

PLENARY

SITUATIONAL AWARENESS & RISK MITIGATION IN PUBLIC SPACES

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levitt
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Welcome Everyone!

2023 Levitt National
Convening



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Building Unstoppable Teams:

Situational Awareness & Risk Mitigation in Public Spaces

Key Objectives

- Pandemic's effect on Safety and Security
- Building Heightened Levels of Awareness (using your 6th sense)
- Building Resilient Security Culture
- Event Industry Challenges
- Increase Personal Safety
- Making the Unknown Familiar through Sub-Conscious Mind Programming
- Controlling the body's physiological effects during uncomfortable situations
- The Importance of an Incident Response Plan
- Front-Line Team Engagement (Assumptive Risk Analysis-Near Miss Program)

Building Your Security Culture

Are your teams focused on awareness and beyond?

Is your facility/organization building a healthy security culture?

Are you making security fun and engaging?

Do you and your leadership teams instill the concept that security belongs to everyone?

Do your teams get rewarded and recognized for doing the right thing as it pertains to security?

Have you built a security community?



Leadership

“Is the art of getting someone else to do something you want done because she/he wants to do it”

Dwight Eisenhower

Building Elite Security Teams Begins Here!

Building Resilient Security Cultures

- Identify Team Leads both from your guest service and security. These are passionate, highly motivated individuals within both departments
- Allow them to lead identifying all risks associated with safety and security and Guest Services
- Have everyone within the two teams actively take part in assumptive risk analysis
- Have these teams research and identify resources and best practices for Health, Safety, Security and Guest Services.
- Assure that there is strong leadership support

Thinking Critically Making Decision Solving Problems

- Effective Reasoning
- Creativity & Innovation
- Problem Solving
- Decision Making



Risk Factors Creating Mental Instability & Facility Vulnerability

Widespread Anxiety

Poor Social Supports

Financial Difficulties

Changes in work and income

Damaged Social Relationships

Depression, Anxiety, Insomnia

The Unknown

Powerlessness

Mental Instability + Threat Ideology= Facility/Event Vulnerability



Donuts Have Holes, Information,
Technology and Incident Response
Plans Should Not!



Are Incident Response Plans Important?

**Allows You to
be Prepared**

**Receiving
expedited
information in
detail**

**Closing the GAP
to respond with
appropriate
personnel**





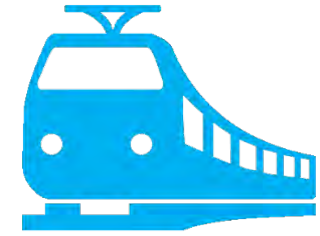
Over 65 Terrorist Plots have been thwarted and prevented since 9/11

Domestic counterterrorism tools put in place since 9/11 have helped stop terrorists from operating on U.S. soil.

Current Security Challenges

- Access Control (Ingress & Egress)
- High Concentration of People
- IED Placement
- Access to Restricted Areas
- Structural Designs
- Light Rail Systems
- Vehicle Ramming, Q-Times
- Lone Wolf Carry and VBIED
- Porous Perimeters
- Perimeter Security
- Limited Standoff Distances
- Minimal Security Screening

Event Phases



Arrival



Approach

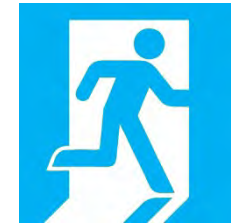
“Last Mile”



Ingress



Circulation



Egress



Dispersal

Key Contributors to Crowd Management Issues

- Lack of proper Event Command structures
- Lack of liaison between Police / Security / Show Promoters
- Restricted Ingress and Egress routes
- Pressure to reduce staff or short staffing
- Poor or confusing ability to communicate with the crowd

Complex Threat Environment

- DHS “assesses that mass gatherings venues — remain a potential target for terrorists or [homegrown violent extremists
- 63 Active Shooters in an FBI Study confirmed based on demographics that they could have been identified
- 77% prepared and planned their attack prior with at least a week of pre-operational threat surveillance.
- 75% were identified to have mental issues (is this number higher now based on our health pandemic?)
- Active Shooter displayed 4 to 5 concerning behaviors over time

5 Emotional Traps-Reactionary Gaps

- Hopelessness – There’s nothing we can do.
- Infallibility – It will never happen here.
- Inescapability – If it’s unavoidable, why even try to prevent.
- Invulnerability – It can’t happen to me/us.
- Inevitability – If it’s going to happen anyway, why prepare.

