



ADDENDUM III
EVENT SECURITY / EVENT STAFFING

A. The San Antonio Police Department (SAPD), through its Off-Duty Employment Unit (ODEU), has an exclusive contract with the City of San Antonio to provide all event security services in all City operated public assembly facilities. As a result, it is necessary to distinguish between those exclusive SAPD security activities and other event staffing related activities. The following definitions are intended to clarify this issue. For additional clarification or questions, please contact your Event Services Coordinator or the Public Safety Manager.

B. Definitions

1. **Event Security:** The SAPD-ODEU is the exclusive provider of all “Event Security” services for the San Antonio Convention Facilities Department. These exclusive event security services include but, not limited to the following.
 - a. **Over Night Security** - *Any overnight post required for general exhibit hall rovers, booth specific, meeting rooms, and ballrooms, loading docks or exterior.*
 - b. **Alcohol Control** - *Any event function at which alcohol is being served must be staffed by an Off Duty Police officer. The ODEU will determine the number of officers required based on the expected attendance and location of the function.*
 - c. **Traffic Control** - *Loading Docks for move in & move out and Shuttle Bus Staging.*
 - d. **Armed Security**
 - e. **Roving security during events**
 - f. **Public Shows:** SAPD presence is required during hours open to the public. You **must** contact the SAPD Office of Off-Duty Employment at 210-207-7020, for your specific show requirements.
2. **Event Staffing:** Others involved in event staffing related services include the following titles:
 - a. **Badge Checkers**
 - b. **Door Monitors**
 - c. **Ushers**
 - d. **Ticket Takers**
 - e. **Meeting Room Monitors**

C. Governmental Alert System

The federal government’s Office of Homeland Security (OHS) has established a 5 tier Governmental Alert System. This system is designed as a way for the government to communicate to the general public information regarding terrorist threats.

The International Association of Venue Managers (IAVM) has established a Safety & Security Task Force to study and make recommendations to our industry with regards to security at public assembly facilities. This task force has established a set of “Best Practices.” These Best Practices are based, in large part, on a modified version of the Governmental Alert System, IAVM’s Suggested Risk Levels system. Individual facilities are encouraged to use IAVM’s risk levels as a base from which to customize security plans to meet their individual and local needs.

Accordingly, the Department has decided to incorporate IAVM’s Suggested Risk Level system as the basis for its overall security program (House Security, Event Security & Staffing, and Emergency Preparedness).

As established by IAVM, the suggested risk levels for the San Antonio Convention Facilities Department are as follows:

**ADDENDUM III
EVENT SECURITY / EVENT STAFFING**

IAVM's Suggested Risk Levels

(Based on the OHS Governmental Alert System)

<u>GOV'T RANKING</u>	<u>RISK LEVEL</u>	<u>VENUE THREAT</u>	<u>SECURITY MEASURES</u>	<u>ACTION STEPS</u>
Severe	5	CANCEL	Secured	"Lock-Down" patrol of perimeter restricting all access.
High	4	MAXIMUM	Government Control	National Law officials / security agencies screen public and control
Elevated	3	ELEVATED	Restrictive	May involve regional or local law officials with "pat-down" measures
Guarded	2	MODERATE	Protective	Limited Access to venue with screening precautions implemented
Low	1	MINIMUM	Routine	No primary factors of concern exist outside normal routine measures

D. Staffing Levels – Convention Center Events

You will note that there are no staffing guidelines for Risk Level 5, as that level suggests cancellation of all events.

These suggested event security and staffing levels are focused on exhibit hall events only. Unless otherwise noted, these are only suggested staffing levels. All posts noted with a ** are required positions.

