



Branson Convention Center Event Services General Event Staffing Standards



Listed below are the general staffing guidelines for events at Branson Convention Center (BCC). This is meant to cover all types of personnel scheduled specifically for events, their duties, and requirements. If you need clarification or would like to discuss an exception/modification to these staffing guidelines, consult the Director of Event Services. Any labor can be requested by an event client to be scheduled even if not required for their event.

NOTE: All labor is subject to a 4 hour minimum and is always be scheduled to arrive 30 minutes prior to the beginning of their task and stay until 30 minutes after the conclusion of their task. Staffing requirements are subject to change without notice.

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VENUE SECURITY

Branson Convention Center has 24-7 Security personnel on site whose job is to maintain safety and security for the venue itself, as opposed to for each individual event; however, there are circumstances in which they would be scheduled specifically for event needs. Below are types of staffing which BCC Security can provide as well as when Branson Convention Center requires them; however, clients may always request these of their own accord.

Parking Guards: Parking Guards are assigned to a specific area of parking to ensure only authorized staff or event personnel are utilizing parking. *Circumstances when required:*

- **Rented South Lot:** Events which have paid to rent out the South Parking Lot will have a minimum of 1 Parking Guard per day the lot was rented at no cost to ensure only their attendees park in those spaces.

EVENT SECURITY

All Event Security, also known as “T-Shirt Security,” personnel are provided by *either MIB Events & VIP Security or HISS Security Services*. Below are the types of staffing which T-Shirt Event Security can provide as well as when Branson Convention Center requires them; however, clients may always request these of their own accord.

Alcohol Control: Alcohol Control are security personnel hired specifically for duty during events where alcohol is being served to monitor safety and address issues that may arise concerning intoxicated guests. *Circumstances when required:*

- **Bars:** A minimum of 2 Alcohol Control personnel are required during times when alcohol is served for events of any type. If alcohol is being served in multiple rooms, more may be required.

Dock Marshals: Dock Marshals are assigned to the specific duty of marshaling vehicles and maintaining access to their assigned event loading and unloading space. They also ensure that only those allowed to enter the event via that location get through and control traffic of vehicles entering the building. *Circumstances when required:*

- **Expo, Trade Show, Consumer Show, or Car Show Use of Loading Dock:** 1 Dock Marshal is required to be posted at the Loading Dock during hours when the Loading Dock is in use for an expo, trade show, consumer show, or car show. 2 or more may be required if there are multiple events using the Loading Dock or there is a lot of traffic for the 1 event. Since the Security office is located in front of the Loading Dock, this requirement is waived for event load ins for types not listed above - unless a heavier amount of traffic than Security can keep eyes on is anticipated.
- **Exterior Overhead:** 1 Dock Marshal is required to be posted at exterior overhead doors during hours when an exterior overhead door is in use for an event for long periods of time. This requirement can be waived and Security can stand in temporarily if the overhead is only need for a short period of time once or twice.

Roaming / Crowd Control: Roaming / Crowd Control staff can be used for generic roaming or stationary security personnel or to do wandering, bag checks, etc. if needed. *Circumstances when required:*

- **Events Consisting of Minors:** A minimum of 2 Roaming / Crowd Control personnel are required during event hours for events whose attendees or participants consist primarily of minors; this would include competitive sporting events and camps for minors, conferences where attendees are minors, etc. If using the Exhibit Hall or Taneycomo Ballroom, there should be 1 dedicated to each room as well as 1-2 to roam the Concourses.
- **Large-Scale Events:** A minimum of 2 Roaming / Crowd Control personnel are required to be on site during event hours for large-scale events of any type. If using the Exhibit Hall or Taneycomo Ballroom, there should be 1 dedicated to each room as well as 1-2 to roam the Concourses.
- **Political Events:** A minimum of 2 Roaming / Crowd Control personnel are required to be on site during event hours for political events such as campaign rallies regardless of attendance, then the Large-Scale Events attendance policy applies to how many more are required.
- **Weapons Check:** Weapons check personnel are required for any event which will be bringing weapons on the premise. This typically applies to trade or consumer shows displaying and/or selling firearms and other weapons on site or comic/gaming conventions and events where guests dress in cosplay and may have prop weapons. The number required will depend on the type and amount of potential weapons that will be brought on site.

Backstage: Backstage staff can be assigned to backstage duties such as controlling access, dressing rooms, etc. This is mostly for true ticketed events such as concerts, so will not be used often for our facility.

Emergency Response: The Emergency Response personnel can be used for assistance in emergency situations, such as the venue providing disaster relief services after a disaster occurs. These will only be scheduled if needed for an emergency.

VIP: VIP personnel can be utilized for a VIP guest or to control access to a VIP area. These can be scheduled at the client's request if they have a VIP guest or area needing this service.

Supervisor: Supervisors provide oversight of T-Shirt Security staff on site during events and provide breaks for their team.
Circumstances when required:

- **Large # T-Shirt Staff Onsite:** At least 1 Supervisor should be requested anytime an event requires 5+ T-Shirt Security staff in addition to those staff. More can be requested for larger amounts of T-Shirt Event Security staff.

POLICE SERVICES

Police Officers are scheduled through the City of Branson Police Department (BPD). Below are types of staffing which BPD can provide as well as when Branson Convention Center requires them; however, clients may always request these of their own accord.

Bomb Sweep: Police Officers can be scheduled for a bomb sweep to inspect and secure the perimeter a facility or room for bombs or other suspicious items/individuals. *Circumstances when required:*

- **Political Events:** A bomb sweep is required at least 1 hour prior to public event hours for political events such as campaign rallies regardless of attendance. This is at no cost to the client.

