

CONRUNNERS 5
JUNE 14, 2003

SECURITY/OPERATIONS

(Overview: Rick Andrews)

- At Cons: people running security/working security – needs a professional attitude; not a lax wandering
- NEED TO DOCUMENT – even if nothing happened
- Keep a log – for court documentation, police interaction, proof of what happened; records for future cons of problems/items
- EXAMPLES: God's guide to everything (WesterCon 92), HexaCon 2002 log book
- The more paperwork, the better
- Not only what did happen, but also what didn't happen – people calling for other people & didn't give info, missing kids, etc.
- Forms, pieces of paper, etc.
- People working security also need to document – even nothing happened during shift reports

What are you looking for? What is appropriate to be involved in?

- party: registered with con? In party wing?
- Buffer between con & rest of the world – mundanes in hotel; hotel mgmt/security
- No Drinking – must be designated adult – no drugs – opens self up to liability if something happens
- When working, you're working – if doing other things, then turn the badge in
- Expected to show up for shift sober
- Common Sense prevails
- don't get after the small things that aren't an actual problem, but pay attention to stuff that might hurt themselves or others
- noise if in quiet areas or late at night
- is it something appropriate for public areas
- Convention committee also acts as security during con

Radios

- don't say things you don't need to say
- does it need to be said?
- no vulgar language (FCC regulated)
- when using the personal radios, everyone else has them so are not secure
- keep a list of channels on high end for security/ops official usage
- group FCC license for higher channels needed (\$100/year/group)
- maybe start using codes
- don't broadcast to entire world the problems

Badge monitoring

- door sitters in function space
- lenient for dealers room

Looking for kids

- have security walk them around if possible
- check ID for minors-NO, makes us liable for minors
- Need to have sign – not responsible for minors

Everyone needs to have badge – liability waiver signed; convention needs the money; escort out of function space if no badge
Private parties and other areas outside of function space – areas not under security control (can patrol to avoid hotel problems)

PROBLEM MANAGEMENT

- depends on what it is
- reprimand when necessary
- safety & liability issues
- take them to security to mete out retribution
- small punishments (like washing staff lounge dishes) when appropriate
- if remove them from con DOCUMENT several times over (people have sued before due to such) & notify hotel (rate decisions & now hotel security problem) as to no longer being members, sharing with them why only when appropriate

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POLICE/AMBULANCE/FIRE – let hotel know they are coming and why. It's public, so use it appropriately. Notify chairman, other security, hotel liaison – attempt crowd control

OPERATIONS – radio base, convention office

Chain of command – the more serious, the more people need to be made aware of – everyone needs to be documenting
Rover – Shift Leader - Security Head – Hotel Liaison – Chairman – Hotel

Have turnover – briefing or debriefing – let the next shift know what's up

HOTEL SECURITY

- introduce self to hotel security person (both evening & day shift)
- it cuts down on hotel interference
- make friends with night hotel staff and night security people

Getting people to work it

- no problem with getting Rovers; staffing depends on hotel and time of day and what is happening
- finding people to door sit is a problem (boring)-volunteers-they call someone else to deal with problems;
- Rovers need to be over 18 – wandering face of security and need to know their judgment skills;
- personality/temperment component – listen, talk, diffuse situation in positive manner;
- should know the people;
- need to know when to agree with hotel vs con attendee – keep situation from escalating

Enforce badges shows when non-convention member is the problem – they are hotel security's problem

Needs to go on for the entire convention – 24 hour operation; hotel/outside contact point

Lock down areas

- dealers room locking; secure chains; check area;
- 2 people doing the locking/unlocking at all times;
- try not to have someone put in dealers room overnight when closed
- guarding merchandise when closed puts con in liability and makes us look like pro security per state laws (don't have licensing for that);
- Rovers are to be checking for closed areas as well as open areas;
- guard room when open for other events (at their own risk-have them sign waiver)
- giving hotel a key? – if they ask, seal it in envelope and sign across flaps to determine if hotel went into room
- head of security needs to control the keys
- only head of dealers room or art show can ask for locks to be opened, closed up, etc.
- fire laws – can't chain doors with people inside; can lock it from outside so people can't get in but can't block it from inside

it is not security's place to enforce the law; telling people stuff to get them to comply – give them a reason to be reasonable

Alcohol: keep eye out for people using glass around pool; open bottle laws outside of building; hotel rules in lobby – keep it in a plastic cup

Don't get involved in domestic disputes – personal restraining orders are not our problem (only if staff or guest involved) – domestic disputes can get very violent and can turn on you

HIGH PROFILE GUESTS

- restraining orders – need copy of paperwork on file - don't sell them membership
- dedicated guard/security detail/handler
- ask for special arrangements needed
- enforce ID showing at registration

CONVENTION OFFICE

- professional, personal

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JUNE 14, 2003

- handles con office supplies
- 1st contact person most times
- phone info – make con name obvious for those of us who can't tell one from another anymore

GUEST LIAISON

- organization is key

DUTIES

- make the initial invites (sometimes)
- follow up on the initial invites
- offer them per convention: coach airfare for 2 (or 1 business fare); hotel room – 2/3 nights often; per diem of \$50/day - \$200 max;
- coordinate guest needs with convention
- shepherd guests during weekend
- pick up from airport
- take care of luggage (carry, get bellboy)
- finding out the little things that the committee need from the GoHs
- book air fare
- provide area and hotel info/amenities to GoHs
- make certain that the GoHs get put on the list for progress reports
- find out preferred contact format (email, phone, spouse)
- find out programming events to be involved in
- make certain guest has info as to what they need to be/where they need to be
- artist GoH: program book, badge art (Lep uses local artist GoH for that)
- charity auction donations
- special programming, special events
- at least 1 program item per day
- care & feeding of GoH
- keep copious notes to pass on to others & to remind self
- be very specific as to what you are offering / expecting to receive
- make certain they are treated ok, greet them, if offer-then follow through, pay attention to them
- getting appreciations/bios for the program book
- contact with guests pre-con should go through guest liaison (except programming, which needs direct contact info)
- be flexible
- alcohol at goh dinner – an issue – good policy: con will pay for 1 drink
- gift basket – put something local in there
- media guests – different type of guest, requires more work, more demands, special handling, crowd control

LEPRECON

- still trying to get a final billing
- made \$5-6,000 depending on what the final hotel bill will be
- security would have run better – shouldn't have shut down at night – problems with hotel security
- DeLints were great
- Contact list of numbers at Ops needed
- Trouble getting layouts from some people – anime, gaming, computers
- Art show – went well; upset with dealers room being closed off and not having passage way to art show events
- General manager had issues due to fire marshall assesment with fan table layouts
- Heat problem in lower rooms and upper preconveyene
- Restaurant did well – happy with fast food options (want to try multiple options for Hex)
- #2001 works better for security/ops then staff lounge
- Registration needed better signage (people thought it was a display)
- Velavision – caught off-guard at masquerade with start-up
- Velavision – who gets to be in masquerade green room – masquerade director determines who is allowed back there
- Libertarian newsletter available on Vegas table – not very flattering to Lep
- Filk turned out ok

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- Didn't poison anyone
- Dealers seemed to be happy (except one – Len Sippel)

MEETINGS

- too many of them, can't get stuff done
- no substance – not every dept needs to say something
- maybe every other month until 6 months out
- Sunday meetings / some Saturday meetings not good for work
- Need to have tight agendas relevant to topics and stuck to
- Not utilizing email lists well – less personal email, but on list
- Communications is a problem
- Real time chat options for meeting