The ODEU has the authority to add officers in the interest of public safety at its sole discretion. Other possible event security may be required as follows, and should be discussed with the ODEU:

- Alcohol Monitors *(required for functions with alcohol service)*
- Over Night Security for Registration
- Shuttle Bus Traffic *(at the discretion of the ODEU)*
- High Profile General Sessions
- Concerts

Note: PD = Off Duty Police Officer
ES = Event Staff Personnel
** = Required Coverage

Exhibit Hall 1:

- Levels 1 & 2
 - Move In (**1-PD @ dock, 1-ES)
 - Show Hours (2-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 2-ES)
- Level 3
 - Move In (**1-PD @ dock, 2-ES)

**ADDENDUM III
EVENT SECURITY / EVENT STAFFING**

- Show Hours (4-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 2-ES)
- Level 4
- Move In (**1-PD @ dock, 4-ES)
 - Show Hours (**1-PD Rover, 4-ES)
 - Over Night (**1-PD Rover)
 - Move Out (**1-PD @ dock, 2-ES)

Bridge Hall:

- Levels 1 & 2
- Move In (4-ES)
 - Show Hours (4-ES)
 - Over Night (-)
 - Move Out (2-ES)
- Level 3
- Move In (4-ES)
 - Show Hours (4-ES)
 - Over Night (1-PD Rover)
 - Move Out (2-ES)
- Level 4
- Move In (4-ES)
 - Show Hours (**1-PD Rover, 4-ES)
 - Over Night (**1-PD Rover)
 - Move Out (4-ES)

Exhibit Hall 2:

- Levels 1 & 2
- Move In (**1-PD @ dock, 2 - 4-ES)
 - Show Hours (4 - 6-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 2 - 4-ES)
- Level 3
- Move In (**1-PD @ dock, 4 - 6-ES)
 - Show Hours (9-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 2 - 4-ES)
- Level 4
- Move In (**1-PD @ dock, 6 - 8-ES)
 - Show Hours (**1-PD Rover, 9-ES)
 - Over Night (**1-PD Rover)
 - Move Out (**1-PD @ dock, 4 - 6-ES)

Exhibit Hall 3:

- Levels 1 & 2
- Move In (**1-PD @ dock, 1-ES)
 - Show Hours (4-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 1-ES)
- Level 3
- Move In (**1-PD @ dock, 3-ES)
 - Show Hours (6-ES)
 - Over Night (1-PD Rover)
 - Move Out (**1-PD @ dock, 1-ES)
- Level 4
- Move In (**1-PD @ dock, 6-ES)

**ADDENDUM III
EVENT SECURITY / EVENT STAFFING**

- Show Hours (**1-PD Rover, 6-ES)
- Over Night (**1-PD Rover)
- Move Out (**1-PD @ dock, 3-ES)

Exhibit Hall 4:

➤ Levels 1 & 2

- Move In (**1-PD @ dock, 2-ES)
- Show Hours (3 – 4-ES)
- Over Night (1-PD Rover)
- Move Out (**1-PD @ dock, 2-ES)

➤ Level 3

- Move In (**1-PD @ dock, 2 – 4-ES)
- Show Hours (7-ES)
- Over Night (1-PD Rover)
- Move Out (**1-PD @ dock, 2 – 4-ES)

➤ Level 4

- Move In (**1-PD @ dock, 4-ES)
- Show Hours (**1-PD Rover, 7-ES)
- Over Night (**1-PD Rover)
- Move Out (**1-PD @ dock, 4-ES)

E. Staffing Levels – Lila Cockrell Theatre Events

This section details staffing level **requirements** for events at the Lila Cockrell Theatre. Other than cancellation at Risk Level 5, these staffing guidelines do not change as the risk levels change. Currently, any event staffing service provider may perform these functions, but must be able to assist in exiting the theatre in case of an emergency.

Public / Ticketed Events: *(Such events include concerts, musicals, comedy performances, etc...)*

A. Event Staff (Ushers / Ticket Takers):

1. Ticket Takers and Ushers must be hired for all public / ticketed events.
2. **17 Event Staff** personnel are required for **lower level events**, as follows.
 - 1 Supervisor
 - 4 Ticket Takers
 - 1 Information Desk
 - 2 Ushers for ADA elevator operations
 - 2 Ushers to monitor elevator activity *(no one permitted to access the river level)*
 - 1 Usher at north River Level doors
 - 6 Ushers (lower level) to assist with seating
3. **21 Event Staff** personnel are required for **full theatre events**, as follows.
 - 1 Supervisor
 - 4 Ticket Takers
 - 1 Information Desk
 - 2 Ushers for ADA elevator operations
 - 2 Ushers to monitor elevator activity *(no one permitted to access the river level)*
 - 1 Usher at north River Level doors
 - 6 Ushers (lower level) to assist with seating
 - 2 Ushers (mezzanine) to assist with seating
 - 2 Ushers (balcony) to assist with seating

