

**GREENSBORO POLICE DEPARTMENT
SECURITY MANUAL**

I. Purpose.

The Greensboro Police Department maintains this Security Manual to raise awareness about safety protocols and to set forth particular safety practices for entertainment venues throughout the City. The Greensboro Police Department recognizes that a strong partnership with entertainment facilities in the City will ensure the safety and security of the public. As attendance at entertainment facilities grows, the need for security increases because the combination of large crowds during the late night/early morning hours creates a public safety concern.

II. Definitions.

The following words, terms and phrases, when used in this manual, shall have the meaning subscribed to them in this section, except where the context clearly indicates a different meaning.

1. Night Clubs:

Commercial establishments as defined in the Night Club Security Ordinance.

2. Sexually Oriented Business(SOB):

A Sexually Oriented Cabaret, defined in Section 30-15-18 of the Greensboro Land Development Ordinance as: A commercial establishment that regularly features, exhibits or displays: A. Persons who appear nude or who displays specified anatomical areas; B. Live performances which are characterized by the exposure of specified anatomical areas and/or by simulated specified sexual activities.

3. Safe Operation:

A business that has operated for a period of eighteen (18) continuous months, during which time the business has had zero (0) violent incidents shall be a safe operation and shall follow minimum security requirements defined herein. When a club ceases to be a safe operation, it shall follow the enhanced security requirements defined herein.

4. Violent Incident:

Any violent act: 1) resulting in injury to a person which requires the victim to receive transportation and/or treatment at a medical facility; or 2) resulting in the death of a person; or 3) involving a sexual assault or robbery. Violent incidents shall include incidents that occur inside the facility, on the premises, or in the immediate vicinity of the premises where patrons are gathered, waiting in line, entering, exiting, or in the adjacent parking areas if such parking areas are owned, leased, operated, rented or otherwise provided by the club. A violent incident at a business shall trigger enhanced security requirements.

5. Chief of Police:

The Chief of the Greensboro Police Department, or his designee. The Chief of Police shall work in coordination with the Office of the City Attorney to determine if violent incident has occurred at a club. Upon such a determination, a club shall cease to be a safe operation and shall comply with enhanced security requirements as defined herein.

6. Operator/Manager:

Any person who is present and in charge of any business, or performs duties of the manager.

7. Owner:

The legal owner of a public entertainment business.

8. Patron:

Any person present at the public entertainment business, whether such person is a paying customer or guest. "Patron" does not include owners or employees of the public entertainment business. Patrons are the persons on the premises including persons waiting in line to enter the premises.

9. Night Club Permit:

All night clubs must receive a permit to operate a night club that provides amplified music or amplified entertainment. This permit system shall be overseen by the Chief of Police or his designee. The cost for the permit is \$25, which is intended to defray the cost of administration of the Night Club Security Ordinance. Permit holders shall be required to maintain full compliance with the terms of the Night Club Security Ordinance and with this Greensboro Police Department Security Manual. The Chief of Police is located at 300 West Washington Street, Greensboro, NC 27401.

10. Permittee:

A person in whose name a Night Club Permit has been issued, as well as the individual listed as an applicant on the application for the permit.

11. Premises:

The interior of a structure and all exterior areas owned or leased by the permittee and the areas immediately adjacent to the premises where patrons to stand in line, mingle, or smoke before entering or reentering the public entertainment business.

12. Security Staff:

Any person who performs security related tasks on behalf of the permittee including, but not limited to: removing problem patrons from the premises, removing illegal contraband from patrons at the premises, checking identifications of patrons to ensure minimum age compliance with local and state laws, and escorting patrons from the premises. Security staff may be armed or unarmed.

13. Unarmed Security Guard:

A security guard who has completed a training course as an unarmed security guards as set forth in North Carolina General Statute Chapter 74C. Unarmed security guards shall complete an initial training course and an annual online renewal course. The Night Club Security Ordinance requires completion of a training course (offered by GTCC, see below) and does not require a formal certification. Unarmed security guards may, but need not be, formally certified by the North Carolina Private Protective Services Board.

14. Armed Security Guard:

A security guard who has received training and completed the certification requirements for an armed security guard pursuant to the requirements of North Carolina General Statute 74C-13, *et. seq.*, or shall hold a valid and current certification as a law enforcement officer issued by either North Carolina Sheriffs' Education and Training Standards Commission or the North Carolina

Criminal Justice Education & Training Standards Commission.

