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POLICIES & PROCEDURES MANUAL

FOR

CONVENTION & ENTERTAINMENT FACILITIES DEPARTMENT PARKING OPERATIONS

NOTE: TELEPHONE NUMBERS OF STAFF MEMBERS TO BE CALLED IN CASE OF EMERGENCY ARE LISTED ON THE LAST PAGE OF THIS MANUAL.

REVISED
3/6/09
1/26/10

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I. GENERAL INFORMATION

Parking Operations, a division of the Convention & Entertainment Facilities ("C&EF") Department, manages the following City of Houston owned facilities:

Location	Parking Spaces
Civic Center Garage	1,676
Large Tranquillity Garage	1,166
Small Tranquillity Garage	527
Lot "C" (surface lot)	176
Lot "H" (surface lot)	403
Houston Center for the Arts	83
HPD parking lot	85
George R. Brown Convention Center Surface Lot Parking	1,119
Convention District Garage	660
TOTAL PARKING CAPACITY	**5,895**

The Civic Center, Tranquillity Park and Tranquillity Annex garages are part of an 18 square block interconnected parking complex (six square blocks three levels deep) known as Theater District Parking. This is a 24 hour, 7 day a week parking facility operated by an on-site private parking contractor who oversees day to day functions.

Incorporated into this complex are approximately 2,100 lineal feet of pedestrian tunnels including one from the Jones Hall courtyard that branches off with one route leading to a lobby area adjacent to a pedestrian drop off and garage, and the other branch leading to the Bank of America Center tunnel and serving the orange level parking. The Alley Theatre tunnel leads from the termination of the Bank of America Center tunnel, then along the east wall of the Civic Center Garage and ends under the south side of Texas Avenue. A tunnel from the Tranquillity Garage to the City Hall Annex Garage is called the T-Tunnel and the City Hall basement tunnel, a short tunnel from the Tranquillity garage, leads into the basement of City Hall.

The City Hall Annex Garage is managed by the Building Services Department. This garage is used as City of Houston employee contract parking from 6 a.m. - 6 p.m. Monday through Friday and has 505 spaces.

Two surface lots are also included in the Parking Operations properties: Lot "C " located at the corner of Memorial and Houston Avenue, and Lot "H" located along the Memorial Drive feeder road adjacent to the Fondé Recreation Center. Both lots use hang tags 6 a.m. – 5 p.m. Monday through Friday and event tickets when circumstances warrant.

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The surface lot parking at the George R. Brown Convention Center consists of 1,350 parking spaces, which are open for various events at the Convention Center.

The Convention District Garage is located across from the George R. Brown Convention Center beneath Discovery Green park and is used for event parking.

The Houston Center for the Arts surface parking lot is located on the south side of D'Amico Street between Rosine Street and Rochow Street.

The HPD surface parking lots is located near the intersection of Preston and Artesian Streets.

The on-site parking contractor's office is located in the Civic Center Garage at the base of Entrance #1. The address for directional purposes only is 511 Rusk, the phone number is (713) 236-5775.

The Convention and Entertainment Facilities Parking Operations office is at the same location. The Mailing address is:

Convention & Entertainment Facilities Department Parking Operations
510 Preston
Houston, Texas 77002
Phone (713) 236-5760

Convention District Garage
1002 Avenida de las Americas
Houston, Texas 77010
Phone (713) 853-8970

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Inserts are included in this section containing the following information:

1. Theater District Parking Brochure.

Area map with directions to the Theater District with exits shown from major freeways.

Theater District map featuring location of garages, entrance numbers and surrounding entertainment facilities and office buildings.

Parking rates.

2. Theater District Garage and Tunnel System Map.

Identification of each individual Theater District Parking garage plus surrounding entertainment facilities and office buildings.

Identification of each individual stairwell by letter (i.e., Stairwell H, etc.)

Identification of City owned tunnels in Theater District.

3. George R. Brown Convention Center surface lots identified by location and lot number.

4. Convention District Garage identified by location**.**

5. **Lots C & H map.**

NOTE: TELEPHONE NUMBERS OF STAFF MEMBERS TO BE CALLED IN CASE OF EMERGENCY ARE LISTED ON LAST PAGE OF THIS MANUAL.

II. PARKING -- DAY-TO-DAY OPERATIONS

A. HOURS OF OPERATION:

Convention & Entertainment Facilities Department Parking Garage Facilities remain open twenty-four (24) hours per day. Entrance #1, off Rusk Street, is the main entrance and the one which is open twenty-four (24) hours per day, seven (7) days per week. The tunnel system from Jones Hall to the end of the Orange Concourse Tunnel is also open twenty-four (24) hours per day, seven (7) days per week.

Weekdays, the Tranquillity Parking Garage Facilities are open from 6:00 a.m. until 2:00 a.m. the following morning. Weekends and holidays this garage is open from 10:00 a.m. until 2:00 a.m. the following morning.

OPERATIONS PROCEDURES FOR EVENTS:

All parking personnel should help contribute to the operation of a safe, friendly parking facility with the goal being to move customers in and out quickly in a courteous manner.

Have all entrances open for multiple events. Double lane in where feasible. All exits should be open at the end of performances. Double lane out where and when possible.

For single events at either the Wortham or Jones Hall open all Civic Center garage entrances. Double lane in where feasible. <u>All</u> Civic Center garage exits should be open at the end of the performance.

Inform all ticket attendants and weekend and night managers that under no circumstances are they to stop exiting event patrons to check or retrieve tickets.

ALL EVENT PATRONS ARE TO RECEIVE A TICKET UPON ENTRANCE TO ALL THEATER DISTRICT PARKING FACILITIES (including non-paying Disabled American Veterans, or other authorized free parkers).

