

Public Safety and Event Security

Public Safety

The Center maintains an extensive in-house security operation. Our trained Public Safety personnel maintain 24-hour security coverage for the Center's perimeter areas, internal corridors and life safety alarm system. Building security will also open and secure exterior and interior non-event space access doors and monitor internal traffic flow.

The Security Command Center, located on the Atrium Level, administers and manages all public safety/security systems and procedures. All incidents should be reported to the Public Safety Manager immediately. Following notification of any incidents, Public Safety staff members will initiate appropriate reports and investigations.

All incidents reports completed by the Center are internal documents and will not be released.

Event Security

The rental of space does not include costs associated with Event Security. The Center provides Event Security personnel on an exclusive basis. Services available include overnight security, badge checkers, ticket takers, etc.

Certain mandatory posts are required during move-in, event hours and move-out. Additional screening measures may be required for certain events.

The Center's Public Safety Department along with your Event Manager will develop a comprehensive, cost-effective event security plan catered to your specific event needs. For costs associated with Event Security please contact your Event Manager.

Recommended Posts

Move In/Out Day(s)

- Loading Dock: Responsible for monitoring and maintaining the load in/out activities to ensure the building safety policies and procedures are being upheld within the loading dock. Additional guards are required for shows with a large amount of POV's
- Overnight: Responsible for securing the exhibit hall after working hours.

Event Day(s)

- Badge Checker: Responsible for ensuring only authorized attendees, staff, requests and exhibitors are permitted on the exhibit floor during the hours requested.
- Ticket Taker: Responsible for the taking of tickets during public events.
- Overnight: Responsible for securing the exhibit hall after working hours. This is required when there are any exhibitor materials/crates within the facility.

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Recommended Posts (Continued)

- Floor Roamer: May be required for events with high attendance, competitions or other special events that dictate a need for security to be present for crowd control purposes.

Mandatory Posts

These posts are required for events taking place within the Exhibit Halls and in some cases, Grand Ballroom events:

Move In/Out Day(s)

- Exhibit Floor/Overhead Dock Door: Responsible for monitoring and maintaining the load-in activities to ensure the building safety policies and procedures are being upheld within the exhibit floor.
- Guard Shack: Responsible for maintaining safe and secure environment for clients and employees by patrolling and monitoring premises and personnel coming in and out of the loading dock.
- OD1 Guard: Responsible for monitoring flow of traffic in and out of loading dock.

Event Day(s)

- Entrance Guard/Greeter: Responsible for monitoring building entrances. They're stationed at all main entrances of the facility. To have an entrance open, an Entrance Guard needs to be in place.
- Emergency Exit(s): Responsible for ensuring these areas are kept clear and only accessed by authorized personnel.

Staffing levels and additional posts will be at the discretion of Center Management as deemed appropriate after carefully considering the nature of the event. Final decision rests with the Center regarding security coverage for your Event. Listed below are some further guidelines and security posts.

Additional security positions that may be required include but are not limited to:

Supervisors

One (1) Supervisor is required for every five (5) event guards on duty. The Supervisors will ensure that all guards are on post, following instructions and give breaks to guards as needed.

Escalators Guard

May be required for events requiring the use of elevators for load-in/load-out of exhibit materials. This position directs any exhibitors transporting materials that could damage the escalators to use the nearest elevator.

Guidelines, Information, Regulations

Escalators Guard (Cont.)

In addition, this post may be required when the demographics and/or the nature of the event poses increased risks involving the use of escalators (i.e., children, pets, etc.).

Freight/Passenger Elevator

Required for events requiring the use of freight/passenger elevators for the load-in/load-out of materials.

Traffic Detail

May be required at the main entrances (Lakeside or St. Clair) to control the flow of vehicular and pedestrian traffic. Events with 5,000 or more attendees will require a traffic detail or for events that Center Management deems necessary. A traffic detail will also be required when West Mall Dr. (Franz Pastorius Dr.) is utilized as a loading/unloading zone for events. Traffic detail for simultaneous events may be pro-rated. A permit must be pulled with the city of Cleveland to use this street as a loading/unloading zone. Please discuss with your Event Manager in advance.

Paramedic

See details listed in the EPG

Police Officers

See details listed in the EPG

Event Security services will be provided under the following guidelines:

- Four-hour minimum per guard per day
- For every five security positions (per day) a security supervisor is required.
- 72-hour notice is required for the last-minute changes and cancellations.