Removing Hesitation & Complacency

“The tragedy of life is often not in our failure, but rather in our complacency; not in our doing too much, but rather in our doing too little; not in our living above our ability, but rather in our living below our capacities”

Benjamin E. Mays

Levels of Awareness

Mindset: Condition Yellow acutely aware of your environment



Unprepared and Unready to Take Action



Prepared, alert & relaxed. Good Awareness



Alert to probable danger. Ready to take action



Action Mode. Focused on Emergency at hand



Panic-Breakdown of Physical/Mental Performance

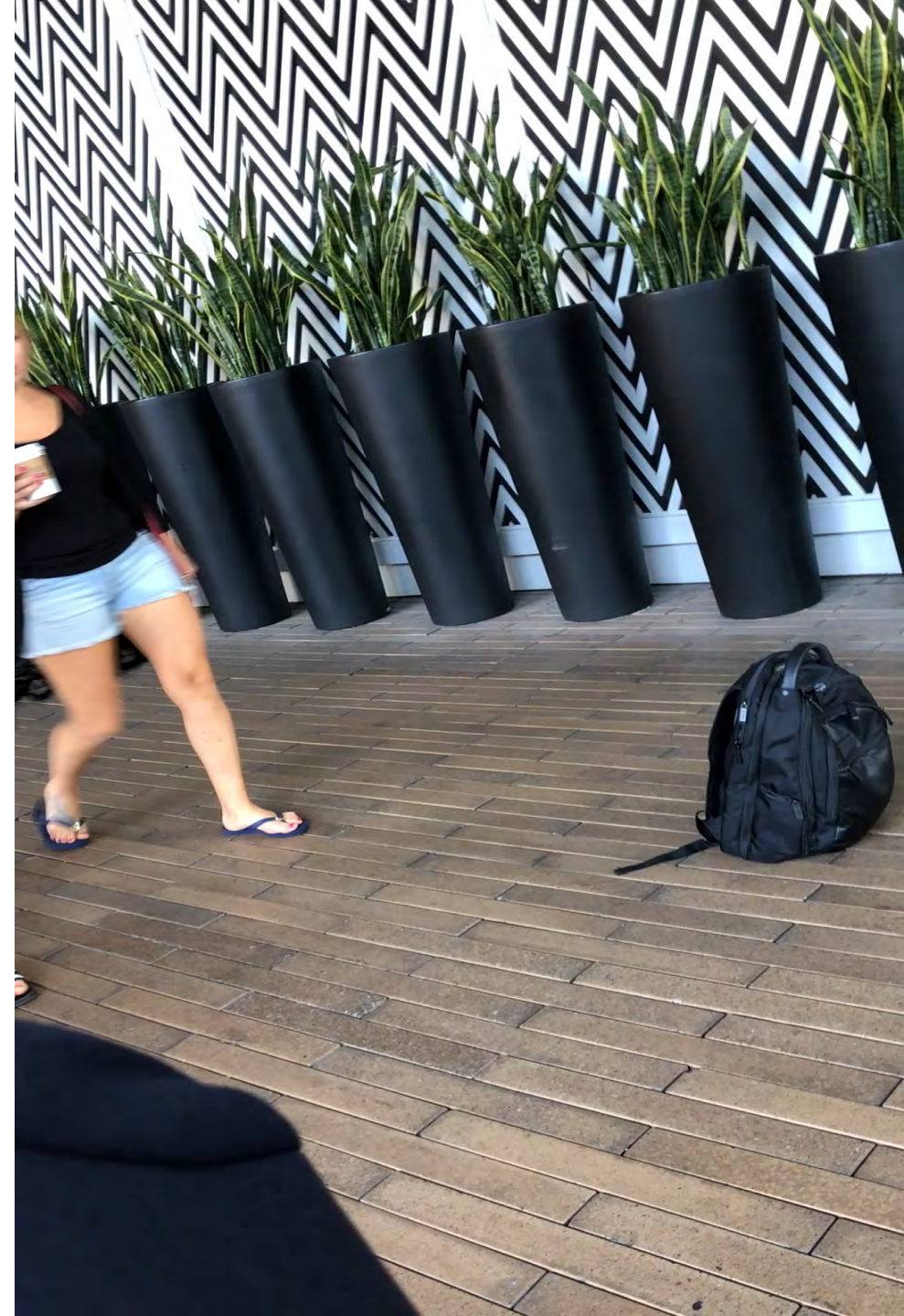


Building our future begins here!