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DAILY OPERATIONS PROCEDURES:

Office & Administrative Staff:

Project Manager	8:30 a.m. - 5:30 p.m. M-F
Assistant Project Manager	7:00 a.m. - 4:00 p.m. M-F
Accounting/Office Manager	8:00 a.m. - 5:00 p.m. M-F
Bookkeeper	7:00 a.m. - 4:00 p.m. M-F
Parking Systems Analyst	6:00 a.m. - 3:00 p.m. M-F
Night Manager	3:00 p.m. - 12:00 a.m. M-F
Assistant Night Manager	Variable eight hour shifts
Weekend/Events Manager	Variable eight hour shifts
Assistant Weekend/Events Manager	Variable eight hour shifts
GRBCC Parking Manager	Variable eight hour shifts

CASHIER HOURS:

Exit booths are to operate with a cashier in the booth, Monday through Friday, a minimum of the following hours:

CIVIC CENTER GARAGE:

Entrance #1 (Old Rusk)	24 Hours a Day
Entrance #4 (Old Capitol)	Open from 10:00 a.m. - 10:00 p.m.
Entrance #6 (Texas)	6:00 a.m. - 6:30 p.m. Contract Only (no cashier required)
Entrance #7 (Texas)	Open from 1:00 p.m. - 10:00 p.m. Contract Only 6:00 a.m. - 1:00 p.m. M-F
Entrance #8 (Prairie Street)	6:00 a.m. - 6:30 p.m. Contract Only (no cashier required)

TRANQUILLITY GARAGE:

Entrance #2 (New Rusk I)	Open from 6:00 a.m. - 10:00 p.m.
Entrance #2 (New Rusk II)	Open from 10:00 a.m. - 6:00 p.m. (variable)
Entrance #5 (New Capitol)	Open from 6:00 a.m. - 2:00 a.m. Contract Only (no cashier required)

GEORGE R. BROWN CONVENTION CENTER

Hours of operation and lots to be opened vary according to scheduled events and are to be determined by George R. Brown Convention Center management.

The hours are adjusted at the discretion of the Convention & Entertainment Facilities Director, with consultation from the Contractor. All exits are to remain open seven days a week until 2:00 a.m. (even after the cashiers have left their booths) with the exception of Entrance #1 (Old Rusk) which is open twenty-four (24) hours per day, seven (7) days per week unless otherwise requested by the Convention & Entertainment Facilities Department Director.

CONVENTION DISTRICT GARAGE

24 Hours a day.

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B. PARKING RATES

The Contractor shall collect, count and verify all receipts for the operation of the Convention & Entertainment Facilities Department Parking Facilities and deposit them in a depository designated by the City. The existing rates have been approved by the Mayor and City Council, and are subject to change through the lawful exercise of their discretion:

Theater District Garage and GRBCC surface lots:

1. Hourly Rate	0 – 10 minutes	free
	11 mins. – 1 hour	$3.00
	61 mins. – 2 hours	$5.00
	121 mins. – 3 hours	$7.00
	181 mins. or more	$9.00
	Lost tickets	$9.00
	Monday through Friday, 6:00 a.m. to 5:00 p.m. Maximum $9.00. All rates include tax.	
2. Event Rate	$7.00 (including tax) Monday through Friday, 5:00 p.m. to 6:00 a.m.	
3. Weekend and Holiday Rate	$7.00 (including tax).	

(Holidays are those established by the Mayor and City Council).
**** Rate subject to change to accommodate special weekday matinee performances.**

Convention District Garage:

Event Rate	$10.00 (including tax).

Lots C and H:

6:00 a.m. – 5:00 p.m.	not more than **$3.00** per day
5:00 p.m. – 6:00 a.m.	not more than **$3.00** per day
Hang Tags	$48.00 per month.
Free to Jurors	

Houston Center for the Arts parking lot:

6:00 a.m. – 5:00 p.m.	not more than **$2.00** per day
5:00 p.m. – 6:00 a.m.	not more than **$2.00** per day

Contract Rate by Facility:

1. Theater District Garage (as of January 1, 2008)

a. Public Rate	$145.00 per month (including tax).
b. City Rate	Contract rate: $81.00 per month. No daily rate or event discount per allocation agreement.
c. Non-City	$93.00 per month (including tax) for contractors' employees assigned to Convention & Entertainment Facilities Department Buildings.
d. Reserved	$225.00 per month (including tax).

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PARKING RATES (continued)

Contract Rate by Facility:

2. Contract Parking Monthly Rates for unreserved spaces
Theater District Garage--not to exceed **$145.00**
Lots C & H--not to exceed **$50.00**

3. Reserved spaces--not more than **$225.00**

Arts Organizations whose offices are in the Wortham Theater and Jones Hall are to have first priority for reserved spaces at the regular rate of $115.00 per month or $106.24 per month if tax exempt.

C. FREE PARKING OR COMPLIMENTARY PASS POLICY:

1. The following categories of military veterans who have the proper identifying symbol or wording on the license plate of their vehicles, or a sticker permanently affixed to the front or rear window of their vehicle, will not be charged to park in the Theater District Parking Garages. This includes no charge for daily parking or event parking.

   Disabled American Veterans
   Medal of Honor Recipients
   Pearl Harbor Survivors
   Former POWs
   Purple Heart Recipients

   This policy is also in effect at the Convention District garage and surface lots at the George R. Brown Convention Center.

2. **Houston Police Department** - Houston Police Department officers driving marked HPD patrol cars shall not be charged for parking.

3. The Director of the Convention & Entertainment Facilities Department is authorized to give complimentary passes to clients.

No Convention & Entertainment Facilities Department or Contractor staff members shall have the authority to validate any tickets for free parking without the approval of the Director or designee.

In a dispute with a City employee who believes they are entitled to free parking and refuses to pay, get their drivers license number and name and turn it into the parking garage office. This ticket is to be forwarded to the Parking Operations Manager for resolution of the problem.

D. VOID AND FREE TICKET POLICY:

The voided ticket categories are defined below. In addition to keying-in the voided ticket code categories on the Federal APD cashier's terminal, put the following information on each ticket:

	CATEGORY	ACTION BY CASHIER
1.	Categories authorized by the State of Texas park free must display decal or license plate designating occupant is a DAV or disabled.	Validation fee code.
2.	DESIGNATED CITY VEHICLES: The following vehicles/persons park at no charge: Marked HPD patrol cars Convention & Entertainment Facilities Department vehicles with proper identifying emblem on door.	Validation fee code.
3.	10 MINUTES OR LESS FREE only. There is no 10 minutes or less Event Parking.)	Insert ticket or give ticket to cashier to process through register.
4.	EQUIPMENT MALFUNCTION:	Call office.
5.	I.O.U.	Complete pre-numbered I.O.U. form. Write I.O.U. number on ticket. Vehicle driver must sign form.
6.	CONTRACT PARKER FORGOT ACCESS CARD	Contract parker must go to parking office to have ticket validated prior to arriving at cashier booth or pay ticket amount before exiting.
7.	OTHER:	Explain on card (i.e., Back-up to get receipt.)

