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DEPARTMENT OF THE TREASURY  
BUREAU OF ENGRAVING AND PRINTING  
WASHINGTON, D.C. 20228

November 7, 2017

FOIA Request No. 2016-10-188

This letter responds to your Freedom of Information Act (FOIA) request under 5 U.S.C. § 552 to obtain a copy of the manual or handbook for the BEP public tours.

The Bureau of Engraving and Printing (BEP) Office of External Relations found records responsive to your request. Enclosed are the first set of releasable portions of the records responsive to your request. We appreciate your patience while we continue processing the remaining records responsive to your request. No fees will be charged for processing your request.

Pursuant to exemption b(7)(F) of the FOIA, 5 U.S.C. §552 b(7)(F) we are withholding from release law enforcement information. The release of this information could reasonably be expected to endanger the life or physical safety of any individual in BEP's facilities.

If you consider this letter to be a denial of your request, you have the right to file an administrative appeal within 90 days of the date of this letter to the Director, Bureau of Engraving and Printing, 14<sup>th</sup> & C Streets, SW, Washington, D.C. 20228. By filing an administrative appeal, you preserve your rights under FOIA and give the agency a chance to review and reconsider your request and the agency's decision. If you decide to file an administrative appeal, please include the assigned FOIA number, a copy of your request, the BEP response letter, and any other correspondence associated with your request. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal."

If you would like to discuss our response before filing an administrative appeal to attempt to resolve your dispute without going through the appeals process, you may contact BEP's FOIA Public Liaison, Leslie J. Rivera-Pagán, for assistance at:

Bureau of Engraving and Printing  
Office of the Chief Counsel-FOIA and Transparency Services  
14<sup>th</sup> & C Streets, SW, Room 419A  
Washington, D.C. 20228-0001  
Phone number: (202) 874-2500  
Fax number: (202) 874-2951

Please remember the FOIA process is not designed to respond to open-ended questions.

If you are unable to resolve your FOIA dispute through our FOIA Public Liaison, the Office of Government Information Services (OGIS), the Federal FOIA Ombudsman's office, offers mediation services to help resolve disputes between FOIA requesters and Federal agencies. Using OGIS services does not affect your right to pursue litigation. The contact information for OGIS is:

Office of Government Information Services  
National Archives and Records Administration  
8601 Adelphi Road--OGIS  
College Park, MD 20740-6001  
Website: [ogis@nara.gov](mailto:ogis@nara.gov)  
Email: [ogis.archives.gov](mailto:ogis.archives.gov)  
202-741-5770 or 1-877-684-6448

For further assistance concerning a FOIA appeal, please visit our website at [moneyfactory.gov](http://moneyfactory.gov), and click on "FOIA" at the bottom of the page.

Sincerely,

Leslie J. Rivera-Pagán  
Disclosure Officer

Enclosure(s): 11 pages

# Standard Operating Procedures (SOP) Manual

## Bureau of Engraving and Printing Tour Operations

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## 1) Opening/Post Procedures:

### I. Tour Office:

- a. Print eight copies of the daily BEP Tours All Tours Report sheet.
- b. Distribute the copies to the various posts throughout the tour areas (1M11, Tour Bridge, Visitor Center, Ticket Booth).
- c. Go to the second floor via elevator 3 or 4 in the Main Building. Exit the elevator and walk straight ahead to the Keywatcher Box on the wall. Enter BEP-issued passcodes and obtain key ring #0052.
- d. Begin cross-referencing the tickets in the ticket box with the BEP Tours All Tours Report sheet to ensure that tickets for front-of-line (FOL), Special Gallery and Group Tours are pulled from the ticket box. Those tickets will be compiled and taken to 1M11 by the tour guide who is posted at 1M11 at the beginning of the day.

### II. 1M11 (Tour Entrance):

- a. Place signs on the sidewalk when they first arrive to the post. One sign provides direction on where visitors need to go to obtain their tickets (from the ticket booth on Raoul Wallenberg Place). This sign will only need to be placed on the sidewalk during peak-season months (March – August). Place the sign with time-placards for the specific tour times on the sidewalk, to the right of the tour entrance.
- b. Greet visitors and separate into various categories. During the 8:00 hour, tour guides look for names and confirmation numbers on the BEP All Tours Report for the visitors for the 8:15 and 8:45 Congressional tours. This check is also performed between the times of 11:00 a.m. and 12:15 p.m. to check for scheduled school groups, and various times throughout the day to look for scheduled Floor, Special Gallery and front-of-line (FOL) tours. Congressional Tours are also conducted at 4:00, 4:15, 4:30 and 4:45 p.m. during the end of March through end of August (extended hours).
- c. Organize ticketed guests to the right of the entrance, behind the time-placard sign that shows the ticket time about to be admitted.

