



ADMINISTRATIVE REGULATION

OFFICE OF THE CITY MANAGER

Number	124
Responsible Department	City Manager's Office / Public Works
Established/Effective Date	December 1, 2023
Latest Revision Date	December 1, 2023
Next Review & Reauthorization Date	December 1, 2025

SUBJECT: Civic Center Security and Lobby Concierge Service Procedure

1. Purpose:

To provide security for the public and City staff, and protect City property while the Civic Center is open for operational purposes; and

To provide exceptional customer service to the public who enters the Civic Center and ensure they feel welcomed and are assisted in a timely, efficient manner.

2. Authority:

- [Section 401 of the Huntington Beach City Charter.](#)
- [Penal Code Section 602.1\(b\)](#)
- [AR 123 City Identification Badges](#)
- [AR 504 Distribution of Literature from Nonprofit Organizations and Outside Groups](#)
- [AR 923 Violence in the Workplace Policy](#)
- [AR 924 A Respectful Workplace Policy](#)

3. Application:

This regulation is applicable to all elected and appointed City officials, employees, contractors, vendors, residents and visitors.

4. Policy:

- 4.1. All visitors who wish to enter and utilize the City's Civic Center (often referred as City Hall) to conduct business within the facility during business hours are required to check in at the Concierge Service front desk located in the first floor lobby.
- 4.2. Concierge Service staff shall maintain a clean, pleasant, and welcoming environment in the lobby and present a good appearance to the public at all times.
- 4.3. Elected City officials, employees, contractors, and other eligible individuals are not required to check into the Concierge Desk, but must display City ID Badges at all times (per [AR123](#)).
- 4.4. Security personnel shall be onsite during business hours at the Civic Center and/or when requested by the City Manager (or designee) to provide security and assist Concierge Service staff with customer service in the lobby. Security personnel also shall perform routine checks and patrols throughout the Civic Center on all floors and around the perimeters of the Civic Center.



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- 4.5. **Civic Center Parking:** to help address parking shortages due to unauthorized parking at the Civic Center, Parking Enforcement shall check vehicles for employee parking passes and issue parking citations accordingly. Employees are required to display an employee parking placard in their vehicle when parking at the Civic Center, and to park in parking stalls designated for employees. Employees shall not park in the 2-hour or 30-minute stalls that are reserved for Civic Center visitors only.

Employees who do not have an employee parking placard should fill out and display a Temporary Parking Permit (**Attachment 1**) on their vehicle's dashboard. Temporary parking passes may also be issued to consultants and other invited guests who are scheduled to be at the Civic Center for extended periods.

To request a replacement parking placard, contact Human Resources.

5. **Responsibilities:**

- 5.1. The City Manager's Office (CMO) is responsible for ensuring the [Concierge Service/Visitor Management system \(Attachment 2\)](#) - accessible via *SurfNet – Engagement Sites – Visitor Management*) is properly implemented and communicated to all City employees.
- 5.2. The Public Works Department is responsible for staffing the Civic Center Concierge Service desk at all times during business hours, overseeing performance of the Concierge Service staff/Security personnel, providing necessary orientation and ongoing training, establishing/updating the Concierge Operational Manual with FAQs, troubleshooting any issues, and engaging appropriate resources in partnership with appropriate departments.
- 5.3. All Department Heads or their designees are responsible for:
- 5.3.1 Providing important information about upcoming events, meetings, and programs for the public to Concierge Service staff on a regular basis through Administrative Assistants and/or the citywide Visitor Management calendar system.
 - 5.3.2 Properly training all Department representatives (e.g. Administrative Assistants, or staff liaisons to the Boards, Commissions, Committees) regarding this operational procedure.
- 5.4. The Information Services (IS) Department is responsible for setting up and maintaining the [Concierge Service/Visitor Management system](#) and the City's Access Control system for door access for after-business hour meetings as requested by all Departments and communicating any system changes with the City Manager's Office.
- 5.5. The Police Department is responsible for providing proper training and support to the Security personnel, as requested.

6. **Procedures:**

- 6.1. Concierge Service staff welcomes and greets visitors and asks the primary reason for their visit to the Civic Center. Staff also assists those in wheelchairs and/or with disabilities with door and elevator access.



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- 6.2. The City does not collect data other than a name and which floor will be accessed by the visitor. This information is gathered solely for security/safety purposes in case an emergency occurs while the building is occupied.
- 6.3. Concierge staff will issue a temporary visitor name badge and direct the visitor to the appropriate floor(s).
- 6.4. Anyone wishing to enter the building for the sole purpose of visiting the Credit Union and Cafeteria in the lower level, or for business at the Cashiering, Business License or Public Works counters on the 1st floor will check in with Concierge staff, but will not be issued a badge.
- 6.5. If a visitor refuses to check in, they will be asked by Security personnel which floor and department they wish to visit. Security personnel shall escort them to the appropriate floor or contact the department so that a representative will be sent to the lobby to meet the visitor. The department representative has the choice of escorting the visitor to their respective floor to complete the visitor's business, or they may choose to complete said business in the lobby area.
- 6.6. No person may interfere with, obstruct, or intimidate either City staff or visitors of the Civic Center and Cafeteria. Initially, City staff shall advise any person engaging in such conduct of City policy, to cease and desist by clearly identifying both the offending behavior and the potential consequences that will arise if such behavior persists.