E. DOUBLE LANING POLICY:

1. Do not double lane for small events or for exhibits where traffic will enter and leave on an irregular basis.

2. Do not double lane for weekday matinees.

3. Double lane for all large events or for multiple events.

   A. For large events at Jones Hall double lane Capitol (#4) entrance under Jones Plaza and the Prairie (#8) / Texas (#6) entrance.

   B. For large events at the Wortham Center open all Civic Center garage entrances. Double lane the Capitol (#4) entrance under Jones Plaza and the Prairie (#8)/Texas (#6) entrance.

   C. For events at Jones Hall and the Wortham Center double lane the Capitol (#4) and the Texas (#6)/Prairie (#8) entrances.

   NOTE: Do not double lane the Texas (#7) entrance. There is too much converging traffic at the base of the ramp.

4. When events are taking place at one of our facilities, have all the entrances to all Theater District Garages open, whether you double lane or single lane. Have all gates open for exiting. Double lane exiting where possible.

5. For multiple events have all entrances and exits in all the Theater District's garages open.

6. Have all double lane event ticket personnel in place an hour and a half prior to the event before traffic backs up to the street level.

F. TRAFFIC CONTROL/TICKET DISPENSING:

1. Utilize security service personnel for traffic control inside the garages for both entering and exiting vehicles. Be sure the security personnel know how to direct traffic and know how to give directions to all of our facilities before arriving at their assigned posts.

2. Implement an emergency ticket dispensing plan approved by the Director when the ticket spitters malfunction, to prevent delays in traffic flow.

G. ILLEGALLY PARKED CARS:

Cars parked in another person's reserved space shall first be tagged with a FINAL WARNING sticker affixed to the side window on the driver's side. The car's license number and description will be recorded. The second offense shall result in the car being towed and the violator may be issued a parking ticket.

H. TOWING:

Both Parking Contractor and security personnel are authorized to tow cars double parked or otherwise blocking cars in the Theater District Garages. No FINAL WARNING sticker is required to tow under these circumstances. Cars leaking gasoline should also be towed to a remote part of Lot C or Lot H.

I. INCIDENT REPORTS:

Each morning incident reports from the previous day are to be delivered to the Parking Operations Manager. If a serious incident occurs, notify the Parking Operations Manager (or if unavailable, the Assistant Manager) **immediately** either in person at the operations office or by phone.

J. UNIFORMS:

Attendants at all times shall be dressed in uniforms which are distinctive in appearance, neat, clean and include name tags identifying the employee. The Director shall have final approval of uniform style. All personnel shall be clean shaven with a neat appearance (shirt tucked in, appropriate pants and shoes) and provide friendly service to customers.

K. DRUG POLICY:

All Contractor personnel recognize the City of Houston as a “drug free” work place. The sale, use, or possession of alcohol, drugs, or mind altering chemicals is strictly prohibited. All personnel are subject to random, suspicion, or related testing.

L. SUBCONTRACTORS’ DOCUMENTATION:

Adequate documentation is required from all subcontractors to verify that Contractor (and, ultimately, the City) is properly billed for services provided. At a minimum, supporting documentation should include the name, rank, pay rate, and hours worked at each location. The summary documentation shall be included with the City’s settlement checks and should be supported by subcontractor’s time cards or man-hour logs.

III. SECURITY

A. PERSONNEL/STAFFING LEVELS:

The security contractor shall furnish sufficient security personnel for the Convention & Entertainment Facilities Department parking garages as directed, to protect the security and well being of parkers.

For all Convention & Entertainment Facilities Department Parking Facilities, a typical weekly shift is shown below:

1. THEATER DISTRICT PARKING FACILITIES (including Civic Center Garage and Tranquillity Garages):

Weekdays:

a. Day shift (7:00 a.m. - 3:00 p.m. Monday -- Friday) 1 Site Supervisor and 7 Security Officers
b. Evening shift (3:00 p.m. - 11:00 p.m. Monday -- Friday) 1 Site Supervisor and 10 Security Officers.
c. Night shift (11:00 p.m. - 7:00 a.m. Monday -- Friday) 1 Site Supervisor and 3 Security Officers.

Weekends:

a. Day shift (7:00 a.m. - 3:00 p.m. Saturday -- Sunday) 1 Site Supervisor and 3 Security Officers
b. Evening shift (3:00 p.m. - 11:00 p.m. Saturday -- Sunday) 1 Site Supervisor and 10 Security Officers.
c. Night shift (11:00 p.m. - 7:00 a.m. Saturday -- Sunday) 1 Site Supervisor and 3 Security Officers.

2. LOTS C & H

Parking lot security shall be provided by Contractor with one Security Officer covering Parking Lot C from 6:30 a.m. through 6:30 p.m., Monday through Friday, and one hour before a special event begins until thirty minutes after the posted time of the ending of a special event. Parking Lot H shall be covered 24 hours per day, seven days per week, with one Security Officer per shift.

B. REQUIRED EQUIPMENT:

1. Security personnel shall use a minimum of three (3) gasoline or electric powered golf carts on the premises at all times, **in fully operational condition**, to cover the expanse of the garages. Each golf cart shall be equipped with a flashing warning light.

2. Contractor shall furnish no less than eleven (11) radios to provide communication between all security officers and the Command Center located in the Civic Center Garage.

3. Security contractor shall provide a minimum of four (4) scanners and position approximately twenty-five scanner locations throughout the Parking Garage, stairwells, and tunnels to ensure a constant and effective security patrol.

C. TRAFFIC CONTROL

Contractor shall provide sufficient staff to assist the Department's parking contractor with providing effective traffic control within all Convention & Entertainment Facilities Department Parking Facilities. All event traffic control plans are subject to approval by Director or his/her designee.

D. ONE WAY DOOR POLICY:

CIVIC CENTER GARAGE:

All stairwell doors in the Civic Center Garage are to be open from 6:00 a.m. – 2:30 a.m. the following morning. This schedule is to be followed daily seven days a week.

SMALL TRANQUILLITY GARAGE:

All stairwell doors in the Small Tranquillity Garage are to be open from 6:00 a.m. – 2:30 a.m. the following morning seven days a week.