(b) (7)(F)



- e. Guests unable to get tickets may be admitted into the Visitor Center. These guests are lined up on the left side of the entrance door, and are permitted to enter after all ticketed visitors are admitted.

(b) (7)(F)

- g. Visitors without tickets are directed to 15th Street to obtain tickets. This tour guide station also involves answering general questions while visitors await entrance into the building.
- h. Tour guides at this station take extra care to keep visitors off railings and the traffic barrier for safety reasons. The tour guide keeps lines orderly and ensures efficient security processing.
- i. The prohibited items that visitors aren't allowed to bring in the tour entrance include; weapons, firearms, knives, scissors, knitting needles, open food and beverage containers.

(b) (7)(F)

- k. If children are in strollers, they will need to be out of the stroller to clear through the security processing area.
- l. If a visitor is disabled and arrives at the entrance without tickets, the tour guide will admit them on the next available tour with their visitors (up to five people). An additional five tickets for each tour time are available at the tour entrance for admitting these visitors. We may also make these accommodations for active duty military and military veterans.

### III. Tour Bridge:

- a. The first tour guide posted on the tour bridge at 8:00 a.m. is responsible for set-up of the Tour Bridge post. This individual should arrive on post early enough to ensure that the following procedures are accomplished by 8:00 a.m. at the latest.
- b. The tour guide enters the Sound Room and turns on the audio-visual equipment by turning on a switch located on the left side of the rack of audio-visual equipment. The switch looks like a standard light switch, and it controls the power for all of the audio-visual equipment.
- c. Turn on televisions at the seating area (14C) utilizing remote controls that are located on a shelf of the audio-visual equipment in the Sound Room.

- d. Place two microphones and mic cables into the microphone jacks at the 14C and Tour Bridge areas. One microphone jack is located on the wall next to the Director's portrait at 14C. The other microphone jack is located on a column on the Tour Bridge located just beyond the stanchions at 14C.

(b) (7)(F)

- f. The tour guide on the bridge post at 2:10 p.m. will call out the number from the tour counter over the radio saying, "Bridge to 1M11 and 7, the day-time tour count is..." This is done at 2:10, because that will ensure that the 2:00 tour has finished entering the gallery. After they call out the count, they will roll over the counter to zero.
- g. The tour guide on the bridge post at 6:10 p.m. will also call out the number for the evening count similar to what is described above in paragraph f. After they call out the count, they will roll over the counter to zero.
- h. Strollers should be parked in a stroller parking area to the left of the seating area (14C). Strollers should not be brought in the tour gallery.
- i. The bridge tour guide should call for assistance when there is a visitor that is disabled (radio code "52") that needs to be brought to the tour gallery in the elevator. There should always be a person on the tour bridge to monitor the area, so a tour guide will take up the 52, while the other guide watches the bridge.
- j. The visitors should be seated at the benches at least five minutes before the tour begins. The tour guide should let visitors know about the location of the restrooms, informing visitors to use them before the tour begins.
- k. Visitors without a ticket/reservation should not be added to a seated group without seeking approval from the tour guide that is conducting that specific tour or approval from a supervisor.

#### IV. Tour Gallery:

- a. Unlock the door at 14C that leads to the "up" escalator for the tour.

(b) (7)(F)



(b) (7)(F)

- d. Turn right in the gallery into the first section (G1) and turn on the televisions (4 televisions), two on each side of the hallway, utilizing the remote control that is located in the microphone box in G1.

(b) (7)(F)

- f. Keep walking through the gallery to G3 and utilize the remote control in the microphone box in G3 to turn on the televisions (2 televisions) in G3.
- g. Walk down the hall to G4 and utilize the remote control in the microphone box in G4 to turn on the televisions (3 televisions) in G4.
- h. Come down the "down" escalator from the tour gallery. There is a key slot located on the bottom left of the escalator, just below where the left handrail is located. Insert the key and turn to the "down" position.

V. Ticket Booth:

(b) (7)(F)

- b. Guides are on post at the ticket booth approximately 10 minutes before 8:00 a.m. to organize the tickets into a plastic grid on the ticket booth wall. There are 45 tickets for each 15-minute time slot.
- c. Put up laminated cards that show the next available ticket time in the ticket window. This assists visitors to see which ticket times are available when they arrive at the booth.
- d. Turn on the two-way communication equipment that is located in each window. There is a switch on the unit that needs be flipped up to turn the microphone on. There are two dials on the unit as well for volume levels of "talk" and "listen." Talk volume adjusts how loud your voice will be on the speaker outside of the ticket booth, while listen volume adjusts how loud the visitor's voice will come through the speaker inside the booth. These volume knobs work best when kept just short of half-volume.
- e. When the line is long (past the steps) then a tour guide will go down the line with a hand-held metal tally counter to count the number of tickets that each individual



is going to obtain from the booth. During the end of March through end of August (extended hours) there are 1,350 tickets. The tour guide should stop the count at approximately 1,320, as sometimes the count will vary and individuals may change the ticket amount when they arrive at the ticket window.