ADDENDUM III
EVENT SECURITY / EVENT STAFFING

B. Event Security:

- 1 - Off Duty Police Officer *(The ODEU has the authority to add officers in the interest of public safety at its sole discretion.)*

Private / Non-Ticketed Events: *(Events produced in conjunction with a convention, such as general sessions, or other private, non-ticketed events)*

A. Event Staff (Ushers / Badge Monitors):

1. At the discretion of the Event Coordinator, ushers may be required for private / non-ticketed events. Unless otherwise noted, only those companies on our approved list may provide these services in the theatre.
2. **4-6 Event Staff** personnel are required for **lower level events**, as follows.
 - 1 Supervisor
 - 2 Badge Monitors @ glass doors (May be volunteers)
 - 2 Ushers to guard each entrance to keep food & beverages out of the auditorium (**** only when food is served ****)
 - 1 Usher at loading dock doors
3. **12-14 Event Staff** personnel are required for **full theatre events**, as follows.
 - 1 Supervisors
 - 2 Badge Monitors @ glass doors (May be volunteers)
 - 2 Ushers to guard each entrance to keep food & beverages out of the auditorium (**** only when food is served ****)
 - 2 Ushers at doors leading to back stage
 - 2 Ushers to monitor elevator activity (*no one permitted to access the river level*)
 - 1 Usher at loading dock doors
 - 2 Ushers in the mezzanine level to assist with seating / evacuations
 - 2 Ushers in the balcony to assist with seating / evacuations

B. Event Security:

- 1 - Off-Duty Police Officer (**** if alcohol is served ****)
(The ODEU has the authority to add officers in the interest of public safety at its sole discretion.)

Fire Inspectors:

- A. The Uniform Fire Code Article 403.1, specifies that when, in the opinion of the fire code official, it is essential for public safety in a place of assembly or any other place where people congregate, because of the number of persons, or the nature of the performance, exhibition, display, contest or activity, the owner, agent or lessee shall provide one or more fire watch personnel, as required and approved, to remain on duty during the times such places are open to the public, or when such activity is being conducted.
- B. Due to the concern for public safety at the Lila Cockrell Theatre, one or more Fire Inspectors may be assigned. In addition, a Fire Inspector may be warranted in the following situations, conditions and events:
 1. Any utilization of hazardous material that may pose a danger to attendants (*i.e. propane, pyrotechnics, vehicle display, cooking, open flames, etc.*)
 2. Obstruction or compromise of the means of egress (*doors, stairs, ramps, horizontal exits, exit passageways, and areas of refuge.*)
 3. Attendance is open to the public and is in excess of approximately 750 occupants.
 4. Attendance is focused on the young (*youth groups*) and/or those less able to maneuver in a crowd or during an emergency.

ADDENDUM III
EVENT SECURITY / EVENT STAFFING

C. Typically, the Fire Inspector(s) will be assigned approximately one half (1/2) hour prior to opening of the doors to the Theatre (*glass doors*).

D. Fire Inspector Duties:

- 1.** Before the start of any event, the Fire Inspector will inspect all means of egress for appropriate signage, illumination, obstructions and good working conditions. All required fire appliances must be inspected for proper placement and maintenance.
- 2.** Activities that require an on-site inspector will have the equipment and site inspected prior to and during event. Such activities include:
 - a.** Vehicle inspection
 - b.** Food booth inspection
 - c.** Hazing
 - d.** Pyrotechnic displays
- 3.** Customers are responsible for contacting the San Antonio Fire Department's Special Events Coordinator's Office at (210) 207-3695 for specific event requirements and associated fees.