



9

September 16, 1981

COMMUNITY/CONVENTION CENTER
CITY OF SACRAMENTO
SAM J. BURNS, GENERAL MANAGER

City Council
Sacramento, California

Honorable Members in Session

SUBJECT: Crowd Control Services Contract

APPROVED
BY THE CITY COUNCIL

SEP 23 1981

AG 810489

OFFICE OF THE
CITY CLERK

SUMMARY

The current crowd control services contract for crowd control staffing at the Sacramento Community/Convention Center Complex held by ADMISSION SERVICES, INC., expired September 10, 1981. ADMISSION SERVICES, INC., has supplied crowd control personnel for the past five and one-half years (since November, 1976) at the Complex.

Although we have had no major problems with ADMISSION SERVICES, INC., we feel it would be appropriate at this time to put this contract out to bid in order to provide a bidding process opportunity for those other crowd control service companies who have expressed interest in providing this service at the Sacramento Community/Convention Center Complex, as well as to reassess which crowd control service company can provide the best quality of service to the Complex.

This contract would be in effect for a period of 24 months.

BACKGROUND INFORMATION

For the past five and one-half years the Sacramento Community/Convention Center Complex (which includes the Memorial Auditorium) has utilized the services of ADMISSION SERVICES, INC., in providing crowd control service personnel.

In evaluating crowd control service requirements for the Sacramento Community/Convention Center Complex in 1974, it was staff's determination that it would be more economical to contract for these services. Costs for supervision, payroll and wage increases were taken into consideration in making the determination that this contract would best be put out to bid.

- more -



In 1975 the original crowd control contract was put out to bid within the City of Sacramento; at that time, we received only one firm bid submitted by ADMISSION SERVICES, INC.. In November of 1976 the City entered into a contract with ADMISSION SERVICES, INC., to provide the Community Center Complex with crowd control service personnel.

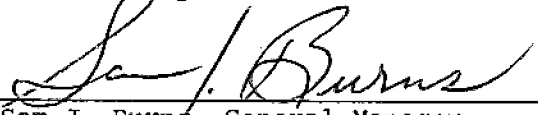
FINANCIAL DATA

The cost of crowd control personnel utilized during events at the Community Center Complex is borne totally by the promoter and/or licensee. There is absolutely no cost to the Community Center Complex or to the City of Sacramento for this service. As with all contracted services within the building, Community Center management scrutinizes all costs to the promoter at all times in an effort not to create such a burden which would decrease promotion of events at the Sacramento Community Center Complex.

RECOMMENDATION

It is recommended that the City Council adopt the attached Resolution calling for bids due October 27, 1981 and extend the existing agreement with Admission Services, Inc. for a period of two (2) months.

Respectfully submitted,



Sam J. Burns, General Manager

Recommendation approved:



Walter J. Slips, City Manager

September 22, 1981

RESOLUTION NO. 81-689

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

September 23, 1981

RESOLUTION APPROVING THE EXTENSION OF AN EXISTING AGREEMENT
WITH ADMISSION SERVICES, INC. FOR CROWD CONTROL SERVICES

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:

That the City Manager and City Clerk are hereby authorized to execute an agreement extending an existing agreement with Admission Services, Inc. for crowd control services from September 10, 1981 to and including November 10, 1981.

MAYOR

ATTEST:

CITY CLERK

RESOLUTION NO. 81-690

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

RESOLUTION CALLING FOR SEALED CROWD CONTROL
BIDS RELATING TO THE SERVICES CONTRACT FOR THE
SACRAMENTO COMMUNITY CENTER COMPLEX

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:

1. The Sacramento City Council hereby invites and calls for sealed offers or bids for the CROWD CONTROL SERVICES CONTRACT in accordance with the specifications entitled, "Invitation to Bid for the CROWD CONTROL SERVICES CONTRACT for the Sacramento Community Center Complex." Copies of the specifications are available in the office of the City Clerk, Room 308, City Hall, 915 I Street, Sacramento, California 95814. Sealed offers or bids shall be submitted to the City Clerk no later than 10:30 A.M., October 27, 1981.
2. The offers or bids will be opened on October 27, 1981, at the office of the City Clerk, Room 308, City Hall, 915 I Street, Sacramento, California, 95814, at 10:30 A.M., or as soon thereafter as practicable.
3. The City Clerk shall publish this Resolution in the official newspaper of the City once a week for two consecutive weeks.