LARGE TRANQUILLITY GARAGE:

All stairwells in the Large Tranquillity Garage shall be open from 6:00 a.m. – 8:00 p.m. seven days a week.

A security officer shall secure the closest stairwells as well as the surrounding sidewalk and garage areas for theater events.

D. ONE WAY DOOR POLICY (continued):

Stairwells are to be monitored for events at the following facilities listed below:

Jones Hall - Stairwell M (corner of Capitol & Louisiana).

Alley Theatre - Stairwell N (corner of Texas and Louisiana).

Wortham - Stairwell P (corner of Texas & Smith).

Bayou Place Stairwells F, P, O, and R, which remain open until 2:30 a.m.

For all signs that read:

NO RE-ENTRY ENTER AT XXXXXXXX

Keep the door to the outside closed at all times (except as noted above) and throw away all coke cans, rocks or other foreign objects used to prop doors open.

For signs that read: RE-ENTRY 6:00 a.m. - 6:00 p.m. MON. - FRI. Doors are opened only for the hours specified.

E. DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL:

The Convention and Entertainment Facilities Department's goal is to have knowledgeable, courteous security personnel who have, by their presence, the ability to protect property and safeguard visitors and customers at our parking facilities.

1. All security personnel will be dressed in complete uniforms approved by the Director for both summer and winter operations. All uniform clothing shall be cleaned and pressed accompanied by polished black leather or patent leather footwear.

2. Security personnel on golf carts and on foot shall be organized in a manner that allows all elevators, stairwells, and recessed hiding places (not behind walls) to be checked on an hourly basis.

3. Security personnel are responsible for the safety of visitors, contract parkers and garage personnel, and each roving security employee must cover vast parking areas as well as stairwells and tunnels, therefore, it is important that each individual refrain from visiting with fellow security team members. Two security personnel visiting cuts their coverage in half. Visiting may result in termination.

4. Security personnel assigned to operate golf carts must drive in a safe manner and at a reasonable speed.

E. DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL (continued):

5. Before an assignment directing traffic, security personnel must be familiar with the layout of the garage in which they will be working and must know what facilities have an event taking place and be able to give clear directions to that facility. Security personnel must carry facility maps to assist in giving directions. It is the responsibility of the shift supervisor to assign traffic directing posts and explain the strategy for routing traffic to a particular facility.

6. All security personnel must be courteous to visitors and remember many are here for the first time and may be confused in an unfamiliar environment.

7. On a daily basis, security personnel are to check to see that entrances are opened or closed as required, check to see that the booths are locked and the A/C units are shut off, report stairway lights out, missing mirrors, or mirrors that need adjustments. Security should also report missing air grilles along the walls and any water leak problems. This information should be turned in daily to the parking garage office.

8. All security personnel should receive Contractor provided training comprehensive enough to effectively deal with:

   a. Security situations.
   b. First aid and medical emergencies.
   c. Assisting the disabled in a sensitive and helpful manner.

9. All security personnel are to recognize that the City of Houston is a “drug free” work place. The sale, use, or possession of alcohol, drugs or mind altering chemicals is strictly prohibited. All personnel are subject to random, suspicion, or incident related testing.

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The Parking Operations staff would like to express their appreciation to Johnson Controls World Services for providing much of the information found in the following Emergency Procedures Section.

IV. EMERGENCY PROCEDURES

The content of this plan includes:

A. General Guidelines

B. Fire Procedures

C. Bomb Threat Procedures

D. First Aid Emergency Procedures

E. Bloodborne Pathogens

F. Security Emergency Procedures

G. Robbery

H. Evacuation Plan and Script

I. Flooding Procedures

J. Electrical Procedures

K. Hurricane Procedures

L. Freeze Procedures

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A. GENERAL GUIDELINES:

Proper procedures to be taken during the following described emergencies: Fire, bomb, first aid, security, evacuation, and flood.

1. Call in the following order for emergencies:
   911 - Houston Police or Fire Department for life threatening situations.
   SECURITY at 713/228-5808.
   PARKING OPERATIONS OFFICE at 713/236-5760.
   PARKING OPERATIONS MANAGER.
   DEPUTY DIRECTOR.
   GARAGE LEAD ENGINEER.

   <u>USE THE PHONE LIST FOUND ON THE LAST PAGE OF THIS MANUAL FOR PERSONNEL AND TELEPHONE NUMBERS.</u>

2. All communication during these processes is to be person to person, if possible, or by telephone if after business hours.

3. Always keep public safety in mind in all activities.

4. Always speak clearly and stay calm while executing procedures.

5. All employees aware of an emergency should be very cautious as to what they say around the general public.

6. THE PARKING OPERATIONS MANAGER would make the decision to evacuate.

7. No one should talk to the media concerning an emergency, neither during nor after. All contact with the media shall be through the Director.

8. Garage security shall complete a detailed and thorough report of any incident after the emergency is under control and turn it in to the Parking Operations Manager within 24 hours of the incident.

B. FIRE EMERGENCY PROCEDURES

The first facility personnel, including contractors or lessees to become aware of a fire (smoke, flames. etc.), should immediately call the 24-hour security post at 713/228-5808. If the facility security is not reachable or responding, or if it is a life-threatening situation, then the fire department should immediately be called at 911. When caller reaches 911 or security:

1. Caller should specify type of problem i.e. smoke, alarm or flames.

2. Caller should give specific location of fire or problem.

3. Caller should specify the status of problem, i.e., uncontrollable, controllable, already extinguished, or unknown.

4. Caller should give what ramp the fire department could use to get to the problem.

5. Caller is to calmly answer any and all questions asked by dispatcher before hanging up the phone.

6. While waiting for the fire department to arrive, be sure to keep the area of the problem clear and if possible and <u>if properly trained</u>, try to extinguish the fire.

7. Station security personnel at all entrances, (both ramps and stairwells) to prevent parkers and pedestrians from entering the garages.

8. Open all exit gates to allow anyone in the process of exiting to leave quickly.

9. When the fire department arrives, immediately escort them to the fire area, i.e., tunnels, fan room, electrical room, stairwells, parking area, pump rooms, or offices.

10. Notify the PARKING OPERATIONS MANAGER at the first opportunity. Phone numbers are found on the last page of this manual.