- Levels of awareness-Condition Yellow
- Acutely Aware of their environment
- Prepared to react to a perceived threat
- They do not allow technology to consume their level of awareness but will use and integrate technology to increase their security awareness
- They mentally prepare for conditions that could adversely affect them
- Planning, Preparing, Responding and understanding the importance of recovery is in their DNA

Complacency=Lack of Awareness

- Unattended Backpack
- Condition White
- Pre-occupied
- Lacking in observation skills regarding environment anomalies



PROGRAMMING THE
SUBCONSCIOUS MIND TO AVOID
LOOP RESET

Mind Set



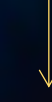
Conscious
Mind



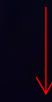
Sub-conscious Mind



Body

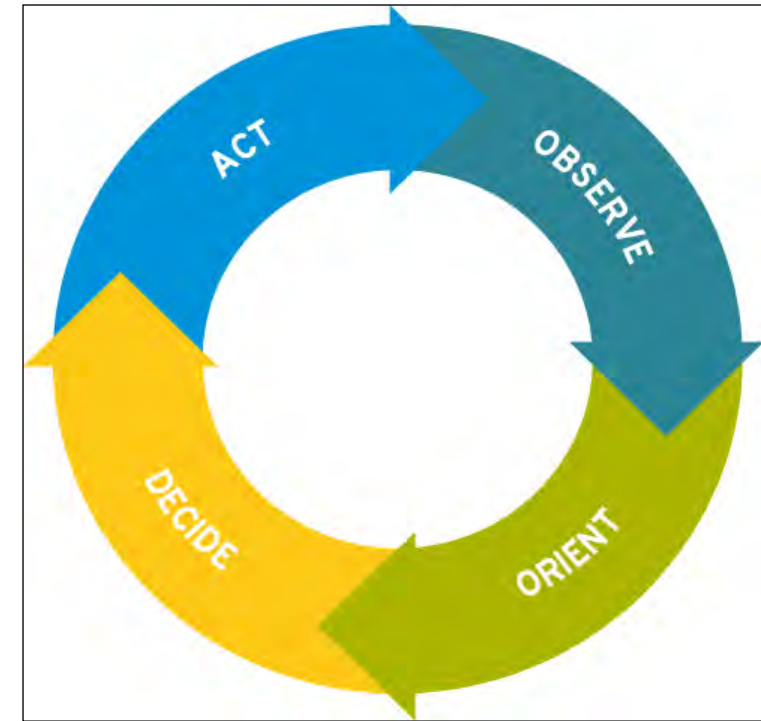
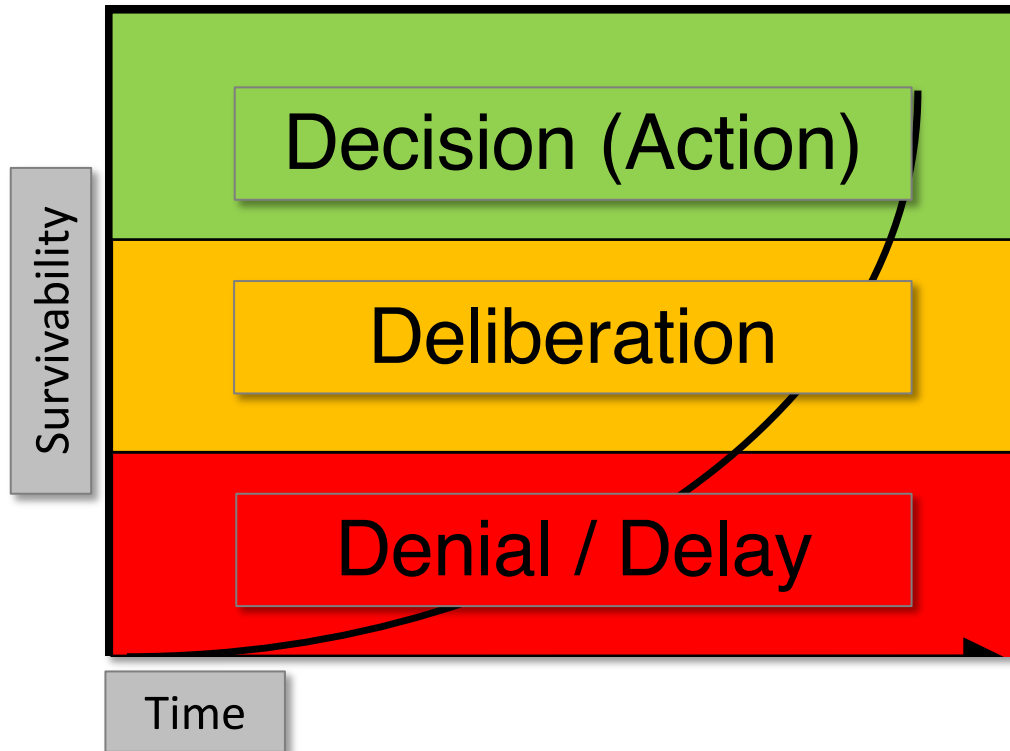