MAYOR

ATTEST:

CITY CLERK



COMMUNITY/CONVENTION CENTER
CITY OF SACRAMENTO
SAM J. BURNS, GENERAL MANAGER

September 15, 1981

ADMISSION SERVICES, INC.
Mr. Bill Gamper
1812 J Street; Suite 4A
Sacramento, California 95814

Dear Mr. Gamper:

In order to allow adequate time for bidding procedures to take place for the Crowd Control Services Agreement at the Sacramento Community Center Complex, the current Crowd Control Services Agreement must be extended for the period from September 11, 1981, to and including November 10, 1981.

Please indicate your agreement with this extension by signing and dating this letter in the appropriate spaces provided below.

Thank you for your cooperation in this matter.

Sincerely,

Sam J. Burns, C.F.E.
General Manager

EXTENSION APPROVED: _____

Bill Gamper
For Admission Services, Inc.

DATE: September 17, 1981

APPROVED: _____

Walter J. Slips, City Manager



CROWD CONTROL SERVICES AGREEMENT

NOTICE OF CALL FOR BIDS

NOTICE IS HEREBY given that the City of Sacramento will, on the 27th day of OCTOBER, 19 81, at 10:30 a.m., open bids for Crowd Control Agreement for the Crowd Control Services at the City of Sacramento Community/Convention Center Complex for a period of twenty-four (24) months, with option to renew from year-to-year.

Sealed proposals will be received in the Office of the City Clerk, City Hall, up to and until 10:30 a.m. on OCTOBER 27, 19 81. Any bids received after the closing time of 10:30 a.m. will be returned unopened. No bid which has been submitted to and received by the Office of the City Clerk shall be withdrawn, or returned, except as provided in the immediately preceding sentence.

Copies of the agreement documents and instructions to bidders are available upon request from the Office of the City Clerk, City of Sacramento. A set of such documents may be obtained by interested parties from the City Clerk upon payment of \$10.00 to the City Revenue and Collections Department. This payment is not refundable.

Envelopes containing bids shall be plainly marked, "Sealed Bid - Crowd Control for Sacramento Community/Convention Center", date and time of closing written thereon.

Sealed bids must be accompanied by a surety bond, acceptable to the City of Sacramento, certified or cashier's check in the amount of \$ 1,000.00 made payable to the City of Sacramento. Said surety bond, certified or cashier's check shall be forfeited in the case of a failure or refusal on the part of the successful bidder to enter into said agreement under this bid call.

Checks will be returned to unsuccessful bidders when the agreement is awarded or other disposition has been made.

On the day named in the public notice, the City Clerk shall publicly open the sealed bids. The City shall carefully study and analyze all such bids and, on or after the seventh day after the bids are opened, may award the Crowd Control Agreement to the person then determined to be the lowest responsible bidder.

If the successful bidder fails to execute, sign and deliver the Crowd Control Agreement within thirty (30) days after receipt thereof, and to provide the City with each and every bond and evidence of insurance required thereunder within said thirty (30) day period or such other period as the Agreement expressly provides, the City may, in its sole discretion, regard such failure as a refusal to enter into said Agreement, in which event the bond or check accompanying the bid shall be forfeited, the bid may, in the City's sole discretion, be awarded to another bidder, and the City may proceed to seek such further relief or remedy as may be available at law or in equity. If the City deems it is for the best interests of the City, it may, upon the refusal or failure of the successful bidder to execute the contract, award it to the second lowest responsible bidder. If the second best responsible bidder fails or refuses to execute the contract, the City may likewise award it to the third lowest responsible bidder.

In the event the City rejects all bids, or in the event the bidder to whom the contract award is made fails to enter into the contract as required and the City does not make an award to the next lowest responsible bidder, the City may call for new bids or, in its sole discretion, may dispense with competitive bidding as provided in Section 57.401 of the Sacramento City Code.