11. The Fire Chief is the only person authorized to release the parking facilities back to the Parking Operations Manager, or parking contractor.

12. Please note that all fires and alarms should be called in to the fire department whether the fire is extinguished or not or whether it was a false alarm or not. Be specific when you are talking to the 911 dispatcher.

13. All parties should report in after the fire has been put out to help with clean up.

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C. BOMB THREAT PROCEDURES

Person receiving a bomb threat by telephone should immediately initiate the following procedures:

1. Listen carefully to statement being made, and listen for tone of caller's voice i.e. strong, erratic, nervous, calm, etc. Try to detect the callers' age bracket, race, accent if any, and any familiar background noise.

2. Ask individual to repeat statement and then ask the caller where they put the bomb and what kind it is. Immediately write down as much as possible of exactly what the caller says. NOTE: BOMB THREAT FORMS ARE TO BE KEPT UNDER TELEPHONE AT ALL TIMES.

3. After the caller hangs up, finish writing down all exact information you can remember.

4. Immediately call SECURITY at 713/228-5808.
   PARKING OPERATIONS OFFICE at 713/236-5760.
   PARKING OPERATIONS MANAGER.
   DEPUTY DIRECTOR.
   GARAGE LEAD ENGINEER.

   THEIR PHONE NUMBERS ARE FOUND ON THE LAST PAGE OF THIS MANUAL.

5. Call 911 immediately after and specify to the dispatcher the exact conversation and to instruct the police department to arrive at the security office in the Garage located off Entrance #1 in the 500 block of Rusk Avenue.

6. Immediately following the call to 911, direct all personnel to begin searching the garage for any unusual or out of place boxes, suitcases, containers, etc. in stairwells, fan rooms, electrical rooms, pump rooms, valve rooms, offices, and parking areas. **Advise security personnel <u>not</u> to use two-way radios.**

7. All parties should report in after their search with any findings.

8. At any time during a search, after findings or after arrival of the bomb squad, the police, or Parking Operations staff may initiate evacuation of the parking facilities.

   If a suspicious package or device is found, immediately evacuate that floor and the floor levels above and below the danger area. Evacuate the rest of the facility immediately following. Security guards will remain outside entrances and prohibit anyone from entering the facility.

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C. BOMB THREAT PROCEDURES (continued)

9. When the bomb squad arrives, they will take charge of the Garage. Stand by in case they need doors or rooms unlocked.

10. The bomb squad commander or police supervisor are the only people to release the building back to the parking operations staff or to the parking contractor.

NOTE: SEE BOMB THREAT CHECKLIST ON FOLLOWING PAGE.

D. FIRST AID EMERGENCY PROCEDURES

When any facility personnel is made aware of a first aid situation, they are to:

1. Immediately call 911 for life threatening situations such as an apparent heart attack, serious accident or other major injury.

2. If there is any doubt as to the seriousness of the occurrence, call 911.

3. Whoever you call, you must give the best description about what has happened, where the injured person is and your identity. If you call 911, be sure to tell dispatcher exactly where the ambulance should arrive.

4. After notifying 911, you should immediately notify facility security of the situation by phoning 713/228-5808. Be specific as to whom you have called, where the injured person is, the extent of the injury, and where the ambulance is to arrive.

5. Security personnel should proceed immediately to the outside entrance where the ambulance is to arrive. NOTE: The height of the ambulance makes it impossible to drive it into the garage. **HAVE GOLF CARTS READY AND WAITING AT THE STREET ENTRANCE TO TAKE EMS PERSONNEL TO THE LOCATION OF THE EMERGENCY**.

6. After the ambulance arrives, security is to take attendants directly to the person in need and standby the scene to assist and gather information for a complete report for the manager.

7. THE PARKING OPERATIONS MANAGER should be notified as soon as possible during this activity and given the details, then proceed to the location of the injured person and help the injured person to the best of their trained ability.

8. Please recognize how important it is that extreme care and caution be maintained throughout these procedures and if a fatal situation occurs, call the PARKING OPERATIONS MANAGER, or others on the call list A.S.A.P.

   THE PHONE LIST IS FOUND ON THE LAST PAGE OF THIS MANUAL.

E. BLOODBORNE PATHOGENS

Extreme care is to be taken in the cleanup of blood and bodily fluids such as vomit, urine and blood. All supervisors, both Contractor and City, must be trained in proper cleanup techniques.

Facility manager should insure that proper supplies are kept in stock: Disposable gloves, goggles, pocket masks, biohazard container, and bleach or approved disinfectant.

1. Keep everyone clear of the spill.

2. Radio custodial supervisor of spill for proper cleanup.

3. Insure the following procedures are followed during the cleanup.

4. Wear disposable gloves and eye protection to prevent skin contact with the blood or body secretions. Fresh wounds are <u>most</u> susceptible to infection through contamination but all wounds should be protected.

   Air should be blown into the glove to be sure it does not have a leak. After use, it is important to remove contaminated gloves. The thumb and index finger should be used to grab the edge of a glove and start pulling the other glove off inside out. Once the glove has been pulled off inside out so that a clean surface is exposed, then the thumb and index finger from that hand should grab behind that surface and begin pulling off the other glove. The glove should slowly be worked off so that the clean inside surface is being used to remove the glove completely. When the gloves are completely removed, only the under surfaces should be showing.

5. Wear eye protection (goggles) if there is a chance of splashing or splattering. They must be disinfected and cleaned after use if any bodily fluids or blood have contaminated them.

6. All towels, sheets and other items used that may have blood on them should be put in the biohazard bag and container.

7. Bandages and other one-time use items used in the response should be placed in a biohazard plastic bag and disposed of properly.

8. Clothing which has been contaminated with blood or body fluids should be laundered. Contaminated clothing should be laundered in a 1:10 household bleach solution or equivalent. Do not handle the clothing excessively. Do not sort.

9. Wash hands as soon as possible after handling contaminated materials. This is the most effective means of infection control. Use lots of soap and running water.

E. BLOOD BORNE PATHOGENS (continued):

10. Accidental injuries such as cuts, needle sticks, any body fluids splashed into mouth or eyes, resulting in a possible exposure to infectious diseases requires immediate medical attention.

