

CITY OF SPOKANE
DEPARTMENT POLICY AND PROCEDURE

CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE	DEPT 4900-26-01 LGL 2026-0025
TITLE: VISITOR ACCESS AT THE WASTE TO ENERGY (WTE) FACILITY EFFECTIVE DATE: October 7, 2026 REVISION DATE (IF APPLICABLE): N/A	

1.0 GENERAL

1.1 PURPOSE

The Waste to Energy (WTE) Facility is a publicly owned, active industrial site involving heavy vehicle traffic, mobile equipment, high-voltage electrical systems, mechanical processes, confined spaces, and other operational hazards. The City is committed to maintaining the safety of all visitors and employees to the WTE.

This Policy establishes requirements for customer and visitor access in order to maintain safety to customers, visitors, employees, facility security, essential waste services, and ensure uninterrupted facility operations.

This policy applies to all persons entering the WTE Facility. Employees from other City departments shall comply with this policy unless they are performing authorized work at the facility. This Policy does not apply to WTE Facility employees performing their assigned duties and authorized contractors or vendors acting within the scope of approved work. Access beyond Designated Customer Service Areas or approved tour routes requires authorization.

1.2 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This Department Policy and Procedure shall apply to the City of Spokane Solid Waste Disposal Division Waste to Energy (WTE) Facility. The Office of Communications and City Legal may provide support as identified in this policy.

3.0 REFERENCES

WTE Contractor Safety/Visitor Policy 4490-2016-38

WTE Tipping Floor Policy 4490-2016-15

Washington Industrial Safety and Health Act (WISHA), Chapter 49.17 RCW, including RCW 49.17.060, Employer General Safety Standard

Washington State Department of Labor & Industries, Chapter 296-800 WAC, Safety and Health Core Rules

WAC 296-800-11005, Provide a Workplace Free from Recognized Hazards

WAC 296-800-11010, Provide and Use Means to Make the Workplace Safe

WAC 296-800-11035, Establish, Supervise, and Enforce Effective Safety and Health Rules

WAC 173-350-040, Solid Waste Facility Performance Standards

WAC 173-350-240, Energy Recovery and Incineration Facilities

Chapter 51-54A WAC, Washington State Fire Code and Adopted International Fire Code Requirements

RCW 9A.52.010, Entering or Remaining Unlawfully in Restricted Portions of Premises

RCW 9A.52.070 and RCW 9A.52.080, Criminal Trespass

Current WTE Solid Waste Handling Permit and approved Facility Plan of Operation

WTE Accident Prevention Program

WTE Emergency Action Plan and Fire Prevention Plan

Applicable WTE facility security, visitor-access, and restricted-area procedures

4.0 DEFINITIONS

- 4.1 “Customer / Public Service User” is a person entering the facility to conduct a designated waste disposal, recycling, household hazardous waste, scale-house, or related customer service transaction and departing promptly after completing that transaction.
- 4.2 “Visitor” is a person whose primary purpose is observation, a meeting, tour, interview, research, sales, general visitation, advocacy, demonstration, or another activity unrelated to a customer transaction.
- 4.3 “Designated Customer Service Area” is a customer route or service area identified by signage, pavement markings, barriers, or staff direction for conducting designated waste-related transactions. These areas are open to the public solely for those customer service purposes.
- 4.4 “Restricted Areas” are areas not designated for customer service, including active work zones, maintenance shops, control rooms, employee workspaces, electrical and mechanical rooms, storage or loading areas, utility corridors, and areas marked or physically separated as restricted or employee-only.

5.0 POLICY

5.1 Customer Access

5.1.1 Customers may use Designated Customer Service Areas during posted operating hours when they:

- a. Are actively conducting a designated transaction;
- b. Remain within the marked customer route and comply with signs, traffic controls, and staff directions; and
- c. Complete the transaction and depart without unnecessary delay, loitering, or entry into a Restricted Area.

5.2 Visitor and Restricted-Area Access

5.2.1 All individuals not using the Designated Customer Service Areas during posted operating hours are Visitors and must check in and receive authorization prior to entering any non-public or Restricted Area.

5.2.2 Access to a Restricted Area requires:

- a. Approval from the Facility Manager, designee, or authorized host;

- b. A site-specific safety orientation;
- c. An assigned escort unless the Facility Manager or designer determines that an escort is unnecessary based on the location and nature of the activity;
- d. A hard hat, eye protection, and hearing protection, plus any additional area-specific PPE; and
- e. Compliance with the approved purpose, route, areas, and time limits.