DATED:

CITY OF SACRAMENTO

CITY CLERK

CROWD CONTROL SERVICES

BID PROPOSAL

Date _____

Place _____

Proposal of _____,
a corporation duly organized and existing under the laws of the state of _____,
a partnership consisting of _____

The undersigned, having familiarized himself with legal advertisement, instructions to bidders, bidder's proposal form, specifications, and crowd control agreement, in connection with the Crowd Control Services at the Sacramento Community/Convention Center Complex in the City of Sacramento, California, hereby proposes to furnish the services at a charge as set forth herein:

The charges for crowd control services at the Sacramento Community/Convention Center Complex, inclusive of all costs, shall be:

- A. Ushers: \$ _____ per hour with a minimum call of _____ hours;
- B. Ticket Takers: \$ _____ per hour with a minimum call of _____ hours;
- C. Crowd Directors: \$ _____ per hour with a minimum call of _____ hours;
- D. Door Guards: \$ _____ per hour with a minimum call of _____ hours;
- E. Head Usher: \$ _____ per hour with a minimum call of _____ hours.

The undersigned has examined the locations and conditions of the proposed work and is familiar with the specifications and other contract documents and the local conditions at the place where the work is to be done.

The undersigned has checked carefully all of the foregoing figures and understands that the City of Sacramento will not be responsible for any errors or omissions on the part of the undersigned in making up this bid.

For bidding and evaluation of bids, the City will use the following estimated number of events:

- A. Ushers: 300 events, 8 ushers.
- B. Ticket Takers: 300 events; 2 ticket takers.
- C. Crowd Directors: 300 events; 1 crowd director.
- D. Door Guards: 250 events; 4 door guards.
- E. Head Ushers: 150 events; 1 head usher.

Each bid shall also include a brief summary of the business experience of the bidder and his qualifications to provide the crowd control services for the Sacramento Community/Convention Center Complex.

BID DEPOSIT ENCLOSED IN THE FOLLOWING FORM:

CERTIFIED CHECK
 CASHIER'S CHECK
 SURETY BOND

CONTRACTOR:

By _____
(Signature)

Title _____

Address _____

Telephone _____

CROWD CONTROL

BID DECLARATION

TO THE CITY OF SACRAMENTO:

The undersigned, as bidder, certifies that the only persons or parties interested in this proposal as principals are those named herein as bidder; that this proposal is made without collusion with any other person, firm or corporation, and is made in conformance with Section 57.302 of the Sacramento City Code; that in submitting this proposal he has examined the "Notice to Contractors" and the specifications concerning this proposal; that he proposes and agrees that if this proposal is accepted, that he will execute and fully perform the contract for which bids are called; that he will do all the work and furnish all the materials specified in the contract in the manner and time therein set forth; and that he will take in full payment thereof, the prices and amounts set forth in this proposal.

BIDDER:

Date: _____
By _____
Title _____
Address _____
Telephone _____

PLEASE READ CAREFULLY BEFORE SIGNING:

To be signed by authorized corporate officer or partner or individual submitting the bid. If bidder is: (Examples)

1. An individual using a firm name, sign: "John Doe, an individual doing business as Blank Company".
 2. An individual doing business under his own name, sign: your own name only.
 3. A co-partnership, sign: "John Doe and Richard Doe, co-partners doing business as Blank Company, by John Doe, co-partner".
 4. A corporation, sign: "Blank Company, by John Doe, Secretary", (or other title).
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CROWD CONTROL AGREEMENT

THIS AGREEMENT entered into as of November 11, 1981, between the CITY OF SACRAMENTO, a municipal corporation, hereinafter called "City", and _____, hereinafter called "Contractor".

The parties hereto mutually agree as follows:

1. Exhibits. The specification, marked Exhibits "A" and "B", attached hereto, are hereby made a part of and incorporated by reference into this Agreement.

2. Scope of Agreement. The Contractor agrees to furnish all labor as called for in Exhibit "B".

3. Agreement Amount and Payments. The charges for crowd control services to the Sacramento Community Center Complex, inclusive of all costs, shall be:

- A. Ushers: \$ _____ per hour with a minimum call of _____ hours;
- B. Ticket Takers: \$ _____ per hour with a minimum call of _____ hours;
- C. Crowd Directors: \$ _____ per hour with a minimum call of _____ hours;
- D. Door Guards: \$ _____ per hour with a minimum call of _____ hours;
- E. Head Usher: \$ _____ per hour with a minimum call of _____ hours.

4. Length of Agreement; Renewal; Termination. The term of this Agreement shall be for a period of twenty-four months commencing on November 11, 1981 and terminating on November 11, 1983. The Agreement may be renewed on the same terms and conditions on a year-to-year basis after the initial term with the mutual consent of both parties. Renewal shall be attached by written agreement executed by the

City and the Contractor not later than sixty (60) days prior to the expiration of the Agreement, or any renewal thereof.