- f. Individuals are allowed to obtain up to six tickets from the booth, and they may choose the ticket time that they would like from the available times. Individuals who have a valid, unexpired DC Tour Guide license may obtain up to 25 tickets, with a maximum of ten tickets per ticket time (i.e. 10 at 10:00, 10 at 10:15 and 5 at 10:30).
- g. Groups that arrive at the ticket booth must have the correct amount of individuals to obtain their tickets. Chaperones are not allowed to obtain more than the maximum of six tickets per person. Groups should be encouraged to schedule in advance. They may obtain a group form on the BEP website and submit up to one year (to the day) in advance of the day they would like to visit.
- h. Guides provide the correct number of tickets and time requested at the window, and then tell the guests to arrive 15 minutes early at the 14<sup>th</sup> Street Tour Entrance.
- i. When the line is long, another tour guides assists outside of the ticket booth by answering questions, looking for disabled visitors (52s), directing scheduled groups to the tour entrance and calming visitors who may not get tickets.

#### VI. Information Desk:

- a. Gather tour brochures and comment cards from the store room (room 126-M) and stock the plastic pull-out drawers that are located under the counter in the Information Desk.
- b. Display the tour brochures and fact cards (BEP decades) on the side of the Information Desk in the brochures holding shelves. There should be one row of fact cards in the middle of each shelf, and two rows of tour brochures on each side of the fact cards.
- c. Display two rows of comment cards in the plastic, upright brochure holder located right next to the comment card box on the Information Desk shelf.
- d. The tour guide posted at this location will answer questions from the visitors that have come down from the tour. Many of the responses will pertain to wayfinding within the building or directions to other attractions in the city.
- e. The tour guide will utilize the VC Information Desk binder, which has printed material on BEP History, Fun Facts, other attractions and dining options.

- f. Make sure that a pen is located next to the comment card box.

## 2) Closing Procedures:

### I. Tour Office:

(b) (7)(F)

- b. Prepare tickets for the following day, by separating in individual ticket times. Remove the last five tickets of each tour time, the tickets that are numbered 046 to 050 on the top right of the ticket. Band those tickets together, so they are ready to be brought to 1M11 the following morning. Remove the tickets for FOL, Groups and Special Gallery tours as well.
- c. Clear off the main table in the tour office (130M) and wipe down with paper towels. Push in all chairs at the table. Place all radios on the wall chargers in room 128M.

### II. 1M11 (Tour Entrance):

- a. Bring in signs from the sidewalk. Check to make sure that there are no individuals still in the building who need to exit at 1M11 (strollers, 52's, etc.).

(b) (7)(F)

- c. Take the sheets from the post to the Tour Scheduler's desk in room 151-M.

### III. Tour Bridge:

- a. Lock the elevators in the tour gallery and turn off the escalators.
- b. Flip the switch down at the audio-visual rack (left side) in the sound room, which turns off all power to the equipment.
- c. Remove two microphones and mic cables from the microphone jacks at the 14C and Tour Bridge areas. One microphone jack is located on the wall next to the Director's portrait at 14C. The other microphone jack is located on a column on the Tour Bridge located just beyond the stanchions at 14C. Wind-up the microphone cables and put the cables and microphones in the sound room.

- d. The tour guide on the bridge post at 6:10 p.m. will call out the number for the evening count. After they call out the count, they will roll over the counter to zero.

#### IV. Tour Gallery:

- a. Keep the door unlocked at 14C that leads to the "up" escalator for the tour, so that cleaning staff can access the gallery.
- b. Turn off the escalator using the stop button on the escalator. The stop button is located on the bottom left of the escalator, just below where the left handrail is located.
- c. Go to the elevators #3 and #4 and lock the padlocks located on the upper corners of the elevator doors. Slide the metal bar towards the elevator, and lock the padlock on the metal tab on the metal bar.
- d. Turn right in the gallery into the first section (G1) and turn off the televisions (4 televisions), two on each side of the hallway, utilizing the remote control that is located in the microphone box in G1.
- e. Walk through the gallery to elevators #6 and #7 and lock the padlocks located on the upper corners of the elevator doors. Slide the metal bar towards the elevator, and lock the padlock on the metal tab on the metal bar.
- f. Keep walking through the gallery to G3 and utilize the remote control in the microphone box in G3 to turn off the televisions (2 televisions) in G3.
- g. Walk down the hall to G4 and utilize the remote control in the microphone box in G4 to turn off the televisions (3 televisions) in G4.
- h. Turn off the "down" escalator from the tour gallery. The stop button is located on the bottom left of the escalator, just below where the left handrail is located.