11. Disposable gloves should be worn while handling possible infectious materials.

12. Large spills need to be contained. This can be done with paper towels. A 1:1 bleach solution or equivalent disinfectant can be poured onto the items used to contain the spill. Dispose of in a biohazard bag.

13. If blood is spilled on the floor or carpeting, proper measures should be taken to remove the blood. A 1:10 household bleach solution or equivalent disinfectant should be used on hard surfaces. This 1:10 household bleach (or equivalent) should be left on the contaminated area for five minutes. If the stain or blood is spilled on carpeting, use a cleaning agent that will not ruin the carpeting. It is important to keep people clear of that area until the disinfecting has been completed.

F. SECURITY EMERGENCY PROCEDURES

A security emergency as it pertains to this plan includes:

1. Theft from cars, trucks, vans, offices or mechanical rooms.

2. Fights.

3. Assault and/or hostage situation - an individual brandishing a weapon with intent to do bodily harm.

4. Vagrancy - A vagrant in or around the garage.

5. Solicitation - An individual soliciting products or services beyond the parameters set up by the garage.

6. Socially Challenged - Person who harasses others, is obscenely dressed, obviously intoxicated or under the influence of drugs and a potential safety hazard to the public or themselves, disturbing the peace in some unusual or unacceptable manner or who is blatantly disregarding the rules and regulations of the facility.

7. Vandalism - Person who is damaging or abusive to the building or its contents.

The following is a list of what can and should be done and what cannot be done for each of the above situations:

Items 1 (theft), 2 (fights), and 7 (vandalism) - If suspect is on property, security is to be notified A.S.A.P. and given the exact location of suspect. Security can and should apprehend and hold the suspect in an isolated area within the proper safety parameters to security personnel and to the public. Immediately security is to call 911. *PLEASE NOTE THAT SOMEONE MUST BE WILLING TO PRESS CHARGES AND THE CONVENTION & ENTERTAINMENT FACILITIES DEPARTMENT WILL IF IT RELATES DIRECTLY TO OUR PROPERTY!

Items 1 (theft), and 7 (vandalism) - If no suspect is known, security is to be called by phone 713/228-5808 and they will report directly to the problem area. Once there, they are to make a complete report and take pictures for verification. These reports are to be forwarded to the Parking Operations office.

F. SECURITY EMERGENCY PROCEDURES (continued)

Items 4 (vagrancy), 5 (solicitation), and 6 (socially challenged)--If person fitting this description is noticed on the property, security should be notified at once by phone at 713/228-5808 and given the specific location, and the nature of the problem. Security is to be careful in dealing with this person. Remember this is a public facility and proper precaution must be taken to resolve the situation quietly and respectfully.

Upon arriving at the problem location:

1. Monitor individual's activity

2. Determine danger, if any, to public safety

3. If public safety is threatened, security is to immediately be requested by phone at 713/228-5808 or radio to call 911.

4. Security should then be sure there is sufficient help with them before trying to communicate with the person causing the problem.

5. Try and calm the person down and get him/her to an isolated place away from the public. Notify the person who called 911 of your location so that they may bring the police.

6. If danger is not detected initially, then security should, in the presence of witnesses, ask the person to leave the garage. Do not force an individual to leave. Keep a watch on them for a few minutes. If the person does not leave, then ask them to leave again in the presence of an on-site supervisor. Finally, if the person will not leave, then security can escort him/her outside the facility without force. If force is needed, 911 should be called for police assistance. Wait for their arrival before approaching the person again. In all cases, all communication should be calm and professional.

   Also be aware that solicitors and picketers outside the garage cannot be asked by the parking or security personnel to leave if they are not impeding the entrance into the garage. Call police at 713/222-3131, not 911, to assure the proper behavior of the picketers and the solicitors.

G. ROBBERY

Hold Up

1. Maintain calm and obey instructions from robber. Do not attempt to stop or apprehend.

ASSAULT AND/OR HOSTAGE SITUATION

1. Immediately upon detection of this situation, 911 should be called for the police and an ambulance. Be very specific to the dispatcher and tell them exactly what the situation is, where the problem is and where the police and ambulance are to arrive. Caller should then call security and identify the problem and the location of the persons involved. Security will send a response team to the location as well as someone to the outside to meet police and/or an ambulance. Upon arrival they are to monitor the situation and begin to isolate and secure the area. When police arrive, security is to move back and keep bystanders clear of the area.

2. If the person flees the scene, no one from the facility should pursue. *REMEMBER, DO NOT TAKE ANY CHANCES WITH YOUR SAFETY OR THE PUBLIC'S SAFETY!

H. EVACUATION PROCEDURES

The proper evacuation of a public facility is very important for the well being of the public and staff within the garage. These procedures are as equally important as the rest of the emergency plan.

THE PARKING OPERATIONS MANAGER, or DEPUTY ASSISTANT DIRECTOR or SECURITY would authorize an evacuation. The people listed above are to be notified by phone in the order listed until someone is reached. Their phone numbers are found on the last page of this manual.

Immediately upon hearing this call, all employees are to proceed quickly but calmly to the nearest exit areas and standby to help control and expedite the egress of the public. Attention and care could save someone’s life, so all employees should be alert and responsible during an evacuation. *REMEMBER, DO NOT TAKE ANY CHANCES WITH YOUR SAFETY OR THE PUBLIC'S SAFETY!

Once outside, you may tell the public why they were evacuated, but only if asked and only in very general terms. *NO ONE IS ALLOWED BACK INTO THE GARAGES UNTIL THE POLICE OR THE FIRE DEPARTMENT RELEASES THE FACILITY!

ATTACHMENT 7

I. FLOODING PROCEDURES

Caller should notify in the following order, the MAINTENANCE CONTRACTOR'S ON-SITE ENGINEERING STAFF, SECURITY AT 713/228-5808, THE PARKING OPERATIONS MANAGER or the DEPUTY ASSISTANT DIRECTOR. Their phone numbers are found on the last page of this manual.

1. Caller should search and find out what is causing the flooding.

2. If a sprinkler head breaks or is activated and is not the result of a fire, shut off valve on sprinkler first and replace sprinkler head (heads are in engineers' office in the garage).