Should the General Manager of the Sacramento Community Center, at any time, become dissatisfied with the Contractor's performance under the Agreement, he may, with the prior consent of the Council of the City of Sacramento, terminate the Agreement upon the giving of fifteen (15) days' written notice to the Contractor. Upon termination of the Agreement, the liability of the City shall be limited to those payments due to the Contractor for services performed by Contractor pursuant to the Agreement prior to the date of termination.

5. Compliance with Laws. The Contractor shall act as an independent contractor insofar as the performance of services hereunder is concerned. To that end, the Contractor shall employ and direct such personnel as it requires to perform said services, shall secure any and all permits that may be required in order to perform the services herein contemplated, shall exercise full and complete authority over its personnel, shall comply with all workers' compensation, employer's liability, and other federal, state, county, and municipal laws, ordinances, rules and regulations required of an employer performing services as herein contemplated and shall make all reports and remit all withholdings or other deductions from the compensation paid its personnel as may be required by any federal, state, county, or municipal law, ordinance, rule or regulation.

6. Method of Payment. The Contractor shall present to the Community Center Box Office Supervisor an itemized statement one (1) hour after the start of each event worked. A check for the monies due for each event will be issued to the Contractor within fifteen (15) days after the Box Office Settlement for that event.

8. Indemnity and Hold Harmless. Contractor agrees to indemnify City against any and all liability, losses, claims, demands, damages, or judgment arising from any act by, or negligence of, Contractor or its subcontractors or the officers, agents, or employees of either while engaged in the performance of this Agreement or while in or about the building or protected premises for any reason connected in any way whatsoever with the performance of this Agreement, or arising from any accident or injury, not caused by an act or omission of City, its agents, or employees or anyone employed by City other than this contractor, to any person, licensee, Contractor or subcontractor, or any officer, agent, or employee thereof while engaged in the performance of this Agreement, or while in or about the building or premises for any reason connected therewith.

Should it become necessary for purposes of resisting, adjusting, or compromising any claims or demands arising out of the subject matter with respect to which indemnification is provided by this paragraph or for purposes of enforcement of this paragraph, for City to incur any expenses, or become obligated to pay any attorneys' fees or court costs, Contractor agrees to reimburse City for such expenses, attorneys' fees, or costs within a reasonable time, in no event to exceed thirty (30) days, after receiving written notice from City of the incurring of such expenses, attorneys' fees, or costs.

Contractor shall pay City interest at an annual rate of seven percent (7%) compounded quarterly on all expenses or costs reasonably incurred by City in the enforcement of this paragraph and of any sums City may pay as a result of claims, demands, costs, or judgments with respect to the subject matter of this agreement, from the date such sums are actually paid.

City shall give Contractor fifteen (15) days' written notice of any claim with respect to the subject matter of this Agreement.

9. Contractor's Insurance.

(a) Comprehensive General Liability. The Contractor must provide broad coverage to include comprehensive general liability insurance, broad form property damage liability, contractual liability, and personal injury liability. The amount of the policy shall be no less than \$1,000,000

single limit per occurrence, issued by an admitted insurer as defined by California Insurance Code, providing that the City of Sacramento, County of Sacramento, Sacramento Community Center Authority, their officers, employees, and agents are to be named insureds under the policy, and the policy shall stipulate that this insurance will operate as primary insurance and that no other insurance effected by the City or other named insureds will be called on to contribute to a loss covered thereunder.

(b) Workers' Compensation. During the term of this Agreement, Contractor shall fully comply with the terms of the law of California concerning workers' compensation. Said compliance shall include, but not be limited to, maintaining in full force and effect one or more policies of insurance insuring against any liability Contractor may have for workers' compensation. Limits of coverage shall be at least \$1,000,000 for any one person. In the event the Contractor is self-insured, he shall furnish to City a Certificate of Permission to Self-Insure issued by the Department of Industrial Relations, Administration of Self Insurance.