#### V. Ticket Booth:

- a. Ensure that all spare tickets are removed from the plastic grid on the ticket booth wall.
- b. Remove the laminated cards that show the next available ticket time in the ticket window. Organize the laminated cards in sequential ticket-time order in a stack.



(b) (7)(F)

(b) (7)(F)

(b) (7)(F)

VII. Information Desk:

- a. Gather tour brochures and comment cards from the store room (room 126-M) and stock the plastic pull-out drawers that are located under the counter in the Information Desk.
- b. Display the tour brochures and fact cards (BEP decades) on the side of the Information Desk in the brochures holding shelves. There should be one row of fact cards in the middle of each shelf, and two rows of tour brochures on each side of the fact cards.
- c. Display two rows of comment cards in the plastic, upright brochure holder located right next to the comment card box on the Information Desk shelf.
- d. Make sure that a pen is located next to the comment card box.

3) New Employee Orientation Procedures:

I. Introduction to COR:

- a. Provide résumés of the potential hires to the COR. Introduce the interviewees to the COR on the day that they come for the interview.
- b. Have the interviewee go on one of the public tours after the interview.

II. Orientation of Staff:

- a. Provide the tour narrative (spiel) to the tour guide during the interview process, so they can begin learning the material. The clearance process takes several weeks, so this gives ample time for the person to begin learning.



- b. New tour guides shadow experienced staff during the first full-week of employment. This involves alternating between different staff each day, so they can get to know each of the more experienced staff more fully.
- c. Train new staff on the proper radio etiquette. Print the radio codes and give a copy to each of the new tour guides. Utilize one of the radios to show how to turn the radio on/off, volume control, channel selection and transmitting/receiving communications.
- d. Quiz the new tour staff at the end of their first full-week of employment. The quiz involves going through each area in the tour narrative (Simultan, Intaglio, OCIS and COPE/Pak) and asking questions from each of the sections to see how much the new individual has memorized. Also, additional fun facts will be asked that are common questions that visitors ask (\$2 bill and higher denominations).
- e. If the individual misses more than 2 questions from the tour narrative or from questions about the various post duties, then they are required to shadow an additional two days. After completion of the additional two days, they will be quizzed again, upon which they must successfully complete the quiz to continue on their 90-day probationary period.

- **Security Clearance Processing Procedures:** Completing the Contractor Request Form submitted to the Office of Human Resources. Inputting new contractor into HR Connect. Coordinating with Office of Personnel Security to begin e-Qip processing. Completing e-Qip SF85 form for Low-Risk contractors, SF86 for High-Risk.

(b) (7)(F)

- **Accident/Incident Reporting Procedures:** Utilizing two-way communication radios to report incidents. Notifying Central Police Operations Center (CPOC) and the Health Unit immediately to respond. Notifying the COR immediately of the incident. Coordinating a staff member to wait by the Corporal's Desk to direct first responders to the scene. Providing CPR/First Aid if needed before arrival of BEP Police Officer or Health Unit staff.
- **Inclement Weather Procedure:** Calling the BEP Work Schedule Information (202-874-1000). Checking the OPM website to see current operating status of Federal Government. Contacting all tour staff to inform of BEP operational status. Proceeding with two-hour delay. Updating operational status on BEP Tour Office voicemail (202-874-2330).
- **Quality Control Procedures:** Teaching new tour guides the Walt Disney Quality Service training program. Utilizing Safety, Courtesy, Show and Efficiency in all aspects of tour operations. Establishing cross-trained, quality leadership that exceeds needs. Focusing on project core values specific to BEP. Instilling and maintaining culture of excellence. Delivering customer-centered, positive results.
- **Contractor Employee Training Procedures:** New tour guides shadowing experienced guides. Ensuring completion of all Environmental Management Systems (EMS) training to maintain BEP's ISO 14001 certification. Keeping training requirements current; Emergency Action Plan, Computer (IT) Security, Sexual Harassment, Ethics, Public Tours and Tour Narrative, Tour Scheduling, Floor Tours, Customer Service, and Privacy and Records Management.

(b) (7)(F)

- **Information Desk Procedures:** Restocking brochures and informational handouts to acceptable levels. Restocking comment cards and directing visitors to them. Directing visitors to place completed comment cards in the lockbox for COR retrieval. Seeking answers from COR to visitor inquiries on BEP history. Managing and encouraging the sales of paper currency products and BEP novelty items.