Any person refusing to comply with City staff's request will be directed to leave the facility. A refusal to comply with the posted rules constitutes interference with City business. If the person refuses to leave, Security personnel or any City representative shall call HBPD dispatch to request police assistance pursuant to [Penal Code Section 602.1\(b\)](#).

The following are examples of violations of code of conduct, and provides a guideline of behaviors that will not be tolerated at the Civic Center:

- *Promotion of or engaging in any illegal activities,*
- *Entering the facility while under the influence of alcohol or illegal drugs,*
- *Intimidation of any kind to anyone, including to staff and volunteers,*
- *Unwillingness to abide by Facility regulations, posted or otherwise,*
- *Fighting, physical abuse, challenging others to fight, destroying or damaging property.*

For emergencies, City staff should press the panic button located at the Concierge Service desk or call 911.

For more information, please refer to [AR 923 Violence in the Workplace Policy](#) and [AR 924 A Respectful Workplace Policy](#).

- 6.7. The City may limit public access to certain floors for public services such as passports, permits, or publicly noticed, open meetings scheduled in the Civic Center pursuant to the



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City Manager's authorization. Security personnel and Concierge staff shall assist visitors with accessing other floors, as required, after visitors complete the check-in process.

- 6.8. Security personnel shall complete a *Security Daily Activity Log (Attachment 3)* noting any security issues, homeless activity, and other incidents for supervisors. For those in need of homeless and behavioral health services, staff shall contact HBPD Dispatch who will connect them to City resources.
- 6.9. To ensure that Concierge Service staff provides accurate and timely information to visitors and the public, the City Manager's Office and Administrative Assistants from each department shall share information about all City-related events, meetings, appointments, and programs that are open to the public through the citywide Visitor Management Calendar system at least a week in advance or as soon as possible.
 - 6.9.1. The event date/time, place, brief description and contact information shall be included.
 - 6.9.2. Concierge Service staff will review the City's news and event calendars available on the City website and other platforms as frequently as possible.
- 6.10. Per [AR123](#) City Identification Badges, Security personnel shall check the City ID badges for City officials, employees, contractors, Credit Union employees, volunteers, and visitors and help enforce the City policies.
- 6.11. Per [AR504](#), solicitations for charitable or other purposes, selling of tickets, and distribution of magazines, publications, or merchandise of any kind are prohibited in City-owned buildings without the permission of the CMO and/or Public Affairs Manager.
- 6.12 **Civic Center Building Access Control:** After business hours, the main entrance on the 1st floor and on the Lower Level shall be scheduled to be open for certain hours for public access to City Council meetings and other public meetings/events. This helps ensure ADA access (e.g. elevators and ramps) to those with limited mobility.
 - 6.12.1 To schedule after-business hour meetings/events at the Civic Center and ensure security at all times, the City Manager's Office and IS Department are responsible for maintaining a citywide Master Calendar Schedule for Civic Center Building Access Control accessible to the IS team and all staff liaisons to Boards, Commissions, and Committees.
 - 6.12.2 If there are no schedule changes from the Master Calendar above, there is no need to submit the Help Desk request ticket. Based on the Master Calendar and the published agenda schedule on the City website (i.e. [Legistar Insite page](#)), the IS team shall automatically set up the unlock/lock time and send a confirmation email to each Staff Liaison (and cc CMO liaison) to check if there is any last minute change or cancellation.



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- 6.12.3 To schedule after-business hour meetings or events that are not part of this Master Calendar, City staff shall submit an initial Help Desk ticket to the IS Department to request the Civic Center building access (1st Floor and/or Lower Level), indicating the dates/frequency and the unlock/lock times.
- 6.12.4. For any new meeting (deviated from the Master Calendar) add/change/cancel within a week range, the Department shall submit a Help Desk ticket titled "Civic Center Building Access Control Doors" with date/time configuration for Access Control. The IS Department's designated staff shall process the request and return the confirmation. The IS Department shall coordinate with the CMO liaison to update the Master Calendar Schedule accordingly.
- 6.12.5 For any new meeting add/change/cancel within a day range, the Department shall submit a Help Desk ticket request titled "Urgent message – Civic Center Building Access Control Doors" and also contact/call IS staff on duty to assist with the Access Control.
- 6.12.6 Each department shall update regularly scheduled meetings for the Council Chambers and Meeting Rooms B7 and B8 on the Outlook Calendar so that Public Works maintenance staff can set the A/C and any maintenance service work accordingly.

Attachment:

1. [Temporary Parking Permit](#) (accessible via *SurfNet – Forms & Templates – City Manager*)
2. [Concierge Service/Visitor Management system](#) (accessible via *SurfNet – Engagement Sites – Visitor Management*)
3. Security Daily Activity Log

Distribution:

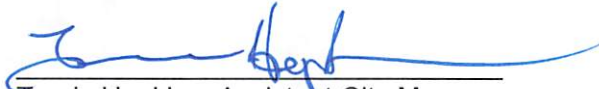
All employees may access the Administrative Regulations via the SurfNet or City website:

www.huntingtonbeachca.gov/AR



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Initiating Department


Approved as to Form
Michael Gates, City Attorney


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Review Schedule

REVIEW DATE	DEPT. HEAD INITIAL	CITY MANAGER SIGNATURE