(c) Certificate of Insurance. The Contractor shall have the City's standard Certificate of Insurance (attached) completed and filed with the City's Department of Finance within fifteen (15) days of the execution of this Agreement and prior to engaging in any operation or activity set forth in this Agreement. Said policies shall provide that no cancellation, major change in coverage, or expiration by the insurance company or the insured during the term of this agreement, without thirty (30) days' written notice to the City prior to the effective date of such cancellation or change in coverage.

Acceptance of the Insurance Certificate required under this Agreement does not relieve the Contractor from liability under the indemnity and hold harmless clause set forth in Paragraph 8 of this Agreement.

10. Dismissal of Unsatisfactory Employees. The Contractor shall employ persons who are competent and skilled in their respective line of work and whenever the Community Center Manager shall notify the Contractor that any person on the work force is, in his opinion, incompetent, unfaithful or disorderly, or refuses to carry out the provisions of this contract, or uses threatening or abusive language to any person on the work representing

the City, or is otherwise unsatisfactory, the Contractor shall remove the person from the work and he shall not be returned to the work unless the Contractor can give satisfactory assurances to the Community Center Manager that proper workmanship and proper conduct can be expected.

11. Performance Bond. At the time of signing the Agreement, the Contractor will be required to furnish a bond in the amount of \$1,000, in favor of the City of Sacramento, guaranteeing the fulfillment of the work specified. This bond shall run for the life of the Agreement.

12. Agreement Not to be Assigned. The whole or any part of this Agreement is not to be assigned without the consent of the City and no portion of the work required by this Agreement shall be subcontracted by Contractor without the prior consent of the City.

13. Suspension. Without affecting any right of cancellation or termination set forth in this Agreement, either party hereto may suspend this Agreement at any time because of strike of its personnel, war, the declaration of a state of national emergency, acts of God or the public enemy, or other cause beyond the control of such party, by giving the other party written notice of such suspension and reason for the same.

Payments to be made and services to be rendered hereunder shall be made and rendered to the date of such suspension and shall thenceforth cease until the period of such suspension has ended. Nothing herein contained shall prevent the City, in the event the Contractor suspends the operation of this Agreement, from securing the services herein contemplated from such other source as it so desires during the period of such suspension.

14. Non-Discrimination. The Contractor shall not discriminate in the employment of persons because of race, color, sex, national origin or ancestry, or religion of such person.

Contractor shall make a concerted effort to employ a work force at the premises specified in Paragraph 2 which is representative of the minority population of the City of Sacramento.

Contractor shall meet with the Community Center Manager or his designated representatives, within fifteen (15) days after the award of the contract and shall, within ninety (90) days after the said award, complete preparation of an affirmative action plan to achieve a fully

integrated work force, said plan to be acceptable to the Community Center General Manager. City hereby furnishes Contractor with data from the 1975 Census relating to percentages of minority population within the City of Sacramento (Exhibit "B"). The goals established in the affirmative action plan of Contractor shall not be construed as "quotas" but are the goals which Contractor will make a good faith effort to achieve, and which desirably might be exceeded. In the development of said plan, the Contractor and Community Center General Manager shall be guided by the U.S. Government Standards and Policies referred to in Presidential Executive Order No. 11246 and Order No. 4, adopted by the Office of Federal Contract Compliance.

City may terminate the Agreement for failure by the Contractor to demonstrate, without good cause, compliance with or substantial progress toward the goals set forth in Contractor's approved affirmative action plan. Prior to any such termination, City shall give Contractor a notice of non-compliance and a sixty (60) day period thereafter within which to make progress, satisfactory to the City Council, toward compliance with the approved affirmative action plan.

15. Notices. All notices given or sent hereunder to the Contractor shall be sent by United States mail, postage prepaid, addressed to the address set forth on the signature page hereof or to such other addresses that the parties shall designate in writing from time to time. All notices given or sent to the City shall be sent by United States mail, postage prepaid, addressed as follows:

General Manager
Sacramento Community Center
1100 14th Street
Sacramento, California 95814

16. Contractor Not Agent. Except as City may specify in writing, Contractor shall have no authority, express or implied, to act on behalf of City in any capacity whatsoever as an agent. Contractor shall have no authority, express or implied, pursuant to this Agreement to bind City to any obligation whatsoever.

17. City Representative. The Manager of the Sacramento Community Center is the representative of the City and will administer this Agreement for the City.