Action



Result

Why do we hesitate to make decisions during stressful situations? *Loop Reset*





What impairs staff/guests from reacting and responding? *Physiological Effects*

- Elevated Heart Rate
- Motor Skill Degradation
- Cognitive Impairment
- Tunnel Vision
- Loss of Near Vision
- Loss of Hearing

What is Verbal De-Escalation?

Targeted Intervention during a potentially dangerous, or threatening, situation. An attempt to prevent a person from causing harm to themselves or others.

It's Not Personal

- We must train employees to not take encounters personal
- We must train employees/staff to the conditions they may encounter
- We must identify response objectives for every imaginable encounter

“Expect the unexpected, and you won’t be disappointed”



How to Manage Patron & Guest Non-Compliance

Ensuring Personal Safety in Potentially Problematic Situations

- In any conflict, we have a choice
 - ✓ Escalate the incident further
 - ✓ De-escalate the situation

Stage of Behavior Escalation

- Calm – Person relatively calm / cooperative.
- **Trigger** - Person experiences unresolved conflicts . This triggers the person's behavior to escalate.
- Agitation – Person increasingly unfocused / upset.
- Acceleration - Conflict remains unresolved. Person FOCUSES on the conflict.
- **Peak** - Person out of control / exhibits severe behavior.

Demonstrate Reflecting

- Show evidence of active listening by **repeating what the person has said.**
- These statements should be brief. Do not interrupt the agitated person.

Example: *“I’m not going to be disrespected and told what to do, and it’s making me angry.”*

“Sir, you don’t feel respected, and you are angry.”

Improving Security, Fan & Guest Experience

- Establishing Leadership Buy-in
- Information Sharing, Networking, and establishing partnerships with a common goal to understand what works for other Facilities
- Engaging Front Line Teams and security personnel by allowing them to identify all challenges & tools needed to deal with complicated challenges
- Allow Teams to identify capability gaps as it pertains to security, guest services, and technology

Technology Capabilities

- Weapons Detection (Critical)
- Autonomous Response & Mass Notification
- Initiate facility sirens and alarms
- Activate Lockdown of all access control points
- Alerts Security Personnel
- Instant SMS Messaging to Staff and Admin.
- Initiate Electronic Shelter in Place Orders
- Safety Act Certified

The Future Trends of Event Risk Management

- Require Industry focused Risk Management Training
- Enhance Industry Collaboration and Information Sharing
- Standardize risk analysis/management methodologies & metrics for event organizers
- Adopt data driven approaches to risk analyses-incidents, near misses & Causal analysis
- Align to evidence-based research/studies and best practices

Building The Mental Database

Near-Miss Reporting

- Key points

- One definition of a near miss is when an unplanned event occurs resulting in no injuries, damages, but had the potential for such.
- Communicate near-miss programs, make them easy to use and take action on near misses reported.
- Employee involvement is vital for the success of a near-miss program.

- End Results

- Increases team's observational capabilities
- Programs the sub-conscious mind to store and recall information.
- Motivates staff and keeps them engaged
- Post event debrief using Near Miss Reporting offers staff methods to identify and take action
- Reward system for employees

- Please scan the barcode with your smartphone
- Scroll to: ***Near Miss what happened?***
- Please submit a recent or previous Safety/Security related issue that was managed but could have escalated into a potentially hazardous condition.

