



Safety & Security GUEST SERVICES STAFFING

Security Personnel

The Event Service Representative (ESR), based on McCaw Hall Staff's understanding of event needs and patron safety, arranges Seattle Center Emergency Services Unit (ESU), Guest Services, Peer Security and Seattle Police Department. Discuss security needs with your ESR a minimum of 15 days prior to your event. The cost for these services is not included with the facility rental.

First Aid and Incident Reporting

All emergencies and accidents shall be reported to onsite management. Onsite management will radio an Emergency Services officer and call 911 if needed. The Emergency Services officer shall administer first aid and take an incident report.

Hard Hats

A protective helmet (hard hat) shall be worn when working in areas where there is a potential for injury to the head from falling or flying objects. (WAC 296-800-16055) This includes work performed directly under rigging operations.

Fall Protection

Fall protective equipment shall be worn when working at a height of 10 feet or over where no standard guardrails for protection exist. (WAC 296-155-245)

Fire Department

Seattle Fire Department requirements are based on the type of event and room set-up. A permit is required from the Seattle Fire Department for certain spectator events and for the temporary display of equipment or merchandise within Seattle Center buildings. An application for a permit and a list of specific Fire Department requirements will be included with the Licensing Agreement for certain spectator events and other events where exhibits are known to be a part of the event. If you know that you fall into one of these categories and do not receive an application, please call the Event Sales Office at (206) 684-7202 or email scbooking@seattle.gov. Contact the Fire Department with questions at (206) 386-1450. If you use pyrotechnics in your event, you must obtain a permit from the City of Seattle Fire Department. Additionally, every insurance policy must include a minimum of \$2,000,000 pyrotechnic coverage. Fire lanes around McCaw Hall must be maintained clear and unobstructed and adequate Admissions Guards will be required to control vehicular traffic in these areas. The Fire Marshal may direct you to hire Fire Fighters to act as fireguards at your expense.

WISHA

Washington Industrial Safety and Health Act compliance is the responsibility of the client and cannot be assumed by Seattle Center on the client's behalf for equipment, personnel, or materials used during the event.

Guest Services Staffing

Guest Services personnel are paid professional staff represented by Teamsters Local 117. Four-hour minimums apply, as well as overtime rates after 8 hours. There is a minimum level of staffing per fire code. Above that, your ESR determines staffing levels based on the size of event, the seating areas used, emergency egress requirements, and the level of service desired. Upon request, your ESR will provide an estimate of Guest Services staff costs based on this information.

The Guest Services staff positions are as follows:

Head Usher:

- Schedules & supervises all front of house Guest Services staff
- Supervises emergency procedures as needed
- If necessary, supervises evacuation procedures

Assistant Head Usher:

- Assists the Head Usher in supervising & deploying Guest Services staff
- Oversees any special ADA requests from patrons

Door Attendant:

- Takes tickets at the door
- Staffs the coat check, the binocular rental and assistive listening device station

Usher:

- Directs patrons to their seats
- Hands out programs
- Provides way-finding and answers questions

Splitter:

- Directs patrons to their seating sections
- Assists wheelchair patrons to their seats

Admissions Guard:

- Prevents entry of unauthorized personnel and guests, including patrons without tickets
- Checks credentials at backstage entrances, stairwells, and dressing rooms

Emergency Egress: Guest Services personnel in each category have specific functions in the event of an emergency requiring building evacuation.