of their visit. All employees are responsible for the health and safety of all visitors they bring on site, and to ensure that they are aware of and follow all agency safety rules and procedures at a minimum. Regular employee organization representatives with SacRT badges are excluded from the requirements of #7. Long-term contractors that have been cleared by the VP of Safety, Security, and Customer Satisfaction (VPSSCS) or their designee and have a SacRT badge such as janitorial staff are also excluded from the requirements of #7.

8. CONTRACTORS, SUPPLIERS, VENDORS

Contractors, suppliers and service vendors may enter SacRT premises only to complete the business that necessitated their visit. Deliveries will be managed and supervised by a SacRT employee. Special arrangements may be made to accommodate contractors hired for long-term assignments, but these arrangements must be cleared with the VPSSCS or their designee.

Some of these arrangements include long-term contractors such as our contracted janitorial staff.

9. VISITOR BADGES

Depending on the duration of the visit, visitors may be issued badges in accordance with Human Resource's Building Access Control Program.

10. DANGEROUS OR RESTRICTED AREAS

Employees may not bring or accept visitors in areas where there are dangerous machines or chemicals, confidential records, or sensitive equipment without prior approval of the senior manager of that area and only with the proper Personal Protective Equipment (PPE).

Employees may not bring or accept visitors in areas where there is Security Sensitive Information (SSI) without prior approval of the VPSSCS or their designee.

Representatives of regulatory bodies may be exempted if they have received official authorization from the VPSSCS or their designee. In these cases, employees should provide visitors with the necessary badges and PPE to enter premises when needed.

11. UNAUTHORIZED VISITORS

Employees who observe unauthorized visitors should notify the Security Operations Center (SOC) (916-556-0150) and may ask the unauthorized visitor to leave SacRT non-public areas. Employees should not approach any unauthorized visitor they feel may present a danger to themselves or others.

12. POLICY VIOLATION

In accordance with this policy, any visitors who violate this policy may be escorted out or refused access. Employees who violate this policy may be subject to disciplinary action.

13. CROSS REFERENCE

- Workplace Violence Policy 2019
- Building Access Control Program 2002
- DOT-FTA Drug and Alcohol Regulations
- Harassment, Discrimination and Retaliation Prevention Policy 2016 Workplace Conduct Policy dated 11/14/2016
- SS-SOP-011-2020 – Injury Illness Prevention Program (IIPP)
- IS-SOP-019-2021 - SacRT Zero Tolerance Governing the Use of Personal Electronic Devices