A smartphone screen displays the IAVM 'Near Miss what happened?' form. The form includes the IAVM logo, a title, a descriptive paragraph, and input fields for Name (Optional), First Name, Last Name, and Department. A footer indicates it is powered by Formstack.

I A V M INTERNATIONAL ASSOCIATION OF VENUE MANAGERS

A near miss is an event that could have easily created a guest service concern, caused injury or damage but didn't. This report will be used to increase your team's observational capabilities through assumptive risk analysis by building a hazard library of potential hazards reported in a controlled environment in order to identify and take appropriate action for all conditions. The form will be used to improve workplace conditions and implement better Guest Services and Safety & Security Training.

Name (Optional)

First Name

Last Name

Department

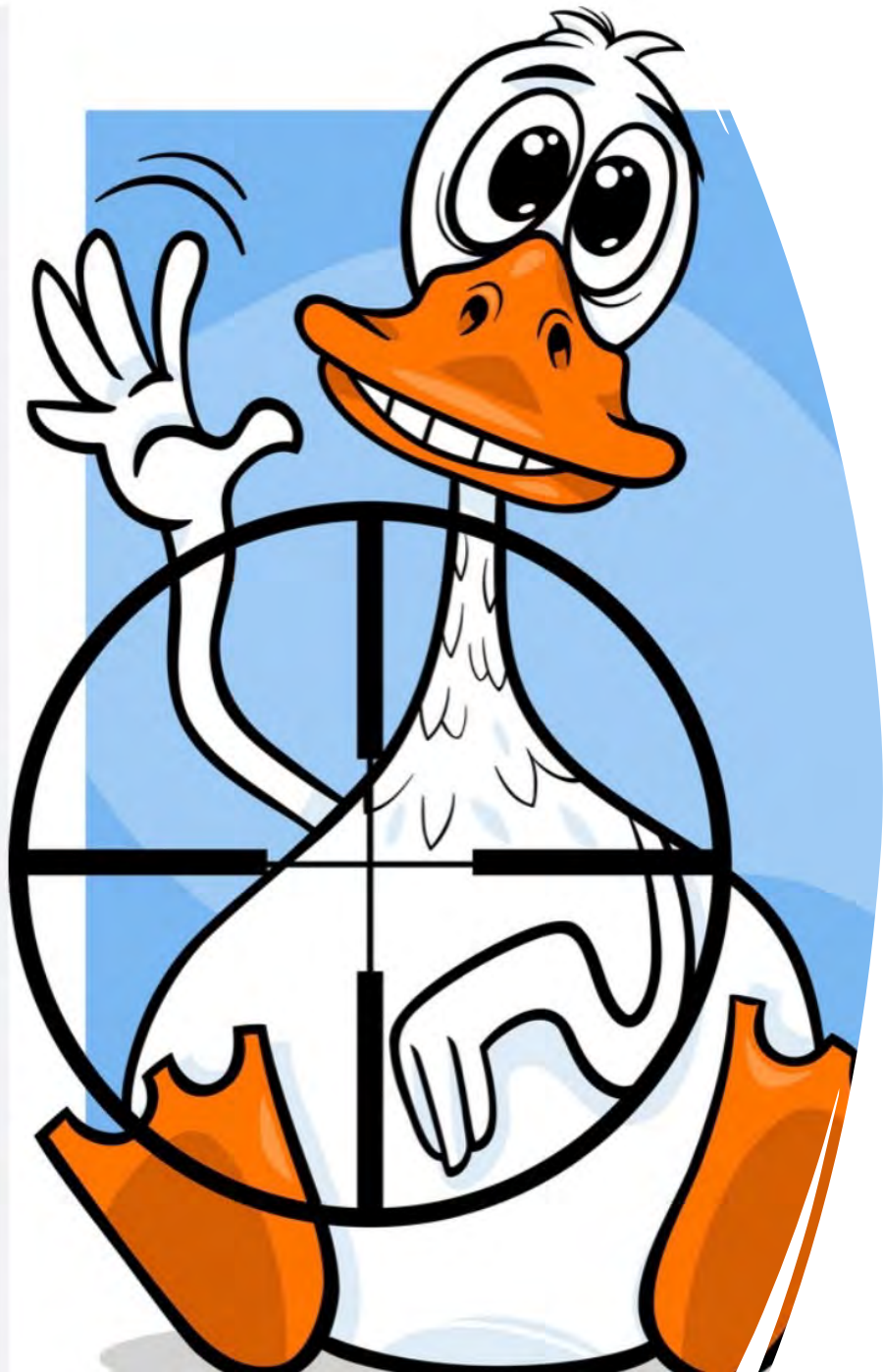
Powered by Formstack Create your own form >