3. If water line is broken, shut off incoming water valve (some fittings are in engineers' office in the garage).

4. If a sump pump or sewer pump is not working, try to reset breaker, and check to see if working.

5. Severe rain with flooding:

   a. Manager on duty should monitor weather on radio and alert staff as to current weather conditions and provide updates as necessary.
   When major tropical storm or hurricane rains are expected, the flood gauge on Buffalo Bayou is monitored. When the level reaches 25 feet, water barriers are to be put out at entrances #6 on Texas, and #7 on Texas, and at the top of stairwells O, P, R, and S on the Bayou Place side of Texas Avenue. **The flood barrier installation procedures are located in the back pocket of this binder.**

   b. If there is a possibility of flooding in the garages, confirm that engineering staff has activated the pumps.

   c. Manager on duty should prearrange for additional custodial staff to be available for clean up.

J. ELECTRICAL PROCEDURES

1. If breaker is tripped, reset breaker.
2. If breaker is broken, call vendor.
3. If ballasts are out, try to change out if you have the knowledge. (Maintenance Contractor's employees only.)
4. If motor or pump is out, call Maintenance Contractor.
5. If breaker or motor is out, call Maintenance Contractor.

ATTACHMENT 7
4.11

K. HURRICANE PROCEDURES

The following information is an outline of various preparatory steps recommended by C&EF Management Staff in the event that a hurricane threatens Houston.

The Parking Contractor's on-site Manager and the City's Parking Operations staff are to work closely with the Maintenance Contractor to ensure that the emergency procedures of all organizations are complete and coordinated.

Most importantly, please keep in mind that this outline is not intended to substitute for the good judgment of the on-site management staff when confronted with the reality of a hurricane. In the event that the procedures outlined herein are not deemed appropriate and the on-site staff cannot contact their immediate supervisor for permission to vary from these procedures, they must take whatever reasonable action may be required by the circumstances at hand.

Phase I - Hurricane Season Preparation:

A. Inventory materials for shoring, waterproofing, and securing entrances and objects to include the following:

Flashlight and extra batteries	Plywood
First aid Kit	Sandbags
Visqueen	Two way radios
Work gloves	Water containers
Hard hats	Duct tape
Can opener	Battery powered radio

B. Complete all preventive maintenance on emergency generators.

Phase II - If National Weather Service Issues Hurricane Watch, Do The Following:

A. Equipment Status

1. All emergency equipment checked and on standby.
2. All floor drains checked and working.
3. All doors checked and working.
4. All loose items secured.
5. All pumps in critical areas working.
6. Three gas powered golf carts full of gas and ready.
7. Two gas powered generators checked and on standby.

K. HURRICANE PROCEDURES (continued):

B. Schedule staff for standby duty.

1. Convention & Entertainment Facilities personnel are to be on call.
2. Garage maintenance personnel on standby.
3. Parking Contractor and Security personnel on call.
4. Maintenance Contractor's national headquarters notified by local office of impending storm.

C. Inventory list of contractors who may need to respond if hurricane hits Houston.

D. Finalize Contingency Plans

1. The Public Information Office will fax all information received from the Emergency Management Office to all Deputy Directors. The Deputy Directors will transmit that information to all Assistant Directors, Managers, and Contractor personnel on a "need to know" basis.

2. Make sure necessary FEMA forms are on hand and review.

   Deputy Directors will contact all management staff under their supervision and notify them of the Watch designation and convene an emergency meeting to lay out staffing and equipment plans for each facility as well as the designation of appropriate command posts within the facilities. Preliminary locations are as follows:

Wortham	WTC Administration Office
Parking	Parking Operations Office
Jones Hall	Rear Orchestra
GRBCC	Room 306

   Primary contractor staff members from Security, Maintenance, and Cleaning shall be included in this meeting in addition to a representative from Special Operations of HPD.

3. Public Information Officer will continue to provide weather briefings to Deputy Directors as well as any information received concerning designated emergency shelters.

K. HURRICANE PROCEDURES (continued):

Phase III - National Weather Service Issues Hurricane Warning

A. Review Phase II

B. Have minimum crew of Convention & Entertainment Facilities, engineering, garage operations and security staff on-site to provide basic support services.

C. Assistant Directors, Managers, Deputy Director, and Director will meet to discuss responsibilities during and after the storm.

D. Contractors are put on alert for possible repairs/clean up.

E. Bring in port-o-cans for security staff use.

Phase IV - Hurricane or Flood Situation

A. Review first three phases.
B. Relocate all valuable files and documents if flooding is expected.
C. Make sure plenty of bottled water for drinking is available.
D. Final count of all personnel who will be at the facility for the hurricane.
E. Permit as little movement about the facility as possible.
F. Staff shall monitor weather reports and radio transmissions.

Phase V – Storm Aftermath/Clean Up

When allowed, managerial, maintenance, and custodial staff should report to the facility and begin clean up and damage assessment.

THE FIRST PRIORITY IN EACH FACILITY WILL BE TO ENSURE THAT ALL PERSONS IN THE BUILDING ARE SAFE. IF THERE ARE INJURIES, THEY SHALL BE ATTENDED TO IMMEDIATLEY AND TRANSPORTED TO ST. JOSEPH'S HOSPITAL AS SOON AS POSSIBLE. THE FACILITY STAFF SHALL IMMEDIATELY BEGIN FILLING OUT FEMA FORMS AS NECESSARY. STAFF SHALL ALSO VIDEOTAPE A TOUR OF FACILITY AND GROUNDS TO THE EXTENT IT IS SAFE TO DO SO.

IN ADDITION:

A. FOR LOSS OF GLASS

1. Break all hanging glass.
2. Sweep all broken glass into garbage cans.

K. HURRICANE PROCEDURES (continued):

B. FOR LOSS OF POWER

NOTE: Parking will always have emergency power.

C. WATER IS UNDRINKABLE

1. Water shall be presumed to be undrinkable unless radio reports indicate it is not contaminated.
2. Prearranged facilities shall be utilized.

D. DAMAGED OR DESTORYED SIGNAGE

1. Remove all loose material from sign frame.
2. If in a dangerous condition, take down.

E. DAMAGED LANDSCAPING AND GROUNDS

1. Move all debris that may be blocking drains on facility property.

F. PRESENCE OF LOOTERS

1. Do not confront looters found in the facility. Inform Security.

G. MISCELLANEOUS

1. Secure whatever possible.
2. Cordon off damaged areas.

NOTE: News media must be directed to the Director or Deputy Director only. If both are unavailable, contact Mr. Pete Radowick, Public Information Officer, C&EF Department, phone: (713) 853-8077 or mobile phone: (713) 376-0664 and make him aware of any issues raised by the press. No one else is to discuss any of our operations with the news media.