5.3 Recording and Expressive Conduct

- 5.3.1 A person who is lawfully present may record from that location, provided the activity does not interfere with traffic, employees, equipment, emergency access, customer service, or facility operations; create a safety hazard; cross a barrier; enter an active work zone; or compromise protected safety or security information. Recording in a Restricted Area requires prior authorization. Recording does not create a right to enter or remain in an area otherwise closed to that person.
- 5.3.2 Staff may direct a person to relocate or cease an activity when reasonably necessary to address identified safety, traffic, security, or operational concern. A person may request review by the Facility Manager but must comply with staff safety and access directions while the review is pending.

5.4 Consistent Enforcement

- 5.4.1 Access decisions and enforcement shall be based on objective safety, security, operational, traffic-control, customer-service, or staffing considerations and shall not be based on a person's viewpoint, message, affiliation, criticism, journalism, advocacy, religion, or other protected expression.

6.0 PROCEDURE

6.1 Initial Contact

- 6.1.1 Staff shall determine whether the person is conducting a customer transaction or is present for another purpose. Customers shall be directed to the appropriate service route. Visitors and people whose purpose is unclear shall be directed to the Administration Office or designated visitor check-in location.

6.2 Check-in

- 6.2.1 A Visitor requesting access beyond Designated Customer Service Areas shall provide the purpose of the visit, requested areas or activities, host, and contact information. Staff may request photo identification, organization or affiliation, and vehicle information when reasonably related to the requested access.

6.3 Approval

- 6.3.1 The Facility Manager, their designee, or authorized host may approve, condition, reschedule, or deny requested access based on objective safety, security, operational, traffic, customer-service, escort, or staffing considerations. Significant denials or restrictions shall be documented. Approved Visitors shall receive the necessary safety orientation, PPE, escort assignment, authorized route and areas, time limits, and any recording or equipment restrictions before proceeding.
- 6.3.2 Media requests, large, organized groups, and unusual or potentially precedent-setting requests should be coordinated with the City of Spokane Public Works Public Information Officer or City Legal. The Facility Manager or designee retains responsibility for the on-site access decision.

6.4 Noncompliance

- 6.4.1 When a person fails to comply with this policy or a lawful staff direction, staff shall:
 - a. Clearly explain the applicable rule and the corrective action required.
 - b. Give the person a reasonable opportunity to comply when circumstances permit.
 - c. Notify a supervisor if noncompliance continues.
 - d. Contact law enforcement for a safety threat, unauthorized entry, physical interference, property damage, or refusal to leave after a lawful direction.
 - e. If a person becomes threatening, aggressive, or presents a potential safety risk, staff shall maintain a safe distance, avoid unnecessary confrontation, notify a supervisor, and contact law

enforcement when appropriate. Employees shall remain in secure locations when directed.

- f. Document significant incidents and objective facts supporting the response.

6.5 Formal Restrictions

- 6.5.1 For serious or repeated violations, the Facility Manager may recommend a formal trespass warning or site-specific access restriction after consultation with City Legal. A written restriction shall identify the supporting conduct, property and activities covered, duration, any exception needed to obtain essential City services, and a City contact through whom the person may request review. Restrictions must be reasonably limited and based on objective conduct rather than viewpoint or message.

6.6 Training

- 6.6.1 Employees who staff entry points, interact with the public, approve access, or serve as escorts shall receive periodic training on this policy, customer-versus-visitor identification, de-escalation, content-neutral enforcement, documentation, and appropriate escalation to supervisors or law enforcement.

7.0 RESPONSIBILITIES

- 7.1 The WTE Facility and Solid Waste Disposal Department shall administer this Policy

- 7.1.1 The Facility Manager is responsible for:

- a. Maintaining approved access maps, entrance and wayfinding signage, visitor forms, physical barriers, and check-in procedures consistent with this policy;
- b. Approving or denying non-routine access requests using the standards in this policy;
- c. Ensuring consistent implementation, assigning responsibility for required employee training, and retaining required training, visitor, and incident records; and
- d. Coordinating complex matters with the Solid Waste Director, Public Information Officer, and City Legal.

7.1.2 Employees are responsible for:

- a. Providing clear, courteous, professional, and content -neutral directions;
- b. Enforcing access and safety requirements consistently;
- c. Promptly reporting safety, security, or significant compliance concerns; and
- d. Explaining applicable facility requirements without debating a person's viewpoint, motives, or asserted rights.

7.1.3 Visitors and Customers are responsible for:

- a. Remaining within areas authorized for the visit or transaction;
- b. Following posted signs, traffic controls, PPE requirements, and lawful staff directions; and
- c. Departing promptly when the authorized activity is completed or when lawfully directed to leave.

8.0 APPENDICES

None.

APPROVED BY:

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Oct 7, 2026
Date

4900-26-01 Department Policy and Procedure re SWD_

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