Securing Facilities: Information Sharing & Networking

- Attending IAVM's Monthly Safety & Security Sub-Committee Town Halls
- Attending IAVM's Monthly Human Resource Committee Town Halls
- Attending IAVM's Guest Service Town Halls
- Attending the Academy for Venue Safety and Security Annually
- Attending IAVM's Annual Conference specific to all Venue Types
- Attending IAVM's Venue Management School (Annually)

“I’d much rather endure the inconveniences of looking for ways to enhance my security posture, then fail by making no attempt and losing lives after a foreseeable catastrophic event”

-Mark Herrera



Don't Be a Sitting Duck!

- Train, Train, Train and Reinforce your Training
- Cross Pollinate your Teams to manage all functions from Operations, Guest Services, To Safety & Security
- Empower your employees to actively take a role in assuming risk.

Special Offer for Membership

Take your career to a new level with IAVM!

Join our global network with access to career-energizing events, opportunity-building education and the industry's top stories and news.

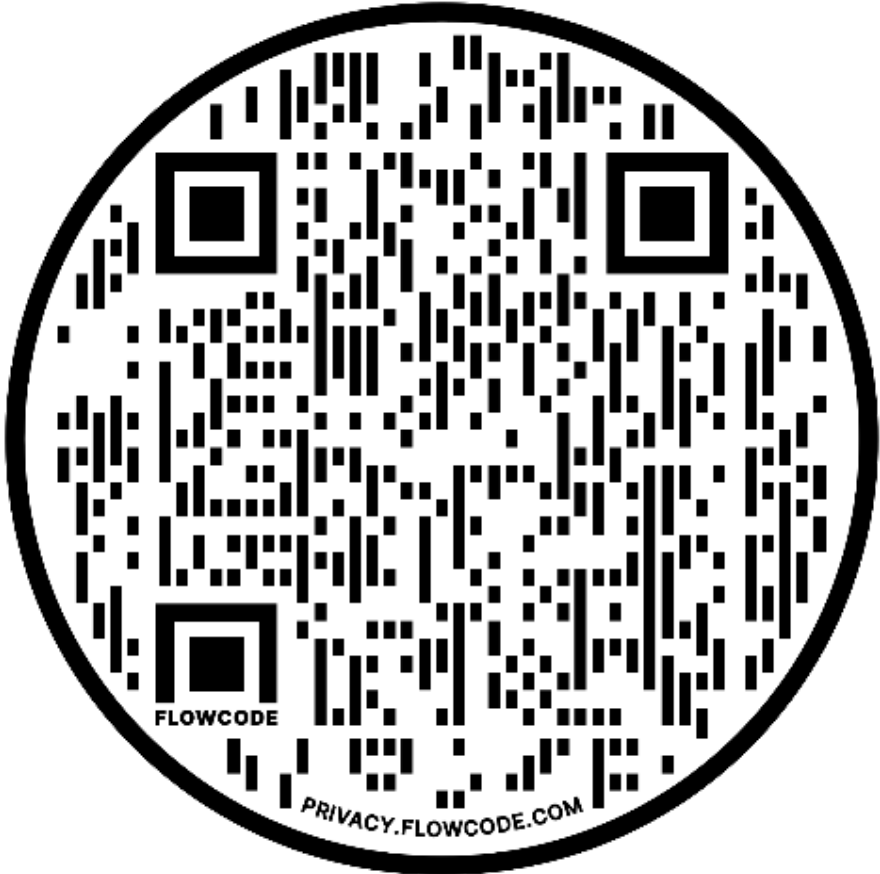


- A pathway to earning your Certified Venue Executive (CVE) designation or Certified Venue Professional (CVP)
- Connections to industry colleagues, leaders and trailblazers
- Live industry updates at spectacular venues with actionable education sessions and networking opportunities

Scan here to follow IAVM!



Scan for information on IAVM Live Training



**Life's Short so
accept the
challenges, find
your escape, and
stay positive**

**Race the rain
Ride the wind
Chase the sunset**



Thank you!

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International Association of Venue
Managers

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