EMERGENCY SUPPLIES ON HAND:

1. Bottled water and first aid kit.
2. 600 sand bags.
3. Masking tape.
4. 3/4" x 8' of plywood; screws and nails.
5. Flashlights and extra batteries.
6. Battery powered radios and extra batteries.

ATTACHMENT 7
4.15

K. HURRICANE PROCEDURES (continued):

HURRICANE – MISCELLANEOUS PROBLEMS:

*EMPLOYEE REFUSES TO WORK

1. Counsel employee on his/her role during storm.

2. Upon continued refusal, allow employee to leave and make provision to cover assigned responsibilities.

*EMPLOYEE WANTS TO LEAVE JUST BEFORE STORM HITS

1. Counsel employee on his/her role during storm.

2. Issue clear warning of the possibility of not reaching their destination before the storm hits.

3. If unsuccessful in convincing employee to remain, allow employee to leave and make provisions to cover assigned responsibilities.

*A REQUEST IS MADE TO ALLOW NON-ASSIGNED PERSONS TO STAY IN THE FACILITY DURING STORM.

1. If time permits, direct those persons to the nearest emergency shelter.

2. If not, allow them to stay in the facility in or near the Command Post.

*AN EMPLOYEE DESIGNATED AS ESSENTIAL PERSONNEL DESIRES TO BRING FAMILY TO STAY IN FACILITY DURING STORM.

1. Explain the danger of permitting that to occur.

2. If not successfully in persuading them not to bring family members, allow employee to go home to be with family.

L. FREEZE PROCEDURES

1. Have adequate supply of de-icing material on-site prior to onset of cold weather.

2. Instruct Maintenance Contractor, Parking Contractor and Security Contractor's staff on de-icing procedures for exterior ramps and stairway entrances.

3. Notify garage engineering and maintenance staff they will be on call and must be on-site prior to expected icing conditions occurring.

4. Apply sand or de-icing material as soon as icing is apparent. Check ramps and stair landings and de-ice as required.

5. Set out wet floor A-frame signs in icy areas as a reminder to pedestrians to take care while walking.

6. Maintenance Contractor should turn off all intake fans to prevent freezing of pipes overnight.

ATTACHMENT 7

RADIO CODE NAMES

1. Use this information when transmitting an emergency over the radio. This is for the protection of the public who may overhear radio conversation and react in an unsafe manner.

2. Upon hearing a code name, all employees are to cease transmissions and direct attention to person initiating the call.

   a. Speak Clearly
   b. Identify Yourself
   c. Identify Emergency Code
   d. Repeat Steps 2 & 3
   e. Identify Who You Are Calling
   f. Follow Emergency Procedures As Outlined

EMERGENCY	CODE NAME
Fire	Red
Bomb Threat	Black
Medical Emergency	Orange
Security Emergency	Blue
Evacuation	Green
Tornado/Severe Weather	White

10-4	Signals Good
10-7	Out of Service
10-8	In Service
10-9	Repeat Last Transmission
10-10	Fight in Progress
10-12	Stand By
10-15	Break
10-16	Domestic Trouble
10-17	Meet Complainant
10-20	Location
10-21	Call by Telephone
10-22	Disregard
10-23	Arrived at Scene
10-26	Detaining Subject
10-27	Drivers License Information
10-31	Burglary in Progress
10-32	Man with Gun
10-34	Riot
10-36	Correct Time
10-38	Stopping Suspicious Vehicle
10-40	Restroom Break
10-41	Beginning Tour of Duty
10-42	Ending Tour of Duty
10-43	Going to See
10-51	Wrecker Needed
10-52	Ambulance Needed
10-53	Skaters or Bikers
10-55	Transient
10-56	Intoxicated Pedestrian
10-59	Convoy or Escort
10-67	Criminal Mischief
10-68	Burglary of Motor Vehicle
10-69	Message Received (Clear)
10-70	Fire Alarm
10-73	Smoke Report
10-74	Negative
10-76	En route
10-77	ETA (Estimated Time of Arrival)
10-78	Need Assistance
10-83	Need Food
10-86	Need Relief
10-88	Pedestrian Urinating in Public
10-89	Respond to Alarm At
10-92	Unauthorized Entry

V. EMERGENCY NUMBERS

CONVENTION & ENTERTAINMENT FACILITIES
PARKING OPERATIONS: (713) 236-5760

Mario Ariza, Deputy Director at (713) 250-3672, Cell (713) 408-9031
Lannie Lesher, Manager at (713) 236-5760; Cell (832) 465-6901
Reginald Randolph, Assistant Manager (713) 236-5760, Cell (832) 465-6902

PARKING CONTRACTOR: (713) 236-5775

Curt Jones, Project Manager, Cell (281) 250-6084, Home (281) 596-8666
Girma Hailu, Cell (832) 618-7035
Billie White, GRBCC Manager, Cell (832) 289-7209, Office (713) 853-8052
Maintenance Supervisor (Maria), Cell (281) 777-9450, Office (713) 236-5791
Daniel Ibarra, Night/Events Manager, Cell (713) 480-3837

SECURITY at THEATER DISTRICT PARKING (713) 228-5808

Armando Vela, Asst. Project Manager, Cell (281) 415-6172

SECURITY at G. R. BROWN (713) 853-8098

Dennis Sandoval, Senior Project Manager, Cell (713) 504-3366
Steven Ayala, Project Manager, Cell (281) 932-1421
Howard Hastings, Asst. Project Manager, Cell (713) 653-3414

MAINTENANCE CONTRACTOR: (713) 853-8060

Gerad Moers, Project Manager, Cell (713) 858-6539
Royce Johnson, Cell (713) 858-6632
Danny Faldyn, Cell (713) 858-6586
Wortham Theater Duty phone (713) 962-3658
Jones Hall Duty phone (713) 628-2948
GRB Duty phone (713) 858-6597

PUBLIC INFORMATION--Convention & Entertainment Facilities Department
Pete Radowick, Communications Manager, (713) 853-8077, Cell: (713) 376-0664