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## STANDARD OPERATING PROCEDURES

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**Title:** Restricting and securing  
access in the arena \_\_\_\_\_

**Department:** Administration \_\_\_\_\_

**ID Code:** ALL-ADM-006 \_\_\_\_\_

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**Department  
Approval by:** \_\_\_\_\_

**Approval Date:** \_\_\_\_\_

**Dates of  
Amendments:** \_\_\_\_\_

**Next Scheduled  
Review:** \_\_\_\_\_

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### Purpose

To establish standard operating procedures (SOP) for access to restricted areas within First Interstate Arena.

### Scope

The SOP applies to First Interstate Arena.

### Procedures

1. First Interstate Arena is a restricted facility and unauthorized people or persons are not allowed anywhere in the arena. The exception is the public lobby during designated business hours.
2. Credentials are required for authorization to access the arena and must always be visible.
3. Persons without visible, valid credentials will be stopped and escorted from the arena, if credentials are not produced. **There are no exceptions to this rule** - no credentials no access.
4. Authorized credentials are defined as follows:
  - A. MetraPark staff – Metra Park issued photo ID credentials.



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- B. Yellowstone County staff – County issued photo ID credentials during regular business hours and in unrestricted areas.
  - C. Event contractors – photo ID credentials for key personnel (CMS, DiA, IATSE)
  - D. Event day staff - issued designated wristbands for events. (MetraPark, CMS, DiA, IATSE)
  - E. Artist/Tours – provide their own credentials. Credential information needs to be shared prior to or upon tour arrival for the creation of Access Credential Boards
  - F. Building contractors – issued building credentials upon check-in with government issued photo ID. Standard check-in is with the facilities department. Recommend that you hold the government issued ID until the temporary ID is returned.
  - G. Guests - issued building credentials upon check-in with government issues photo ID at the box office. Same procedure, hold the ID until the return of the government issues photo ID
- 5. Event contractors are responsible for ensuring that all the event day staff under their supervision are properly credentialed on the day of every event.
  - 6. On-duty law enforcement personnel are exempt from credentialling.
  - 7. Credential boards (flyer with photos of all the events wristbands and credentials) will be posted in designated areas and shared with authorized personnel on event days. The Production Department is responsible for the creation and distribution of credential boards. Credential boards should designate the area of access for all credentials