Police staffing may also be required in lieu of T-Shirt Security staffing for especially large events or events of a sensitive political nature. Additionally, police staffing may at times be utilized by the venue in lieu of T-Shirt Security staffing when necessary.

MEDICAL SERVICES

Taney County Ambulance District (TCAD) personnel are EMTs that can be hired to be on site for events where there are medical concerns. There are three types of TCAD medical personnel that can be hired. Below are types of staffing which TCAD can provide as well as when Branson Convention Center requires them; however, clients may always request these of their own accord.

BLS Standby EMT Personnel: This consists of 1 EMT that can be present on site to immediately tend to any first aid, medical, or other health-related incident on site. This is what will be required most often for events; however, it is acceptable to order an ALS unit (below) in place of 2 EMTs. *Circumstances when required:*

- **Sporting Events:** 1 EMT is required per competition space during event hours for sporting events; this is defined as all athletic, dance, cheer, wrestling, or other physically competitive or sporting events.
 - If the event has 1 competition room, then only 1 is required.
 - If the event has 2+ competition rooms, then 2+ EMTs are required.

ALS Ambulance w/ 1 Paramedic & 1 EMT: This consists of a full standby unit with 1 paramedic and 1 EMT accompanied by a ready-to-go ambulance. *Circumstances when required:*

- **Large-Scale Events:** ALS unit is required to be on site during event hours for large-scale events of any type.
 - Events expecting 2,000+ attendees per day are required to have 1 ALS unit during event hours.
 - Events expecting 5,000+ attendees per day are required to have 2 ALS units during event hours.
 - More ALS units may be required if event expects well over 5,000 attendees per day.
- **Political Events:** 1 ALS unit is required to be on site during event hours for political events such as campaign rallies regardless of attendance, then the Large-Scale Events attendance policy applies to how many more are required.

Command Staff: This consists of 1 staff member who is able to run a Command Center for major events with a large deployment of EMTs, paramedics, and other medical personnel. *Circumstances when required:*

- **Large-Scale Events:** 1 Command Staff is required for major events in which 5+ medical staff are on site; most frequently large City-wide events with well over 5,000+ attendees.
- **Political Events:** 1 Command Staff is required for political events expecting over 5,000 attendees regardless of number of medical staff on site.

Medical staffing can be waived in writing by the client IF the client has nurses, trainers, EMTs, or other medical professionals on site at all times during their event hours. The following information must be provided to your Event Manager in order to waive this requirement: names and contact information for medical professionals, location medical professionals will be located on site, and statement from client or authorized event contact waiving BCC medical staffing.

FIRE SAFETY SERVICES

Fire Marshals and Fire Watch are provided by the City of Branson Fire Department (BFD) and work to maintain fire prevention standards and safety. Below are types of staffing which BFD can provide as well as when Branson Convention Center requires them; however, clients may always request these of their own accord.

Fire Marshal: The City of Branson Fire Marshals can be contacted to review and approve event setups and floorplans to ensure they are safe and meet local Fire Code standards. They can also be contacted to set up appointments for them to walk through event setups during load in to ensure safety on site. *Circumstances when required:*

- **Floorplan Fire Code Concerns:** Any event that has a floorplan which does not clearly meet Fire Code standards must be submitted to BFD for review and approval. This is at no cost to the client.
- **Onsite Fire Code Concerns:** Any event whose floorplan was not pre-approved by the venue and is anticipated to have Fire Code concerns, or any event which in the past has deviated from their floorplan in a way which causes Fire Code concerns, should have a Fire Marshal scheduled to inspect during load in. This is at no cost to the client.

Fire Watch: BFD Fire Watch is scheduled to be on site during hours in which there are fire safety concerns, whether during event hours, rehearsals, load-in, or any other time. *Circumstances when required:*

- **Haze/Pyro in Use:** A minimum of 2 Fire Watch is required anytime haze or pyro is in use, whether during a rehearsal or event hours. More may be required if haze or pyro is in use in multiple rooms.
 - **NOTE:** Haze/pyro are allowed in the Exhibit Hall and Taneycomo Ballroom spaces with advance approval by the Event Manager ONLY. All organizations are required to be licensed to use pyro of any kind by the State of Missouri.
- **Vehicles Indoors Not Meeting Display Standards:** A minimum of 2 Fire Watch is required during event hours anytime vehicles not meeting display standards is indoors. More may be required if vehicles not meeting display standards are indoors in multiple rooms. Examples of a vehicle does not meeting display standards include: above ¼ tank of gas, the battery is not disconnected, the engine is on, or the vehicle is moving during event hours.

GUEST SERVICES

Branson Convention Center Guest Services are internal staff who aid guests and attendees during events. Below are types of staffing which BCC can provide. **NOTE:** These staff are NOT authorized to handle money on behalf of clients at any time.

Coat Check: Coat Check attendants are scheduled to operate coat check stations when requested by events. More than 1 Coat Check attendant is recommended for events with 500+ guests during cold or bad weather conditions.

Ushers / Ticket Takers: Ushers and Ticket Takers are Guest Services staff who can aid with taking tickets, checking badges/wristbands, or helping guests find their seats. The number needed is decided upon depending on the number of guests expected.



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Registration / Info Desk Attendants: Registration or Info Desk Attendants are Guest Services staff who can man these areas on behalf of conventions or other events at their request to provide answers to attendee questions regarding schedule, locations, etc.

Supervisor: Supervisors help provide oversight and provide breaks to Guest Services staff during an event. A minimum of 1 Supervisor should be scheduled for events with 5+ Guest Services on site, in addition to those staff.