



EVENT SECURITY GUIDELINES

TYPES OF EVENTS

Events that are open to the General Public and/or classified as “ticketed”

Events that are open to the general public and/or classified as “ticketed” **must** use the Anaheim Convention Center (ACC) Crowd Control personnel for ticket taking.

All Other Events

All other events may opt to use an outside security provider.

****Arena:** For public safety reasons, ACC Crowd Control personnel will be *required* for any events in the Arena regardless of the type of event and outside security provider coverage.

SECURITY COVERAGE REQUIREMENTS

General Information

Appropriate security coverage must be provided for events. The ACC requires a minimum of one (1) crowd control/security personnel per every five hundred (500) attendees. Depending upon the type of event, additional security may be required. The ACC has the right to determine the minimum level of security required for each event.

Fire Watch

With pre-approved haze and/or pyrotechnic requests, ACC crowd control personnel and ACC in-house security personnel are required for fire watch.

Escalators

Staffing coverage for escalators may be required based on crowd movement and flow.

Overnight Coverage

Crowd control or security personnel can provide overnight coverage inside the exhibit halls or spaces used as exhibits. The ACC strongly recommends this coverage; however, it is not required.

Grand Plaza and/or Arena Plaza

Move-In & Move-Out

During move-in & move-out, security is required at each bollard opening.

Fire Pit Activity

With pre-approval, the Fire Inspector requires that ACC Crowd Control personnel be used to monitor fire pit activity located in the Grand Plaza and/or Arena Plaza. This is regardless of the outside security provider coverage used.

ACC North

Freight Door Coverage

One (1) Crowd Control or security personnel is required at each freight door when in use. The freight doors will not be opened without the appropriate security/crowd control coverage in place.

Lobby Coverage

Crowd Control or security personnel may be required at the front of each entrance to prevent any unauthorized access.

SECURITY COVERAGE REQUIREMENTS - (CONTINUED)

ACC North- (Continued)

Loading Dock Ramp Entrance

Crowd Control, peer security, and/or GSC staff are at the dock entrance to prevent unauthorized access into the docks.

Exhibition Halls

Freight Door Coverage

One (1) Crowd Control or security personnel is required at each freight door when in use. The freight doors will not be opened without the appropriate security/crowd control coverage in place.

Lobby Coverage

Crowd Control or security personnel may be required at the front of each entrance to prevent any unauthorized access.

West side Coverage

Crowd control or security personnel may be required on the west side of the facility based on crowd movement, event activity, and guest entry/access.

Meeting Room Level

Crowd Control or security personnel may be required on the meeting room level based on crowd movement and event activity.

Ballroom Level

Crowd Control or security personnel may be required on the Ballroom level based on crowd movement and event activity.

Alcohol Usage

Bar Security

Bar security is required for social events that serve alcohol. Perimeter security may also be required to prevent guests from exiting the event area with alcohol. Bar security is not required for Trade Shows, but perimeter staffing is required.

Arena Plaza, Grand Plaza, and/or Palm Court

For outdoor events, there is a minimum requirement of one (1) guard per two hundred (200) guests due to the Alcohol Beverage Control stipulations. A minimum of one (1) Supervisor & two (2) security personnel is required for events with an attendance of fifty to one hundred & ninety-nine (50 – 199) attendees. Additional security may be required based on perimeter requirements. Catering Services will order security and bill for this service directly.

Anaheim Police Officers/Armed Guard Services

In the interest of public safety, Anaheim Police may be required during certain events. Anaheim Police will be required for all political, gaming, and religious events. Officers are scheduled at the client's expense. Armed security services must be provided by the Anaheim Police Department.

Requests for Anaheim Police should be placed at least thirty (30) days prior to the first date of move-in.

CROWD CONTROL PERSONNEL

The ACC Crowd Control Department provides services that may include crowd movement, ushering, badge checking, ticket taking, perimeter coverage, and fire watch.

Time-and-one half will be charged for all personnel on holidays (New Year's Day, MLK Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Veteran's Day, and Christmas Day). Personnel are subject to a mandatory 15-minute pre-event orientation or shift overlap. This is approximately 6% of the total bill.

When only one (1) Crowd Control staff member is needed, then the crowd control personnel will be a Supervisor.

OUTSIDE SECURITY PROVIDER REQUIREMENTS

Your Event Manager should be notified as soon as possible when an outside security provider is selected.

All outside security companies must provide the following information at least **(30) days prior to the first day of move-in:**

- Valid Liability Insurance Policy (Liability insurance must meet the requirement of no less than 1,000,000.00.)
- Valid Workers Compensation Insurance Policy
- Valid City of Anaheim Business License
- Valid California Private Patrol Operator's License (BSIS)

A copy of the most current security schedule is required at least thirty (30) days prior to the first day of move-in. This schedule will be reviewed by the Event Manager and Event Crowd Control Supervisor.

AMBULANCE

An ambulance can be provided on a stand-by basis if requested. All charges related to this service will be billed at the current prevailing rates. Only the current City of Anaheim contracted ambulance vendor is permitted to provide this service.

MEDICAL SERVICES STAFFING

In the interest of public safety, the ACC requires Medical Services personnel. First aid locations will be staffed by a nurse (RN or higher qualification) at ACC's discretion.

Move-In & Move-out Activity

Medical services personnel is required for all move-in/move-out activity that involves a minimum of three (3) forklifts or aerial lifts. Combined labor calls or occupancy with more than three (300) people also requires medical personnel. Medical services personnel will begin thirty minutes prior to the beginning of the move-in and will end once the activity is completed for the day.

A minimum of one nurse is required, but additional personnel may be requested by clients. Additional staffing requests should be made at least fourteen (14) days in advance.

Event Days

Medical services personnel is required on event days with an anticipated attendance of three hundred (300) or more people. Personnel will be assigned to begin no later than thirty (30) minutes prior to the show's opening to attendees or exhibitors, whichever comes first. ACC staff will remain on duty after the event is over and until ACC Management is satisfied that the area has been cleared of attendees.

It is the Security and Safety Manager's (or their representative's) decision with respect to the number of required medical services personnel and designated first aid locations that will be used. This determination will be based upon the projected attendance of the event, the space or spaces to be used, any past history of medical calls for an event (if any), and any specialized event/event activity that has an increased risk of injury.

PARAMEDICS

Paramedics can be an added service to any event and may be required by the ACC. Anaheim Fire and Rescue is the sole provider of these services and these services are in addition to the required medical services coverage and those services will be charged to the event (see current rate sheet). Paramedic coverage shall be requested at least ten (10) days prior to the event.

WEAPONS PROHIBITED IN CITY BUILDINGS

Per the City of Anaheim Municipal Code (6.35.010), weapons are prohibited in all CITY buildings including the ACC. This code also applies to anyone with a Concealed Weapons Permit. Only on-duty law enforcement officers performing their official duties are the exception to this policy.