15. GTCC:

Guilford Technical Community College. GTCC will provide classes to train unarmed security guards based on the guidelines set forth in North Carolina General Statute 74C. GTCC will provide an initial training class and annual online renewal classes. The initial class will be a sixteen (16) hour on-site class. Upon completion of the initial class, attendees will receive a diploma/certificate of completion which will be valid for one (1) year. Thereafter, attendees must complete a four (4) hour online renewal class which will be valid for one (1) year. North Carolina has state mandated guidelines for the cost of community college courses, and all courses between one (1) and twenty-four (24) hours cost \$78. Note: GTCC class attendees will not receive a formal certification from the North Carolina Private Protective Services Board. The Night Club Security Ordinance requires completion of a training course, such as the one offered by GTCC, and does not require a formal certification.

16. Board of Adjustment:

This is a quasi-judicial body that will hear all appeals regarding the Night Club Security Ordinance. Appeals shall be filed with the Director of Planning located at 300 West Washington Street, Greensboro, NC 27401.

III. Minimum Requirements for Security.

Safe Operation:

1. All clubs shall have functioning video cameras covering entrances and exits. During hours of operation, video cameras must be operational. Camera resolution shall be high enough to distinguish facial features. Video footage shall be retained for 14 days.
2. A diagram of the facility shall be completed to include entrances and exits and location of all security cameras in the facility. All clubs shall retain a copy of its Night Club Permit and proof of training for all security guards.
3. All clubs shall hire one security person on site for every two hundred (200) patrons in attendance up through four hundred (400) patrons in attendance, and then one additional security person for every one hundred (100) patrons. A business which is determined to be a safe operation may choose to hire either unarmed or armed security staff in any combination. The unarmed or armed security staff shall be trained pursuant to NCGS Chapter 74C. The number of security staff is depicted in the table below:

Minimum Security:

Patrons in Attendance	Minimum Security Staff: (Business may choose either Armed or Unarmed)
1-200	1
201-298	2
299-400	4
401-500	5
501-600	6
601-700	7
701-800	8
801-900	9
901-1000	10
1000+	11

IV. Enhanced Security.

Upon the occurrence of a violent incident, a business will cease to be a safe operation and will be required to comply with enhanced security measures *in addition to* the minimum security requirements. Enhanced security measures means:

1. The business shall hire armed security guard(s) in addition to its regular minimum security staff. The armed security guards shall on duty Thursday through Saturday nights and on special events or holidays as referenced herein.
2. The business shall use fixed or hand-held metal detectors to check all patrons.
3. The business shall maintain a daily roster of patrons who are allowed admission into the facility. This roster shall be legible, or of clarity that permits the identification of the patron, and kept on file with the establishment for a period of 14 days. The roster shall be subject to disclosure to the Greensboro Police Department pursuant to a search warrant issued by a court of competent jurisdiction.
4. The business shall comply with enhanced security requirements for a period of eighteen (18) continuous months, after which time, if there have been no additional violent incidents, the business shall revert to a safe operation. Enhanced security requirements are depicted in the table below:

Enhanced Security:

Patrons in Attendance	Armed Security Staff In addition to Minimum Security Staff
1-200	1 Armed + Metal Detector + Roster
201-298	1 Armed + Metal Detector + Roster
299-400	2 Armed + Metal Detector + Roster
401-500	2 Armed + Metal Detector + Roster
501-600	2 Armed + Metal Detector + Roster
601-700	2 Armed + Metal Detector + Roster
701-800	2 Armed + Metal Detector + Roster
801-900	2 Armed + Metal Detector + Roster
901-1000	2 Armed + Metal Detector + Roster
1000+	2 Armed + Metal Detector + Roster

