Community Center

Special Event Security

Protocol
Special Event

Special events are those activities not directly associated with the Community Center. Special events include but are not limited to: concerts, fundraisers, funerals, and community gatherings.

Security Protocol Purpose

This document is intended to provide guidelines for providing a safe and secure environment for special events held on the premises of Community Center facilities.

Security Protocol

The radio room in the main auditorium is designated as the primary command post (CP) for security and medical personnel. In the event this location cannot be utilized, the secondary location shall be the portable classrooms on the east side of parking lot A.

Security personnel will meet at the primary CP prior to the special event and conduct a security briefing that shall include assigning personnel to posts during the event and reviewing procedures for emergency response potentials such as building evacuation and crowd control.

The special event “Operations Order” shall be completed indicating where personnel will be assigned and other pertinent information (see attached OP order form).

Each member of the security team (including law enforcement, private security, and Community Center Services personnel) shall be provided copies of the building schematics and parking lot layout for reference during an emergency.

Security personnel shall communicate on channel 2 radio frequency. One radio shall be provided to law enforcement and one each to private security personnel.
Staffing

The desired full staffing level for a special event shall be 13 personnel:

1. Center stage
2. Stage right (also covers Door 6)
3. Stage left (also covers Door 0)
4. Back stage
5. Door 1
6. Door 2
7. Door 3
8. Door 4
9. Door 5
10. Balcony 2
11. Balcony 4
12. Merchandise - lobby
13. Team leader (rover)

If law enforcement personnel are present they shall rove the premises and be called upon to handle traffic problems or other law enforcement activities such as dealing with disruptive people, making arrests, or coordinating other government services.

If the performers desire to have security for their transportation or equipment, it is recommended that the private security community coordinate with the concert organizer.

The private security company team supervisor shall determine if the event can be safely handled with a minimum staffing level which shall be 8 personnel:

1. Center stage
2. Stage right
3. Stage left
4. Back stage
5. Upstairs rover
6. Downstairs rover
7. Merchandise – lobby
8. Team leader
Assignment of Personnel

The desire is to provide a safe and secure event, and in doing so, it is important to have people with the proper training and experience in place to respond in the event of an emergency. Therefore, the following personnel shall be utilized in descending order:

1. Active full time law enforcement
2. Private security company
3. Ushers
4. Volunteers for the Community Center

It is recommended that only the security company team supervisor is used as the event security leader; however, any of the above personnel may be used in other positions as needed.

Disruptive Attendees

It is highly recommended that if an attendee becomes disruptive that law enforcement be called immediately to handle the situation. Private security company personnel shall avoid becoming involved in any physical confrontations. Security personnel shall not confiscate cameras or other belongings of attendees even if directed to do so by the concert promoter.

Building Evacuation

The most significant emergency will be the need to evacuate the building during a special event. Reasons that might dictate an evacuation are:

- Structure fire or alarm activation
- Actual, suspected, or threaten explosive device
- Release of a hazardous material

Only the Community Center facility director or local law enforcement shall authorize an evacuation. The private security company supervisor should be consulted if time allows.
In the event an evacuation is necessary, the following procedures shall be followed:

An announcement shall be made using the sound system telling the audience to **CALMLY** exit the building at the nearest door and to assemble in the lot in front of the Community Center (Lot A). If Lot A is unusable for any reason, Lot B shall be used as the evacuation area. Private security personnel assigned to the doors shall direct people out of the building to the exit doors nearest to the auditorium door. The back stage security person shall escort the performers out the back of the building to their transportation and remain with them until cleared. The three security members at the stage shall follow behind the crowd and ensure no one remains in the auditorium. The same shall apply to the balcony personnel.

If it is safe to do so, all security personnel shall take up positions at each outside door to ensure that people do not reenter the building.

If the building is not safe for occupancy, the security personnel shall establish a command post at the portable classrooms on the east side of parking lot A and coordinate with government emergency personnel.

