

**An Open Letter to Contractors, Subcontractors and Others Doing Business with the**

**Austin Convention Center Department**

**May 2013-FACILITY ACCESS UPDATE**

In December of 2011 the Austin Convention Center Department met with multiple contractor groups and discussed several areas of interest regarding event and show operations at the Austin Convention Center. Included was a briefing regarding future improvements to the security and safety procedures at the Center. The purpose of this letter is to highlight some of the changes that Clients, Contractors, Subcontractors and others may notice when coming to the Austin Convention Center over the next few months. The changes being made are consistent with new Department policy, based on a review of past practices, current industry trends and best practices for large venue security and safety.

- All persons who are not already displaying an ACCD Contractor ID/access badge or Temporary ID/access badge will be required to wear an **ACCD Security issued wristband**. These will be issued to persons either individually or through the work groups as they arrive on the worksite. A company roster of those persons issued wristbands will be required by ACCD Security. The ACCD wristband is color coded and if necessary may be worn and valid for multiple-day authorized access. This wristband is in addition to current *ACCD Operational Policy* requirements that state a uniform or “company shirt” will be worn identifying the company the contractor/subcontractor is employed or working with. A Security Check-In area will always be either at the ACC Service Yard pedestrian gate on Red River or at the Security Control Office inside the service corridor between ramps A&B. Staff will be able to assist and answer any questions related to entry ID requirements.
- **Temporary, numbered non-photo ID badges** will be issued to temporary workers such as temporary catering food and beverage servers based on a roster authorizing access during their assigned work period. These ID badges must be returned at the end of the work shift/period.
- Exhibitors (and others who may not already be credentialed) will be provided with a **self-expiring adhesive badge for short-term** access to the yard and designated exhibit halls prior to the exhibit/show opening.
- Contractors, subcontractors or others who are issued identification devices (described above) should not provide access to others (either intentionally or inadvertently) who do not have access privileges. This includes allowing person to “piggyback” through controlled access doors/gates.
- All those who seek authorized entrance at the service yard should enter only through the service yard pedestrian gate. Using the vehicle gate for pedestrian entry or exit into the yard is prohibited. Temporary accordion gates will be used to help channel pedestrian traffic to the pedestrian gate.
- During move in and move out activities, appropriate event and security staffing is scheduled in the service yard to manage safe traffic and pedestrian flow. For safety and security, once a show has begun, exhibitors and attendees are strictly prohibited from using the Service Yard as a public entrance or exit. Public entrances/exits should be used by credentialed exhibitors and attendees once a show has begun.

Thank you for your patience and assistance in helping us keep the Austin Convention Center **“A Safe and Secure Community, Built on Customer Service”**.