

SECURITY INFORMATION

To Show Managers:

Welcome to the Kansas City Convention and Entertainment Center. We hope to make your event a pleasant and profitable for you as we can. On the basis of experience, we have established the following standardized security procedures intended to reduce, as much as possible, any risks, losses or thefts.

SECURITY FORCES

In order to protect your merchandise and equipment, security should be provided from the time your merchandise and equipment arrives, until the time everything of value has been removed. The general rule is to maintain a security-presence:

- At the dock during move-in
- During all show hours
- Overnight, and
- During move-out

The number of security personnel needed varies depending upon the size, composition and expected attendance of the event, and the value of equipment brought in. Based upon previous experience, the Department has developed the following standard minimum levels of security applicable to various types of events. These minimums do not take into account special circumstances such as extraordinarily high value exhibits.

TRADE SHOWS, CONVENTION, NON-PUBLIC

One Security guard per entry lobby during show hours.

One Police Officer external patrol during night events (when foot traffic or outdoor event is anticipated).

One Security Guard per Bartle Hall section overnight.

One Security Guard per Bartle Hall section overnight, when high-value items are present.

One Security Guard per dock area during move-in and event hours.

One Security Guard per floor section roving during event hours.

One badge Checker per escalator bank.

PUBLIC EVENTS — TICKETED

One Armed Guard per ticket sales location.

One Security Guard per entry lobby during show hours.

One Security Guard per Bartle floor section overnight.

One Security Guard per Bartle Hall section overnight, when high-value materials are stored.

One Security guard per dock area during move-in and show hours.

Two ticket takers per escalator bank.

Two Security Guards per floor section of booths during show hours.

NON-PUBLIC EVENTS – MUSIC HALL

One Ticket Taker per entrance.

One Usher per aisle in orchestra.

One Usher per 2 aisles in balcony.

PUBLIC EVENTS – MUSIC HALL

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One Usher per aisle in orchestra.

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Set up according to show and expected attendance; typically consisting of 3-4 ticket takers, one usher per aisle, crowd control personnel, with police if high-energy event.

NON-PUBLIC EVENTS – ARENA

Two Ticket Takers

One usher per aisle of floor seating

If you have an in-house professional security staff, they may perform your security duties, if covered by your insurance. Volunteer staff from within your organization may also be used to partially satisfy your requirements. We restrict the carrying of weapons and firearms to properly commissioned police officers and to our staff.

LOCK CHANGES

We will change the combination locks to the show offices for you upon request, at no cost. As that office then becomes the most secure part of your leased space, the combination will be given only to yourself, or other persons whom you have designated. All show office combinations will be retained in an envelope, sealed in your presence if you so desire, and filed in the Security Office.

Key lock changes will also be made upon request, at a fee of \$15.00 per lock changed. The first two keys are provided to you at no charge, with a fee of \$1.50 per key thereafter. Each unreturned key is subject to a \$5.00 fee. Keys are filed in the same manner as combinations. In those rare instances when a lock change must be accomplished by an outside locksmith, that cost will be passed on to you.

To protect you, we will not give out a combination, or open a show office for any person other than yourself or your designated representative, except in case of emergencies such as pipe breakage or fire. It will be your responsibility, in turn, to give the combination or key to those persons authorized by you to enter that space. Upon completion of your event, we recommend that you contact Security, who will verify with you that all show items have been removed from the show office.

TICKETED PUBLIC EVENTS

Whenever box offices are used to sell tickets, we will require that an armed, off-duty Kansas City Missouri Police Officer remains in the vicinity of the box office or ticket booths during open hours. The off-duty K.C. P. D. Officer remains on post from 30 minutes before opening until the funds are cleared from the box office. Funds transfers from the counting room to the central funds vault will be under off-duty K.C. P.D. Officer. The Event Coordinator will arrange for the K.C.P.D. Officers which the lessee provides payment to.

The configuration of multiple portable ticket booths is set so that hi-backs protect the sides and rear access, and the cash room. The hi-backs are for your protection, and the decorators are adept at concealing them. They will only be removed upon your written assumption of risk.

BOMB THREAT PLAN

A copy of the Bomb Threat Plan is available upon request.

PUBLIC CONCERTS

High-energy public events, such as rock concerts, wrestling matches, etc., call for high density of security personnel, with an appropriate mixture of uniformed police, and information "T-Shirt" crowd directors. For these events, security forces will remain on site from 30 minutes before the event until 30 minutes after the event. The event will be deemed to start when the doors or box office open. Police officer's duties at these events may extend to a 45 minute period after the event, during which they will patrol a specified area as your patrons leave our premises.

DOOR OPENINGS AND CLOSINGS

We will open and secure doors on your request, however we recommend that you provide a schedule of the times to your assigned event coordinator. Doors, which have had lock changes, will not be opened for cleaning without an event representative present. It is the policy of this venue to secure all exterior doors overnight, and to retain control over those doors until morning. Should you require entry during off-hours, a guard must be posed at the door with an access list from you, and a sign-in-register, which we will provide.

LOST AND FOUND

For the convenience of your patrons, we recommend that you maintain a lost and found facility at your registration booth or some other central point. Items turned in at the end of an event, or by patrons directly to Security, are maintained for a minimum of 90 days before disposal.

LIFE SAFETY ISSUES

This facility subscribes to the Uniform Fire Code Standards, and requires adherence to them. Of particular note are those issues pertaining to maintaining clear fire except routes, and control of flammables and other hazardous materials. We will strictly enforce safety codes.

PARKING

Street level parking around the Convention Center is extremely limited. An underground, three-level garage is located under Barney Allis Plaza, with entrances on both Central and Wyandotte Streets. There are also several street-level lots on Broadway. In recognition of your needs, short-term parking for **LOADING AND UNLOADING ONLY** is permitted on sidewalks adjacent to entrances. Other cars will be ticketed. Truck docks are assigned to you for the duration of your event, and the administration