V. Security Staff.

1. All security personnel are required to be on duty when the public entertainment begins or 10:00 p.m., whichever occurs later in time, and shall remain on duty for at least one-half hour after the entertainment facility has closed or after all patrons have vacated the area inside the facility, on the premises, or in the immediate vicinity of the premises where patrons are gathered, waiting in line, entering, exiting, or in the adjacent parking areas if such parking areas are owned, leased, operated, rented or otherwise provided by the club, whichever occurs later in time.
2. Businesses that are subject to enhanced security requirements shall have armed security guards on duty Thursday through Saturday nights and on special events or holidays. Such special events or holidays shall include, but is not limited to: Valentine's Day, St. Patrick's Day, Cinco de Mayo, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, New Year's Eve, college homecoming events, and Super Jam.
3. All security personnel shall receive security training as outlined by the State of North Carolina in Chapter 74C of the North Carolina General Statutes. At no time shall any security personnel have training that is less than that of an unarmed security guard.
4. Unarmed security guards shall have completed a training course as unarmed security guards as set forth in North Carolina General Statute Chapter 74C. Unarmed security guards shall complete an initial training course and an annual renewal course. This ordinance requires completion of a training course and does not require a formal certification. Unarmed security guards may, but need not be, formally certified by the North Carolina Private Protective Services Board.
5. Armed security guards shall be qualified pursuant to the requirements of North Carolina General Statute's 74C-13, et. Seq.
6. Proof of training for all security personnel shall be maintained by the permittee and shall consist of copies of all relevant documentation including: application forms, receipts for application fees and live scan fees, certificates of completion, and/or actual proof of registration.

7. If the entertainment facility employs security personnel that will be in possession of a firearm while on the premises, the security personnel shall, no less than 1 business day prior to the date he or she will begin employment with the entertainment facility, provide the Chief of Police with the following:
 - i) A copy of the license issued to the security personnel by the appropriate state or local agency authorizing him or her to possess such firearm;
 - ii) A copy of his or her law enforcement identification (if he or she is employed by a law enforcement agency); and
 - iii) A copy of his or her driver's license or identification card.
8. While on duty, all security personnel shall wear clothing bearing the word "SECURITY" printed in bold, capital letters, and worn in such a manner as to be readily identified by patrons.
9. The security staff shall be plainly visible to patrons inside the premises of the entertainment facility.
10. Security staff at high capacity clubs will maintain plainly visible security along the outside perimeter of the premises, and in the adjacent parking areas if such parking areas are owned, leased, operated, rented or otherwise provided by the night club.
11. Security staff shall extend every effort to remove disruptive persons separately and ensure that each departs the premises and parking area prior to the next disruptive person being removed from the premises and parking area.
12. If found, security staff shall remove any illegal contraband from patrons, report its existence to the Greensboro Police Department, identify the person in possession of the illegal contraband and immediately turn it over to the proper law enforcement authorities.
13. At closing time, the security staff shall be responsible for clearing the patrons of the entertainment facility from areas in front of the premises and from other areas accessible to persons around the perimeter and in the adjacent parking areas if such areas are owned, leased, operated, rented or otherwise provided by the night club.
14. The entertainment facility shall not allow any security staff to, and no security staff shall, sit at the bar, consume alcoholic beverages or any controlled substance, be under the influence of alcoholic beverages or any controlled substance, or engage in any other violations of law while on duty.
15. The entertainment facility shall not allow any security staff to be, and no security staff shall be, in possession of any firearm while on the premises without first having obtained a license from the appropriate state or local agency authorizing the security personnel to be in possession of a firearm.
16. Security staff shall be responsible for maintaining order at the entertainment facility premises and shall ensure the patrons do not carry concealed weapons, including but not limited to guns and knives.

17. Obstruction of sidewalks: Requiring patrons to remain outside and lined-up on sidewalks when the club is not at full capacity creates a potential safety hazard. It is illegal to obstruct sidewalks. Security staff shall make every reasonable effort to ensure a club fills to capacity before requiring patrons to line up outside. Security staff shall make every reasonable effort to ensure the sidewalks remain passable and unobstructed.

VI. Owner / Operator / Permittee.

1. The owner, operator, or permittee shall be responsible for compliance with the security plan without regard to assignment or sub-lease of the entertainment facility to any other person or entity for any future public entertainment. If the use of an entertainment facility is assigned or sub-leased to another person or entity, the assignee or sub-tenant shall be jointly responsible with the applicant for compliance with the security plan.
2. The owner, operator, or permittee of the facility shall provide current contact information to the Greensboro Police Department and on the Night Club Permit application including names, address, phone number(s), and email address(es).
3. The owner, operator, or permittee of the facility shall obtain all personal and contact information from any assignee, sub-tenant, or promoter who is allowed use of the facility. The information will include the business or organizational information, copies of driver's license, phone numbers, and email address(es).
4. A roster of all current employees and their roles at the facility will be kept on file and provided to law enforcement upon their request.
5. An updated security manual with copies of all requested information in this manual will be kept on file in the facility and available upon request from a law enforcement officer.

The forms will be predetermined forms that all facilities will use to keep them uniform and consistent. All such forms will be accessible and downloadable from the Greensboro Police Department website.