18. Independent Contractor. At all times during the term of this Agreement, Contractor shall be an independent Contractor and shall not be an employee of City. City shall have the right to control Contractor only insofar as the results of Contractor's services rendered pursuant to this Agreement; however, except as herein provided, City shall not have the right to control the means by which Contractor accomplishes services rendered pursuant to this Agreement.

IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the date set forth above.

CITY OF SACRAMENTO, a
municipal corporation

BY _____
CITY MANAGER

ATTEST:

CITY CLERK

DIRECTOR OF FINANCE

Budget No. _____

CONTRACTOR:

BY _____

ADDRESS _____

TELEPHONE _____

APPROVED AS TO FORM:

CITY ATTORNEY

EXHIBIT "A"

CROWD CONTROL STAFF

Contractor shall furnish ushers, ticket takers, crowd directors, door guards, and head usher(s) (hereinafter referred to collectively as "Crowd Control Staff") in such numbers and for such duties as will be directed by City from time to time. Contractor will receive a monthly schedule of events. The approximate number of Crowd Control Staff needed for an event will be determined at least seven (7) days prior to the scheduled event, with at least a 48-hour final notice of last minute call-ins.

Contractor shall deliver to all Crowd Control Staff employees a copy of the following instructions for dress, duty and conduct. It is hereby intended by City and Contractor that noncompliance with these standards of dress, duty and conduct will constitute grounds for dismissal and termination of this Agreement. These rules may be amended, substituted, or deleted at the discretion of the City.

1. Dress and Grooming. All Crowd Control Staff will be required to wear a blazer or vest and identifiable name tag during all events held in the Sacramento Community Center. The blazers or vests will be provided by the Sacramento Community Center. Crowd Control Contractor will provide name tags. Crowd Control Contractor will provide flashlights as needed per Community Center request. Crowd Control Contractor must provide all other necessary dress as follows:

MEN

Black shoes (no excessive height)
Black socks
Black slacks
White shirt
Black tie

WOMEN

Black shoes (no excessive height)
Neutral-shade nylons
Black skirt, or black slacks
White blouse, wing collar
Black scarf

The Crowd Control Contractor will be responsible for uniforms. Items provided by the Sacramento Community Center will be checked out to the Crowd Control Contractor on a long-term basis, or for the period of time this Agreement is in force.

All Crowd Control Staff must be well groomed and neat and clean. Men will not wear their hair any longer than the bottom of their shirt collar or be of an extreme style. Mustaches and beards (if worn) must be neat and trimmed; no excessive styles such as Fu Manchu, waxed, etc. Sideburns must be no more than one-inch below the ear lobes.

Women will not wear extreme hair styles or excessive makeup. No unusual jewelry shall be worn.

Crowd Control Staff must be in good physical health. Every attempt should be made to emphasize neatness and dignity.

2. Line-Up Procedures. All Crowd Control Staff will report to work 15 minutes before the doors open. Crowd Control Staff required to report earlier will be so designated and notified. All Crowd Control Staff will enter through the employees' entrance, check in and report to the line-up areas as designated. During line-up, instructions will be given to staff regarding any specific duties for the event. After line-up, Crowd Control Staff shall report directly to their assigned area.

3. Breaks. No breaks will be taken during four-hour shifts or less. All breaks are to be taken in the break room as designated. No breaks are to be taken by Crowd Control Staff until told to do so by the Event Supervisor. Breaks are to be no longer than ten minutes. All breaks will be completed five minutes before intermission and completion of the event or performance. Crowd Control Staff will remain at work area until dismissed by Supervisor.

4. Building Equipment Locations. All Crowd Control Staff will familiarize themselves with the locations of restrooms, first-aid room, offices, drinking fountains, concessions, check-rooms, public telephones, exits and fire equipment within the Sacramento Community Center Complex.

5. Seating and Tickets. Crowd Control Staff will familiarize themselves with the seating arrangements within the Sacramento Community Center Complex, as well as acquaint themselves with the ticket style prior to an event or performance.

6. Tips. Crowd Control Staff will not accept or solicit tips or gratuities of any kind.

7. Performance Facts. All Crowd Control Staff will be required to know about each performance that will be held within the Sacramento Community Center Complex in the near future.

8. Lost and Found. All Crowd Control Staff should turn in any lost articles (as soon as they are found) along with a note stating location (row, section, seat, etc.) to aid in identification.

