



REPORT TO COUNCIL City of Sacramento

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STAFF REPORT
October 25, 2005

Honorable Mayor and
Members of the City Council

Subject: Report Back: City Hall Security Plan

Location/Council District: 915 I Street (District 1)

Recommendation:

- Adopt a Resolution authorizing the City Manager to implement the security staffing plan and visitor process as outlined, and to modify the plan as deemed necessary, with periodic updates to City Council.

Contact: Cynthia Kranc, Facilities Manager, (916) 808-2258; Gordon Rokusek, Building Services Manager, (916) 808-5314

Presenters: Cynthia Kranc, Facilities Manager

Department: Department of General Services

Division: Facilities and Real Property Management

Organization No: 3275

Summary:

This report:

- Provides information on the City Hall Complex security plan and process.
- Requests approval of the plan and authority to implement the plan.

Committee/Commission Action: None.

Background Information:

Now that the moves into the City Hall Complex have been completed, building operations are well under way. A multi-department, interdisciplinary team has designed a security plan for the site and this report provides an overview of the plan.

Security at the City Hall Complex was an important part of the overall City Hall planning process because of the need to provide a safe and secure environment for the public and for the City staff and its elected officials. A comprehensive security plan is

necessary because of the consolidation of multiple departments and multiple public services to one site and because there are two buildings on one site with multiple entrances.

In early 2005, a team consisting of the Police Department, the City's contracted security company, and the building operations team (General Services) researched and developed the initial security plan. This team reviewed security plans at the Attorney General Building, Cal EPA, and SMUD headquarters. Additionally, staff consulted with a high-rise security expert. The initial City Hall plan was comparable to these operations. The basic premise was that all individuals visiting City Hall would be required to be identified by wearing a badge.

Upon City Hall opening in May 2005, staff operated under the initial plan with the intentions of further refinement after gaining some hands-on experience. The initial plan included: 1) requiring each visitor to have photo identification, and 2) producing a visitor's badge by scanning the identification using a scanning machine.

After the first few weeks, it became clear that modifications in the process were necessary to address primarily the time delay and the overall inconvenience to our residents and customers. Staff also received a wide range of feedback from the public, staff and the Mayor and City Council offices regarding the new security processes. Comments varied such as: security is not needed; there is too much security; there is not enough security; badges are not needed; and badges are needed. There were also several complaints on the delays caused by visitor waiting lines.

The team listened to feedback, evaluated the plan and adjusted the processes where possible. Staff modified the processes as necessary to improve customer service without compromising safety and security. First, staff addressed the visitor waiting lines. Staff installed additional equipment and increased the training of all personnel that would be using the system. During peak demands, a second security officer tends the kiosk and assists with the identification badge process. In addition, back up security personnel would be readily available when more than three persons are waiting in the security line. Second, staff modified the requirement for identification to allow for multiple options for visitors entering the building. Other process improvements included providing long term contractors and consultants with contractor badges, and setting up GroupWise conference room meeting messages to acknowledge the meeting and to suggest that a list of all meeting attendees be provided to building security in advance, so that badges can be prepared ahead of time.

Based on five months of operation in the building and responding to the feedback on specific operational issues the security team recommends approval of the following security plan for City Hall.

PROPOSED CITY HALL SECURITY PLAN

Security Staffing:

The staffing plan for daily operations during business hours consists of one retired police officer and two contract security officers at New City Hall and two contract security officers at Historic City Hall. During off-business hours, weekends and holidays two security officers provide 24-hour coverage for the entire complex including both buildings. During City Council meetings (days and evenings), an additional retired police officer and a sworn police officer provide assistance at the metal detector and in the City Council Chamber. For special events at the site, an additional security guard is required and an event fee covers the cost of this service. During escalated security threats as defined by Homeland Security, additional security officers will be on site; and if the security threat reaches yellow, orange, or red, the site will be turned over to the Police Department for operational control.

All security personnel and retired or sworn police officers will be required to participate in a training by both the Police Department and Department of General Services (building management). Periodic training will also be required for updates in policy, procedures or equipment.

Visitor Process:

The visitor process requires that visitors, contractors and meeting attendees check in with the security desk/kiosk and receive a visitor badge. At the security kiosk, a security badging system produces visitor badges. We request that visitors provide identification, which is scanned, and the security system produces a disposable visitor badge. For repeated visits to the site, the visitor's data is retrieved and another disposable badge is produced. If the individual does not have identification available when checking in, then their name is entered into the database and a badge is produced.

During peak demands, a second security officer tends the kiosk and assists with the badging process. In addition, back up personnel would be readily available if there are more than three persons in line at the security kiosk. Long-term contractors and consultants can be provided with contractor badges and a list of meeting attendees can be provided to building security in advance, so that badges can be prepared ahead of time.

As we continue to receive feedback from City staff, elected officials and visitors and as we learn more about building operations, staff will modify the processes to improve our ability to serve the tenants and the public as efficiently and effectively as possible.

Financial Considerations:

An initial estimate of the City Hall operating costs was approved in the FY 2005/06 budget hearings. Information on any changes required to the budget will be brought forward at the FY 2005/06 Midyear Budget Review.

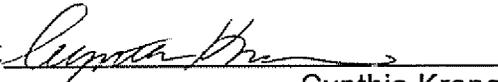
Environmental Considerations: N/A

Policy Considerations:

The action requested herein is consistent with the Sacramento City Code, Title 3 and with the City's Strategic Plan goal to improve and expand public safety.

Emerging Small Business Development (ESBD):

No goods or services are being purchased.

Respectfully Submitted by: 
Cynthia Kranc
Facilities Manager

Approved by: 
Reina J. Schwartz
Director, Department of General Services

Recommendation Approved:


ROBERT P. THOMAS
City Manager

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RESOLUTION NO.

Adopted by the Sacramento City Council

October 25, 2005

CITY HALL SECURITY PLAN

BACKGROUND

- A. Security at the City Hall Complex is important because of the need to provide a safe and secure environment for the public and for the City staff and its elected officials.
- B. A multi-department, interdisciplinary team consisting of the Police Department, a contracted security company, and the building operations team researched and developed the initial security plan.
- C. The basic premise of the security plan is that all individuals visiting City Hall are required to be identified by wearing a badge.
- D. As feedback continues to be received from the public, staff, and the Mayor and City Council offices, the security process will continue to be modified to improve the ability to serve the City staff and its elected officials and the public as efficiently and effectively as possible.

BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

- Section 1. The City Manager is authorized to implement the City Hall Security Plan which includes the security staffing plan and visitor process as outlined, and to modify the plan as deemed necessary, with periodic updates to City Council.