After the situation is stabilized it shall be determined by local law enforcement and the Community Center facility director if the event should be discontinued or resumed.

**Reporting**

If there are any unusual occurrences during the special event, the private security company team supervisor shall ensure that an incident report is completed and submitted to the company manager as soon as possible.
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<thead>
<tr>
<th>Assignment</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Lead:</td>
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<td>Stage left:</td>
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<td>Rover 2:</td>
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Local Law Enforcement: **Roseville PD**
Nearest Hospital: **Sutter Roseville**
Primary CP: **Radio Room**
Secondary CP: **Portable Classrooms Lot A**
Security Radio Frequency: **Channel 2**

**Briefing Notes:**

Prepared By:
Assignment Posts Ground Floor

- Security Members
- Security Team Leader
Assignment Posts Second Floor
Parking Lot Layout
Checklists

Evacuation Checklist

1. Assess the need and determine the location(s) to be evacuated
2. The Administration Building will be evacuated to the far side of Parking Lot B
3. The Children's Education Building will be evacuated to Parking Lot B via the corridor between
   the playground and the Administration Building.
4. The Temporary Classroom Buildings will be evacuated directly to the far (south) edge of
   Parking Lot A
5. The Main Auditorium Building will be evacuated to the south parking lot, Parking Lot A.

Parking Lot Staff will ensure no moving vehicle traffic in the parking lots during any building
 evacuation, and that no unauthorized vehicles will attempt to drive into, through, or out of the
 parking lots until appropriate.

Bomb Threat Checklist

If the threat is received via telephone, keep the caller on the line.

1. Listen for background noise, tone of voice, accent, etc. Is the voice familiar? If so, whom does
   it sound like? Try to approximate the caller’s age.

2. Obtain and write down the following information:
   a. When is the bomb set to go off?
   b. Exactly where is the bomb located?
   c. What type of bomb is it? How is it constructed?
   d. Why is this being done?

3. CALL 911

4. Do not use any two-way radio system

5. After receiving a bomb threat notify the below-listed personnel in the following order:
   a. Local law enforcement
   b. Community Center facility director
   c. Other private security personnel
Emergency Response Checklist

Date:______ Time:__________ Name:__________________________
1. Nature of Emergency: ______________________________
2. Location of Emergency: ______________________________
3. Alarm Activated YES  NO □
4. Call 911: YES □  NO □
5. Evacuation: YES □  NO □

Circle appropriate area(s): Main Auditorium  Children’s Classrooms  Portables  Administration Building
6. L.E. Notified YES □  NO □ Time: ______
7. CC Director YES □  NO □ Time: ______
8. Security YES □  NO □ Time: ______

Lost Person Checklist

1. Obtain Lost Person Information (2nd page of this checklist)
2. Notify local law enforcement at event via radio
3. Notify other private security company personnel via radio
4. One private security officer responds to Point Last Seen - PLS
5. Begin pre-designated search areas
   a. Facilities Staff to rooftop – Visual search of area
   b. Parking staff begin mobile perimeter
   c. Hasty search of PLS
   d. Search all restrooms
6. (LP) Name: ___________________________________ Age: ______
7. Physical Description: ___________________________________
8. Clothing Description: ___________________________________
10. Time Last Seen: _______ PLS: _________________________
11. L.E. Notified YES □  NO □ Time Notified: _____________
12. Hasty Search Areas: ________________________________

13. Call 911: YES □ NO □ Time Notified: ____________

14. Date: ________ Time: _____ R/P Name: __________________

15. Your Name: __________________________ (Give card to security supervisor)

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**Robbery Checklist**

1) Be polite

2) Do what the person says

3) Try to stay calm

4) Try to memorize what the person looks like
   a) Height – Weight – Hair Color – Eye Color – Age – Race
   b) Hat – Shirt – Jacket – Pants – Belt – Shoes
   c) Weapon – Vehicle – Direction of Travel
# Community Center
## Incident Report

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Prepared By: ![Page:](13)