9. Illness. All Crowd Control Staff should be ready at all times to assist a guest in case of illness. In case of minor illness, the guest should be given any immediate help he/she requests, such as being escorted to the lobby or restroom. As soon as this is completed and the guest is comfortable, notify management immediately. In case of serious illness (and as a general rule, unless the guest requests immediate help) Crowd Control Staff personnel should explain that he/she is going for medical assistance and then notify management immediately and obtain all necessary information, if possible, to prepare an accident report. An accident report will be made on all injuries, regardless of the extent of the injury.

10. Eating, Drinking, Etc. All Crowd Control Staff are to refrain from smoking, drinking, eating or chewing gum while on duty.

11. Panic. A panic situation is any in which evacuation of any part of the complex is necessary. This may be caused by fire, earthquake, etc. Crowd Control Staff is responsible for the rapid and safe evacuation of all guests. They should reassure the audience, by their actions, that the situation is under control; therefore, calmness is essential. Running and pushing cannot be permitted. Unnecessary crowding around the exits must be stopped. If the lights go out during a performance, Crowd Control Staff personnel should shine their flashlights on the stage area. This not only helps those on stage but also keeps the audience calm.

CROWD CONTROL STAFF DO'S AND DON'TS

DO'S

1. Be responsible for uniform and equipment.
2. Enter through employees' designated entrance only.
3. Adhere to check-in/check-out procedures as outlined.
4. Be punctual and in prescribed uniform at line-up time; carry and use flashlights as required.
5. Have a complete working knowledge of immediate area, the event being presented and other events in progress within the Sacramento Community Center Complex.
6. Give only correct information.
7. Understand and comply with management's special instructions.
8. Inform management of complaints, injury to guests or self, disorderly conduct, and any other discrepancies that arise.
9. Handle common problems; refer ticket problems to box office, disorderly conduct to security, injuries to first-aid.
10. Report to management any situations or incidents not covered by instructions.
11. Use initiative - do not wait for a situation to develop.
12. Cooperate and work with fellow employees and management.
13. Observe and follow the rules about time cards and location of breaks.
14. Remain at the work area assigned until permitted to leave or dismissed by supervisor.
15. Notify supervisor in ample time to be replaced when unable to come to work.
16. Immediately report any change of address or phone number to management.
17. Avoid excessive conversation with guests and other employees.
18. Practice and maintain safety habits and standards.
19. Aid in preventing the throwing of any missiles, etc.
20. Try to prevent the guests from bringing in cans or bottles.
21. Keep aisles, performance areas and other specified areas clear.
22. REQUEST POLICE ASSISTANCE ONLY AS A LAST RESORT.

CROWD CONTROL DO'S AND DON'TS

DON'TS

1. No gambling of any sort.
2. No drinking of alcoholic beverages before or during an event.
3. No using profanity in front of or to a guest or fellow employee.
4. No arguing with guests or fellow employees.
5. No horseplay, roughhousing, fighting or shoving of guests or fellow employees.
6. No smoking, eating, drinking or chewing gum while on duty or in view of guests.
7. No bunching up or grouping of employees while on duty.
8. No griping about, or making disrespectful comments, to the Licensee or his employees.
9. No accepting or soliciting tips or gratuities of any kind.
10. No soliciting or placing of handbills within the Sacramento Community Center Complex.
11. No accepting or asking for an unused ticket from the guests.
12. No associating or doing business with any scalper of tickets.
13. No permitting friends or family to enter the facility that do not have tickets.

HEAD USHER

- * Primary responsibility is the overall supervision of Crowd Control Staff.
Examples of duties:
 1. To become fully informed of the details of the event(s) or performance(s) to be presented in coordination with management, security, box office, etc.
 2. To check that portion of the facility to be used for the event and determine personnel requirements, placement and potential problem areas in conjunction with management.
 3. To discuss and resolve possible seating problems, ticketing changes, estimated crowd, arrival time, etc., with management.
 4. To schedule personnel as required.
 5. To determine personnel available for the event, walk the house (if necessary) to determine placement of personnel, possible hot spots and plan with management's approval for disposition of personnel to meet planned and unforeseen contingencies.

HEAD USHER (Continued)

6. To brief all Crowd Control Staff to insure that:
 - a. All have complete details of the event(s) or performance(s) including format, length, intermission (when and how long), other events within the Sacramento Community Center Complex.
 - b. Seats arranged and properly marked in required numbers.
 - c. Assignments are understood.
7. To conduct or direct conduct of line-up.
8. To check personal appearance of all Crowd Control Staff when reporting for work, and if not up to standards, determine if individual should be permitted to work.
9. To clear the house, making thorough check of all areas.
10. To check reports and time sheets.
11. To handle problems beyond the authority of Crowd Control Staff.
12. To be available to aid the Crowd Control Staff and be on the spot in case of problems.
13. To allow house to be open only after being sure Crowd Control Staff is ready, stage is set and lights are turned on.
14. Generally checking security throughout the event to insure doors are locked if they should be.
15. To secure the house after all guests have departed, check for damages, doors locked and Crowd Control Staff accounted for and properly checked out.
16. To keep management informed of Crowd Control Staff problems, unusual incidents, injuries and problems beyond the authority of Head Usher to resolve.

USHERS

* Primary responsibility is to place the correct guest in the proper seat according to ticket numbers and to keep unauthorized persons from sitting in incorrect seats. Examples of duties:

1. To be certain that each guest is met with a warm smile and a friendly attitude.
2. To check each ticket completely, noting date, time, color, event, section, row, seat, etc., and directing the guest to the correct seat.
3. To receive and act on complaints from guests or refer to Supervisor if unable to satisfy guest.
4. When noting bottles and cans in possession of guests, politely ask that they dispose of them. If the guest is not cooperative, refer to security.
5. To keep aisles, exits, etc., clear at all times.
6. To open and close doors before, during intermission and after the event(s) or performance(s) is over.
7. To be alert for any discrepancies that may occur and notify Supervisor.

8. To have all necessary equipment on self while on duty (badge, flashlight, etc.)
9. To stop people from throwing items or drinks.
10. If an injury or accident occurs, get the situation under control; then notify Supervisor and security.
11. To know seating for the facility.
12. To be familiar with the event(s) or performance(s) and schedule for the night and be able to answer questions.

TICKET TAKERS

* Primary responsibility is to receive an admission ticket or pass and quickly tell the guest which way to go, thus speeding up the seating of guests. It is important that the ticket taker be pleasant and patient with the guest, while at the same time, efficient in ticket handling and minimizing long lines that may form. Example of duties:

1. To be certain that each ticket or pass is valid by checking date, time, color, event, performance, etc.
2. To be certain that each guest who presents a valid ticket or pass gains admission.
3. To direct the guests in the general direction of their seating area.
4. To be certain that no one gains admittance who is not authorized.
5. To keep the lines of guests moving as rapidly as possible, within an accuracy range.
6. To notify guests, when noticeable, that cans and bottles are not allowed in the Sacramento Community Center Complex.
7. To count the number of tickets personally collected and to break the count down as instructed (paid, complimentary, etc.).

CROWD DIRECTORS

* Primary responsibility is to direct guests to their proper seating area; direct guests to various building facilities and be alert for the safety of guests. Examples of duties:

1. To greet guests with pleasant smiles and ask to see their ticket.
2. If guests have a ticket for another seating area, direct them to the proper area via the shortest route possible.
3. To keep guests moving, thus avoiding congestion which will eliminate traffic blocking stairways, ramps, aisles, etc.
4. Be alert for any discrepancies and report them immediately to Supervisor.

GUARDS

* Primary responsibility is the security of doorways, entrances not in use, exits, dressing rooms, performers entrances, etc. Examples of duties:

1. To insure that all fire doors are unlocked and padlocks and chains completely removed.
2. To deny entry to secured doorways.
3. To allow guests out of a doorway for exiting purposes, intermissions, emergencies, etc.
4. To be a control factor in exiting of guests, performers, employees, etc.
5. To secure areas such as backstage, performers' entrances, dressing rooms, locker rooms, etc.
6. To deny removal from the facility of merchandise, equipment, etc., without proper authorization from management.

EXHIBIT "B"

CROWD CONTROL STAFF

CITY OF SACRAMENTO

POPULATION

1975 Special Census

Male	127,751	48.9%
Female	133,015	51.1%
White	183,749	70.5%
Black	30,083	11.5%
Hispanic	22,508	8.6%
Asian	15,693	6.0%
Other	5,538	2.1%
Filipino	1,722	.7%
Native American	1,473	.6%
TOTAL	<u>260,766</u>	<u>100.0%</u>